Multi-Residential Apartment Buildings (MRAB) Audit Program

Licensing and Standards Committee

April 18, 2013

MRAB AUDIT PROGRAM

- The program was developed to ensure that minimum property and maintenance standards within multi-residential rental properties are maintained in accordance with the City's property standards by-law

AUDIT PROCESS

- ML&S staff provide advance notice of the pending audit to the tenants and property management/landlord
- 2 ML&S staff undertake an audit to review the common elements, while 1 ML&S staff remains in the mobile office, parked in front to receive complaints
- 2 additional ML&S staff from the relevant District, attend and canvas door to door for in-suite issues
- Orders for deficiencies are issued and are posted on the website
- The property manager is then responsible to address the deficiencies and bring the property into compliance with the by-law
- The compliance time to carry out these repairs will vary, based upon the extent, complexity and magnitude of the repair required

PROGRAM STATUS

- Target completion of initial audits at 200 buildings/year
- Since program inception, 809 buildings have been audited
- In 2010, ML&S undertook a review of high-rise rental housing stock, and then prioritized audits around the " 8 urgent" and "85 top priority" buildings
- Since this time, audits have been undertaken generally based upon complaints and referrals from District staff

- Staffing has fluctuated between 12 to 14 personnel - changes occurred due to attrition – including the deletion of the coordinator position
- In 2012, 4 MSO's were temporarily re-assigned to staff both the Graffiti team (June) and the HOST team (October); a Supervisor was identified to oversee both the MRAB and HOST teams (October)

PROGRAM REVIEW

- In keeping with good business practice, we identified the need and the opportunity to review the effectiveness and efficiency of the MRAB audit program
- Internal meetings were held to discuss the operational aspects and performance of the program
- Meetings with industry participants identified concerns, particularly related to building selection criteria and equity

- In mid-late 2012, ML&S approached Internal Audit requesting them to undertake a full audit of the MRAB program, to review the current processes and overall program efficiency and effectiveness
- The audit is complete and their report is currently being drafted

REVIEW POINTS

- Communications with tenants, tenant groups and industry representatives – i.e. – development of appropriate deployment and management model
- Audit checklists and transparency of process
- Improvements to technology to enhance efficiency and service/utilization of the web
- Utilization of the mobile office – effectiveness, alternatives
- Building selection criteria – clearly defined and communicated
- Audit approach to focus on life safety standards to “raise the bar” in a consistent manner across the City’s entire rental housing stock
- Review of compliance timelines – criteria around extensions
- Re-inspection process/scheduling - timeliness
- Re-audit/monitoring program – risk based to ensure maintenance
- Service and performance standards – timeliness of order issuance and compliance timelines

NEXT STEPS

Continue program review

- Review of dedicated centralized team vs. a decentralized district-based program
- Review and development of current communication/outreach tools
- Development of key performance metrics
- Review and implementation of Internal Audit recommendations

Public engagement to discuss program improvements

- Consultation meetings to be held with tenant groups and other relevant stakeholder groups
- Consultation meetings with industry stakeholders
- Survey for public input
- Consultation/survey for Councillor feedback

CONCLUSION

- This is a valuable program that puts rigour to our property standards by-law as it relates to the condition of rental housing stock in the city
- We recognize there are opportunities to improve on the delivery and effectiveness of the program
- Tenants and property owners will benefit from our undertaking of this review and program improvements
- Transparency, collaboration and consistency are the cornerstones of this program and review

We are committed to working with tenants, advocacy groups, industry stakeholders, and all other interested participants to improve the effectiveness of the program and the standards of living for citizens of our City.