



**STAFF REPORT
ACTION REQUIRED**

Licensing of Household Movers

Date:	September 26, 2011
To:	Licensing and Standards Committee
From:	Acting Executive Director, Municipal Licensing & Standards
Wards:	All Wards
Reference Number:	P:\2011\Cluster B\MLS\LS11018

SUMMARY

Municipal Licensing and Standards Division is requesting the City Manager seek permission from the Province of Ontario to license household movers. The City of Toronto Act currently does not allow the City to licence household movers.

The City Solicitor was consulted in the preparation of this report.

RECOMMENDATIONS

The Executive Director of Municipal Licensing and Standards recommends that City Council:

1. Direct the City Manager, to request the Province of Ontario examine the feasibility of amending Ontario Regulation 590/06 of the City of Toronto Act, 2006 to allow the City of Toronto to license and regulate household movers.

Financial Impact

There are no financial implications as a result of the recommendation in this report. The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact.

COMMENTS

Recent police investigations indicate that some household moving companies and individuals holding themselves out to be household movers have been carrying out unfair and fraudulent business practices within the City of Toronto. Some investigations have gone as far back as 2001. These practices include but are not limited to over charging customers and extorting extra service fees from them under the guise of purchasing insurance. Some companies under investigation were alleged to have threatened to dump clients' furniture if they refused to pay additional fees that were not agreed upon at the time of hire. In addition, customers were also misled into signing unfavourable contracts. The Toronto Police Press Conference Information package implicated two main moving companies conducting fraudulent practices within Toronto and the GTA using several different names to operate their businesses.

The same police investigation lead to nine suspects being identified and 150 criminal charges being laid. Some of the charges were Fraud Under \$5,000, False Pretences, Extortion, Mischief and Conspiracy to Commit and Conspiracy to Commit an Indictable Offence.

The licensing of moving companies will help to protect consumers from these practices by providing a regulatory regime that sets out standards of practice and provides a framework for dealing with complaints.

The Province of Ontario does not currently permit municipalities to license and regulate household movers. Municipal Licensing and Standards is asking the City Manager to seek this authority from the Province of Ontario.

CONTACT

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SIGNATURE

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