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2014 OPERATING BUDGET BRIEFING NOTE

Multi-Residential Apartment Buildings (MRAB) Audit Program

Issue/Background:

- Budget Committee, at its December 12, 2013 meeting requested a briefing note on the multi residential apartment buildings (MRAB) program. The request was to provide a statistical update on the programs results thus far in 2013.
- The MRAB audit program was launched in December 2008 - this program 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.
- 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. 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 targets performing 200 building audits/year. Since inception of the program over 950 buildings have been audited and over 50,000 property standards deficiencies have been identified.
- The following chart provides a summary of program activity for 2012 and year to date results for 2013.

Summary of Program Activity	2012	2013
Number of Buildings Audited	192	203
Number of Orders/ Deficiencies issued	610 / 8562	502 / 7010
Number of Orders/ Deficiencies Outstanding	408 / 4989	409 / 5548
Number of Buildings Re-inspected	n.a.	83
Number of Outstanding Orders that exceed timelines	76	93

- The program for 2014 will focus on re-inspecting the buildings previously audited.

Key Points:

- 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.
- The division is also implementing recommendations from an Internal Audit report to continuously improve the program.

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