
2014 OPERATING BUDGET BRIEFING NOTE

Multi-Residential Apartment Building (MRAB) Audit Program

Purpose:

- This briefing note is intended to provide an overview of the current status of the Multi-Residential Apartment Building Audit Program, in response to various inquiries that have been made throughout 2013.
- A complete operational review of the MRAB program is currently being carried out by ML&S with a focus on improving the overall efficiency and effectiveness of the program including the capturing and reporting of the programs results.

Issue/Background:

- The MRAB audit program was launched in December 2008 and was developed to ensure that the minimum property and maintenance standards within multi-residential rental properties are maintained in accordance with the City's Property Standards By-law. It was staffed from the existing staff complement.
- The auditing of buildings is carried out by ML&S staff and they inspect all of the common element features within a building (i.e., hallways, parking garages, common laundry room facilities) along with conducting in-suite inspections if residents permit them entry.
- Buildings are identified for audit based upon complaints received from the public to the Division or from referral/identification by ML&S staff in the District offices. Advance notice of the audit is delivered to the occupants, and a mobile office is brought to the property location on the day of the audit so that tenants can bring their questions and concerns directly to ML&S staff while the audit is being undertaken.
- The Division target is 200 building audits/year which is approximately 4 buildings/week on average. Since the inception of the program, over 960 buildings have been audited, and over 4170 notices/orders issued identifying more than 51,700 property standards deficiencies. The current rate of compliance is approximately 70%.
- Any deficiencies/contraventions identified during the audit are communicated to the property owner and their representatives through the issuance of a Property Standards Order or Notice of Violation. All issued Orders are posted and viewable through the ML&S web site.
- The intent of the program is to work with property owners to bring the property into compliance. Where warranted, and in situations of wilful non-compliance the property owner may be subjected to further legal action, as is deemed appropriate.

Key Points:

- To address the emerging issues related to other types of rental housing, specifically rooming houses, the Division created a Housing Occupancy Standards Team (HOST) comprised of six (6) staff, utilizing existing resources including 2 members of MRAB.
- The current MRAB staff of eight (8), have remained committed to conducting the 200 building audit target. Further, the MRAB team audits have been operationally supplemented by District Officers who have been conducting the in-suite inspections aspect of the program.
- To ensure an appropriate level of supervision, the MRAB/HOST teams have been brought together, and are under the guidance of a District Supervisor who has been temporarily seconded from a District office.
- As a component of the review, the Division sought the assistance of Internal Audit to review the MRAB program, and will be conducting further review, including consultations with stakeholders to identify program efficiency improvements.

Prepared by: Mark Sraga, Director, Investigation Services, Municipal Licensing & Standards
(416) 392-7633, msraga@toronto.ca

Further information: Tracey Cook, Executive Director, Municipal Licensing & Standards
(416) 392-8445; tcook2@toronto.ca

Date: December 10, 2013