

PHC INC.
124 Merton St, Suite #501
Toronto, Ontario
M4S 2Z2

December 7, 2020

To Whom It May Concern,

I am responding to RentSafeTO's proposals on December 8, 2020 to the Planning and Housing Committee regarding PH19.6. As a multi-residential property manager our management company believes that a colour coded rating system is damaging to our future business.

At present RentsafeTo's system of evaluating properties makes landlords upgrade their properties when deemed necessary by an inspector, this we feel creates value in many circumstances. However, these new proposals will have a negative impact for the following reasons:

1. By posting rating percentages and colour coding on each building it will hurt the rental program. A stigma will be assigned to a building that receives a low score. Also, vacancy rates will climb as occupancy rates are already being negatively impacted due to COVID-19.
2. When RentsafeTO started rating properties inaccurate ratings were given whereby the inspectors did not enter the common areas of buildings however still rated them i.e. locker room/laundry room conditions. This system requires expertise and a clear not rushed review of a building is required (not just inspectors who have a checklist rushing through a property as they have long lists of buildings to evaluate).
3. There is the potential that bias by an inspector will figure into this evaluation. That can have major negative repercussions on a rental program until the next inspection.
4. When potential tenants choose a property immeasurable factors contribute to their experience while residing at a property, i.e. how the superintendent looks after the building? If this new colour system is like the current one there may be positive points of a property that are not measured in a final assigned percentage.
5. This rating system will impact current tenants. For example, if a building gets a low rating then tenants living there may decide to move when there is actually nothing wrong with their living experience. As such,

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the grade/percentage given carries significant stigma/impact on those living in a building as well as prospective renters.

6. The fee structure is high, most landlord's will want a re-evaluation, with the fees at \$316 each. Also, if a re-evaluating occurs how long will it take? If a landlord needs to wait 6-12 months it could be damaging for the reputation of the building and chances are when rolling out this program it will take time for them to re-visit.

It is our position that by giving a percentage rating it will hurt our business.

Regards,



Elliott Platt
Vice President