



STAFF REPORT ACTION REQUIRED

Multi-Residential Apartment Buildings (MRAB) Audit and Enforcement Program – Updated Annual Report

Date:	June 12, 2014
To:	Licensing and Standards Committee
From:	Executive Director, Municipal Licensing and Standards
Wards:	All
Reference Number:	P:\2014\Cluster B\MLS\LS14010

SUMMARY

This report provides Licensing and Standards Committee with an update on the Multi-residential Apartment Buildings Audit and Enforcement program (MRAB). 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-laws.

This report highlights some of the ongoing work and upcoming enhancements to the MRAB program, some of which have resulted from stakeholder consultations, Committee recommendations and an internal review of the program. The enhancements include: formalizing program goals, establishing service standards, development of a risk-based approach to audit selection and greater emphasis on resolution and escalated enforcement. The report also includes 2013 year end statistical data related to program activities.

The report was prepared in consultation with Toronto Public Health.

RECOMMENDATIONS

The Executive Director, Municipal Licensing and Standards recommends that:

1. Licensing and Standards Committee receive this report for information.

Financial Impact

There is no financial impact expected from this report beyond what has already been approved in this year's budget for the MRAB program.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its April 18, 2013 meeting, the Licensing and Standards Committee submitted a number of recommendations regarding the MRAB Audit program for the Executive Director, Municipal Licensing and Standards to examine, implement and report back on.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.LS20.2>

At its May 26, 2014 meeting, the Licensing and Standards Committee requested that the Executive Director, Municipal Licensing and Standards provide the following information at the June 26, 2014 Committee meeting:

- Summary of re-inspection hours and fees by property in 2013;
- Summary of orders of deficiencies by property owner;
- Summary of the Recommendations of the Internal Audit;
- Summary of Multi-Residential Apartment Buildings (MRAB) enhancement, implementation timelines and resource requirements;
- Service standards for prosecution of property standards violations;
- Summary and resulting orders of public health inspections related to mould and pests, by property address; and
- The above noted items to apply to Toronto Community Housing Corporation (TCHC) buildings as well.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2014.LS28.4>

ISSUE BACKGROUND

The Multi-residential Apartment Buildings Audit and Enforcement program (MRAB) is a pro-active building inspection program launched by the City of Toronto on December 1, 2008. The purpose of the program is to address maintenance issues in the aging rental housing stock belonging to both private and public landlords, which if not addressed can negatively impact the well-being of tenants and potentially reduce the lifespan of rental buildings in Toronto.

MRAB Program Components

The MRAB program focuses on purpose-built, non-condominium, rental accommodations of six or more dwelling units. Since its inception, the program has audited 975 buildings. The map of audits conducted across Toronto since 2008 is contained within Attachment 2 of the report.

An MRAB audit includes a comprehensive inspection of all common areas of a building (e.g. garage, mechanical rooms, waste disposal facility, property grounds) as well as random inspections of rental dwelling units. During each audit, two Municipal Standards Officers from the district office are assigned to conduct in-suite inspections with tenant approval. Occupants can also initiate complaints about their units at any time by contacting 3-1-1 Toronto.

The property owner, manager and tenants are informed about upcoming audits through hand delivered notices as well as notifications posted in common areas of buildings. A mobile administrative office is present during each inspection so tenants of the audited property and adjacent buildings can bring their questions or concerns directly to the attention of Municipal Standards Officers.

Once property standard violations are identified during the audit, officers issue orders to enforce compliance within a set time-frame. Time-frames are dependent upon the scope of the work to be undertaken. Re-inspections are conducted to ensure that landlords undertake the mandated repairs.

Municipal Licensing and Standards charge re-inspection fees in order to recover the additional costs of having to attend properties whose owners failed to comply with orders. As per Chapter 441 of the Municipal Code – Fees and Charges, Appendix C – Schedule 12, fees will be charged for each inspection at a minimum rate of \$94.00 per officer for the first hour and \$55.00 per hour thereafter.

Property owners may appeal the orders and are entitled to a hearing before the Property Standards Committee. The Committee may confirm, modify or rescind an order as well as extend the time for compliance.

If the landlord does not comply with the order by the set date, the City has the authority to either prosecute the offending landlord and/or undertake remedial action. Remedial action is a City initiated action to hire contractors to rectify the property violation. The costs incurred from this enforcement activity are added to municipal property taxes.

Staffing and Budget

The Investigation Services Unit in Municipal Licensing and Standards is responsible for the operation of the MRAB program. A team of eleven (11) Municipal Standards Officers implement building audits and re-inspections across the city. The MRAB audit team is supported by two (2) district Municipal Standards Officers at each audit site who conduct in-suite inspections. The program also includes one dedicated clerical support and a shared Supervisor and Manager.

Table 1 summarizes the MRAB program budget, which is identified in the Municipal Licensing and Standards budget as a stand-alone Fund Centre (MS1212)

Year	Budget	Actual
2010	\$1,496,600	\$1,450,800
2011	\$1,531,500	\$1,541,500
2012	\$1,300,000	\$1,304,800
2013	\$1,083,400	\$1,085,700
2014	\$1,354,000	

Table 1: MRAB budget, 2010-2014

The budget for the MRAB program decreased in 2013 due to staff being re-assigned to support the enforcement of rooming houses. The current budget has increased due to inflationary adjustments and the addition of two (2) new Municipal Standards Officers as approved by City Council in the 2014 operating budget process.

COMMENTS

MRAB Program Review - 2014

In 2013, the Executive Director, Municipal Licensing and Standards requested the assistance of Internal Audit to undertake a review of the MRAB program in order to identify efficiencies and opportunities for operational improvement. The results of this audit, which can be referenced in Attachment 3, along with the recommendations received from Licensing and Standards Committee on April 18, 2013, are key components of the ongoing review of the program.

The review will define a new direction for MRAB that is based on demonstrable results, risk-based criteria and the effective resolution of property standard issues. The following section will outline a few of the planned and/or implemented enhancements to the MRAB program.

1. Program Goals

The MRAB program was created to improve the quality of rental housing in Toronto by ensuring that minimum property and maintenance standards are maintained in all multi-residential rental properties in the City.

To clearly and transparently articulate the focus of MRAB, staff have formalized the following program goals:

- Increase compliance with property standards by-laws
- Prioritize the enforcement of violations that pose the greatest risk to the safety and health of tenants
- Generate greater awareness about property standards and the enforcement process among tenants and landlords
- Ensure minimum property standards are sustained over time

2. Performance Measures

The MRAB program will be evaluated based on its activities and outputs, as well as measures of efficiency, effectiveness, and timeliness. In an effort to capture the impact of MRAB on the quality of rental housing, staff will be tracking the following:

Type of deficiencies remedied in audited buildings
Percentage of deficiencies remedied
Percentage of orders closed through compliance
Average time it takes to achieve compliance
Number of non-compliant buildings over time
Average number of orders issued per audited building over time
Average number of deficiencies per order over time
Number of complaints for audited buildings over time

These performance measures will help assess the value of MRAB's pro-active approach to property standards enforcement. Municipal Licensing and Standards will continue to identify metrics and implement the appropriate data collection mechanisms to track these measures and illustrate the impact of the MRAB program. The performance measures will be reported on in future MRAB annual reports and on the City's website.

3. Audit Selection Criteria and Process

Staff will establish risk-based criteria and a formalized selection methodology to assist in prioritizing the efforts of the MRAB team on buildings that pose a greater risk to the health and safety of tenants.

One of the notable enhancements to the MRAB program is the development of a risk based assessment process that will prioritize the audit schedule based on risk criteria that focus on health and safety, structural sufficiency and the building envelope.

The new risk based assessment process will bring greater transparency to the audit selection process and allow for the effective use of resources.

The process includes a pre-audit assessment and the use of a risk based assessment tool. After receiving an audit request, staff will conduct an assessment of the building which includes background research and surface level observations of the property. The assessment of risk will be based on deficiencies identified using the following tool:

Risk Based Assessment Tool

Focus	Elements of review	Infrequent	Moderate	Severe
Health and Safety	Lack of vital services such as heat and water			
	Elevator breakdowns			
	Defective security systems including building access and monitoring controls (e.g. intercom, security locks)			
	Low level of lighting in common areas			
	Unsanitary conditions in common areas of the building (e.g. laundry and garbage rooms, stairwells, garage, outside property)			
Structural Sufficiency	Structural defects in common areas including garage (i.e. concrete delamination, signs of water penetration, rust streaks)			
	Structural defects in balconies			
	Corrosion of supporting steel			
Building Envelope	Deterioration of cladding on building exterior			
	Corroded or out of plumb balcony guards			
	Broken or cracked windows			
	Water penetration on the walls and ceilings			

It is important to note that Municipal Standards Officers play a role in identifying and remedying property standard violations that could undermine the structural integrity of a building. As a result, recommendations from the Elliot Lake Inquiry, which are expected to be released in October 2014, may also inform changes to risk based criteria identified above. The Province of Ontario established the Elliot Lake Inquiry in July 19, 2012 to investigate the events surrounding the collapse of the Algo Centre Mall in Elliot Lake. Part of the investigation includes reviewing and identifying improvements to building maintenance regulations in Ontario municipalities.

4. Service Standards

The program will be held accountable through newly established service standards which will provide clear direction and ingrain accountability into the performance of the MRAB program.

The division will implement the following service standards to ensure both operational effectiveness and that the program is meeting its goals and stakeholder needs:

Task	Service Standard
Complete assessment after an audit request is received	Within 10 days
Conduct building audit after assessment	Within 20 days
Issue orders after audit completed	Within 5 days
Post audit activity reports on the website	Within 5 days
Conduct re-inspections after an order's expiry date	Within 5 days
Decisions regarding the appropriate enforcement action after re-inspection, if the property owner fails to comply with the order	Within 5 days
First court appearance after the decision to lay charges is made	8-12 weeks (subject to court scheduling)

Note: All service standards refer to business days

Municipal Licensing and Standards will implement the necessary tracking mechanisms to monitor these measures throughout the year and will report on the results in the next annual report.

5. Focus on Resolution and Enforcement

The revised focus of the MRAB program will be to dedicate greater attention and resources to the resolution of property standards issues through timely re-inspections and escalated enforcement actions.

The fundamental goal of MRAB is to improve living conditions of residents in rental properties through compliance with property standards. The MRAB program is revising its focus away from a strictly activity-based target of 200 audits per year towards a more risk-based and resolution centred direction. The audit goal will be reviewed as the program enhancements are implemented.

In keeping with this direction, the MRAB team has focused exclusively on re-inspections in the first quarter of 2014. As a result, **the team has completed 1,123 inspections and closed 178 outstanding orders through compliance.** The remaining re-inspections will be completed by the end of Q2, after which new audits will be planned for the rest of 2014. The schedule of audits will be posted on the MRAB website and each Councillor will receive a list of audits planned for their ward.

The MRAB team will be resolution focussed, and escalate available enforcement actions in order to achieve compliance, as is necessary. It is important to note however, that the type of enforcement undertaken by staff will depend on the circumstances.

In one example, MRAB staff encountered a landlord that lacked the capital to make the repairs within the compliance date but was very eager to address the problem and had a long term capital plan. The preferred course of action in this case was for Municipal Licensing and Standards to regularly monitor the property for safety and health risks, along with a professional engineer's oversight, while the landlord pursued capital improvements.

In instances where staff encounter a landlord that is willfully non-compliant, despite efforts being made to work with them, staff will escalate their approach to include remedial action and/or prosecution, as is appropriate.

6. Public Access to Records

The Municipal Licensing and Standards website includes several web pages dedicated to MRAB where the public can access reports resulting from audits as well as the online enforcement and compliance records of investigated properties. Residents can search for the property standards history of a building using its address as well as learn about audits scheduled in their neighbourhood based on the ward.

Municipal Licensing and Standards is working to improve the accuracy and accessibility of online enforcement and compliance records for tenants and the public. The online audit reports are updated once per week after staff input the information into a database. To better serve residents, reports resulting from new audits will be posted within two days. Further enhancements to the update of online records will be included in the recommendations of the division's Information Technology (IT) Strategy. The IT Strategy is expected to be completed this year.

Municipal Licensing and Standards is also exploring new methods of communicating enforcement and compliance records. For example, the wording of property standard orders will be simplified so that deficiencies can be accurately captured and communicated to landlords and tenants. Staff are also assessing other cities and levels of government to learn how online solutions such as mapping tools can be used to effectively communicate the housing quality of buildings in Toronto.

Municipal Licensing and Standards heard from tenants and tenant groups that they would like to be notified about notices of appeals from the Property Standards Committee. To

facilitate this request, staff are exploring ways to improve the accessibility of these notices on the MRAB website. Municipal Licensing and Standards is also consulting Legal Services to explore changes to Chapter 629, Property Standards and the *Building Code Act* that would require building owners to notify tenants when they appeal an order. Building owners would also be expected to provide evidence that tenants have been notified.

7. Stakeholder Engagement

The effectiveness of the MRAB program is contingent on staff working closely with internal and external stakeholders such as tenant groups, landlords and other divisions.

High risk buildings exhibit particular needs and challenges that cannot always be addressed through the enforcement of property standards. According to the United Way's *Poverty by Postal Code 2: Vertical Poverty* Report, 2011 approximately 43% of low income families in the City of Toronto rent a unit in high rise buildings. The map in Attachment 4 indicates that MRAB audits have taken place in areas where a high concentration of low income families live in high-rise buildings. As a result, the enhanced MRAB program will engage internal and external stakeholders to ensure there is a holistic response to the needs of these tenant populations.

Tenant organizations such as ACORN and the Federation of Metro Tenants' Association (FMFTA) regularly communicate with MRAB staff to learn about upcoming audits or to bring attention to the state of certain buildings. These groups as well as the Greater Toronto Apartment Association (GTAA) will be invited in the summer of 2014 to review the MRAB enhancements outlined in this report to ensure the program continues to meet their needs.

MRAB staff also regularly engage internal stakeholders such as Toronto Public Health during building audits. Toronto Public Health is engaged when issues such as bed bugs and hoarding are uncovered during audits. Staff makes referrals to Toronto Fire Services if Fire Code violations are identified in the buildings. MRAB also approaches Toronto Building for their expertise in mechanical and structural engineering, where necessary.

Staff from Municipal Licensing and Standards also attend the quarterly meetings of the Rental Housing Advisory Committee (RHAC). The Committee is a forum where City divisions, local agencies as well as tenant and landlord organizations co-ordinate, discuss and share information about policies and services related to rental housing in Toronto. Membership in the Committee allows staff to generate greater awareness about MRAB and to explore potential partnerships that support the advancement of the program.

Ongoing Work

Licensing and Standards Committee requested that fees for re-inspection be increased to achieve full cost recovery for the program. As part of a divisional review of all fees, the current fee structure for re-inspections is being reviewed. Staff are also working to ensure that all costs associated with current re-inspections are fully recovered. Any changes to

the fees will be communicated in next year's MRAB annual report and through the appropriate Committee..

Municipal Licensing and Standards is also exploring the feasibility of distributing building audit results to the Insurance Bureau of Canada and financial institutions for their distribution to members. Mortgage and insurance companies frequently contact MRAB staff to learn about the property standard history of buildings.

Implementation Time-line and Resource Requirements for MRAB Enhancements

MRAB Enhancements	Implementation Time line		Resource Requirements
	Task	Target Date	
Performance Measures & Service Standards Tracking	Develop tracking mechanisms	July 2014	IT Support
	Application of tracking mechanisms	September 2014	
	Report on Performance Measures and Service Standards in the Annual Report	March 2015	
Audit Selection Criteria and Process	Applied to determine 2014 audit schedule	July 2014	None
Focus on Resolution and Enforcement	Re-inspection initiative	Q2, 2014	Current Complement
	Application of service standards	July 2014	
	Report on Enforcement Focus in the Annual Report	March 2015	
Simplifying Property Standards Orders	Draft easy to read property standards orders	September 2014	None
Web Enhancements	Stakeholder Consultations	August 2014	IT Support
	Development of IT Strategy	October 2014	
	Launch of Web Enhancements	March 2015	
Notification regarding notices of appeals	Consult with Legal Services	July 2014	None
Review of re-inspection fees	Part of ongoing review of all fees	Q2, 2015	Current complement

ANNUAL STATISTICS FOR MRAB ACTIVITY - 2013

Municipal Licensing and Standards committed to providing an annual report each year on MRAB's activities from the preceding year. The program's focus on resolution based outcomes commenced in the latter part of 2013, and has significantly advanced compliance on outstanding orders.

At the start of 2013, there were 1,133 outstanding orders from the audits conducted throughout the five years. Throughout 2013, staff conducted 679 re-inspections and

closed 597 orders, which were representative of 3,700 deficiencies. This has significantly improved the compliance rate of the MRAB program as illustrated in Attachment 1.

The 2013 data and comparisons with previous years are included in Attachment 1. The list of buildings audited in each ward since 2009, including all outstanding orders is included in Attachment 6.

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ATTACHMENTS

Attachment 1: Annual Statistics and Analysis for MRAB Activities

Attachment 2: Map of Multi-residential Apartment Buildings Audit Investigations,
December 2008 to December 2013

Attachment 3: Summary of Internal Audit Recommendations, 2013

Attachment 4: Map of Multi-residential Apartment Buildings Audit Investigations and
Low Income Families in High-rise Apartment Buildings

Attachment 5: Toronto Public Health Responses to Mould and Pest Infestations, 2011 -
2013

Attachment 6: MRAB Audit Summary by Ward, Address since April 1, 2014

Attachment 7: MRAB Re-inspection Fees in 2013 for TCH and non-TCH Properties

Attachment 1

ANNUAL STATISTICS AND ANALYSIS FOR MRAB ACTIVITIES

MRAB Program Outputs, 2009-2013

Table 1 summarizes the results of the audit investigation by year, including how many buildings were audited and orders to comply issued. Orders to comply contain the contraventions to property standards by-laws that MRAB staff identify during a building audit. Property owners are given a set time frame to comply with the order.

Table 1 also lists the number of orders that remain outstanding based on the year that they were issued and the compliance rate as of December 31, 2013.

Table 1: Audit Program Activity – November 21, 2008 – December 31, 2013

Audit Year	2009	2010	2011	2012	2013	TOTAL	Toronto Community Housing
Number of Building Audits	165	208	203	201	203	980*	118
Orders Issued	1063	1144	775	609	531	4122	519
Orders Outstanding as of December 31, 2013	69	211	238	266	422	1206	211
Compliance Rate at 2013	93%	82%	70%	56%	21%	70%	41%

Note: 2008 data is included in 2009. *975 individual buildings were audited, 5 were audited twice.

Table 1 demonstrates that despite meeting the target of 200 audits per year, the number of orders issued has decreased since 2009. Staff believe the reason for this decrease is that the properties identified as having the most significant deterioration were targeted in the early years of the MRAB program.

MRAB Compliance Trends, 2009-2013

The main goal of the MRAB program is to ensure compliance with property standards by-laws. MRAB staff issue orders outlining deficiencies and close them once they confirm that the property owner has complied with the mandated repairs or improvements. Orders are also closed if staff obtain compliance through remedial action.

Table 2: Percentage of Outstanding Orders Closed Per Year, 2009-2013

Year	2009	2010	2011	2012	2013	Grand Total
Total Number of Orders Closed	264	538	784	733	597	2916
Total Number of Outstanding Orders at the Beginning of the Year	962	1898	2169	2003	1803	N/A
% of Outstanding Orders Closed Per Year	27.4%	28.3%	36.1%	36.5%	33.1%	Ave. 32.3%

Graph 1: Average Rate of Orders Closed Per Year, 2009 -2013

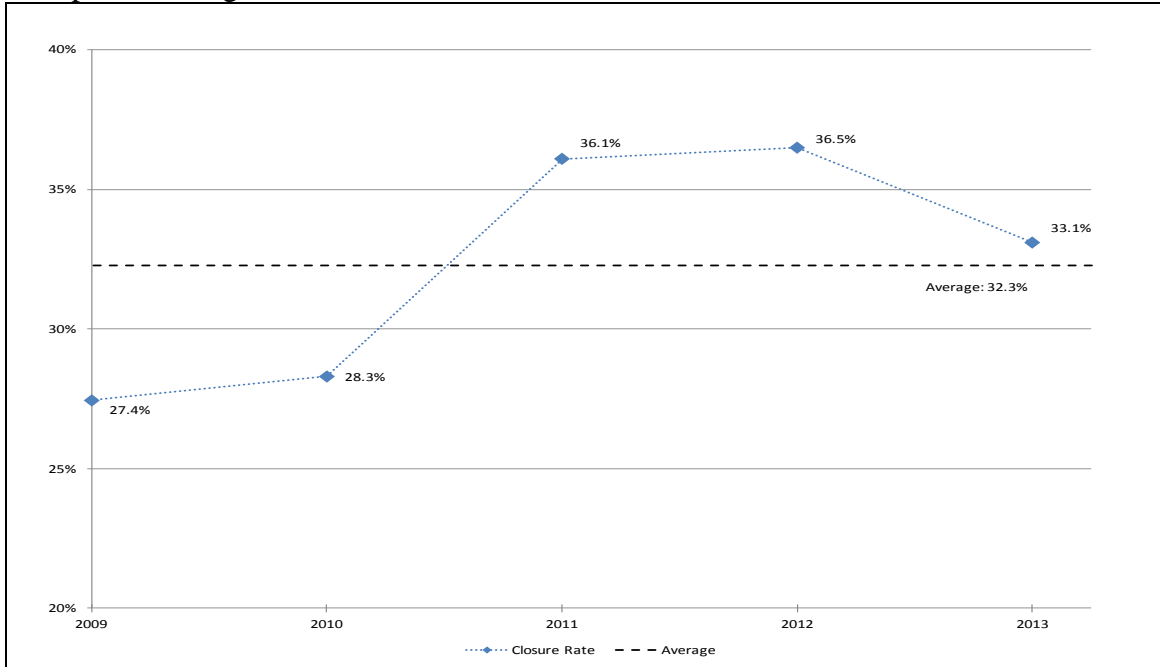


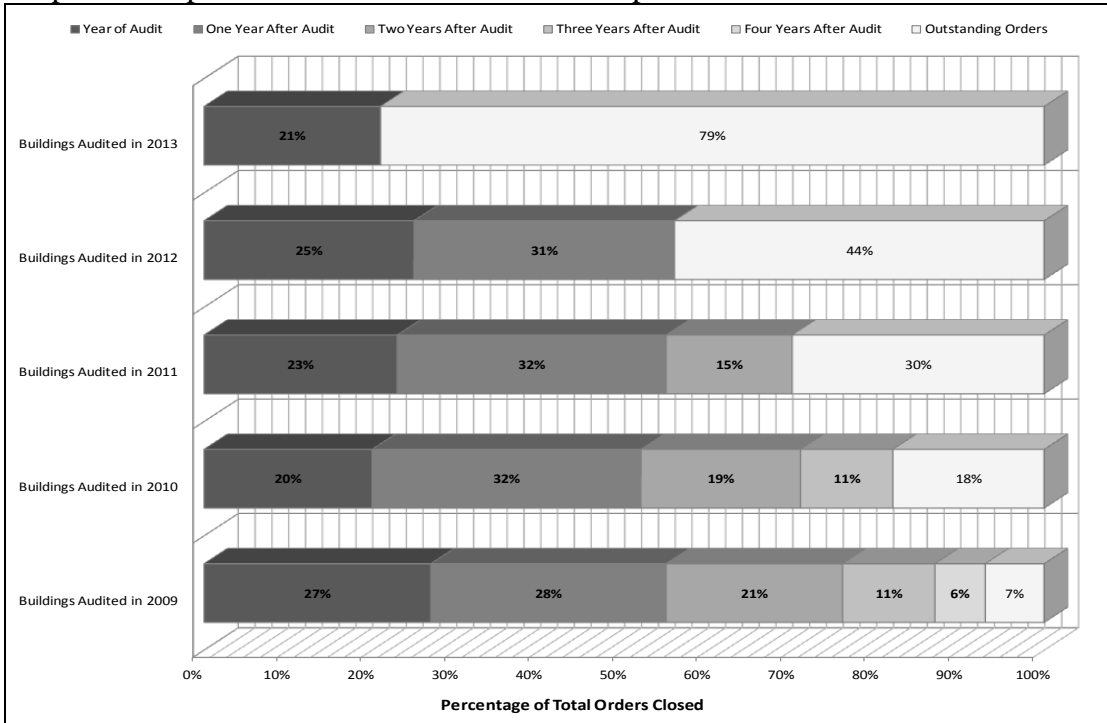
Table 2 and Graph 1 illustrate that on average, the MRAB program brings into compliance around 32% of the outstanding orders every year. The graph in particular demonstrates that this rate has been slowly increasing since 2009.

Table 3 below compares the compliance rates achieved each year of the MRAB program tracked by the years in which the orders were issued.

Table 3: Comparison of Compliance Trends, 2013

Year Orders were Issued (Year of Audit)	2009	2010	2011	2012	2013
Compliance Rate in 2013	93%	82%	70%	56%	21%
Variance 2012-2013	+6%	+11%	+15%	+31%	
Compliance Rate in 2012	87%	71%	55%	25%	
Variance 2011-2012	+11%	+19%	+32%		
Compliance Rate in 2011	76%	52%	23%		
Variance 2010-2011	+21%	+32%			
Compliance Rate in 2010	55%	20%			
Variance 2009-2010	+28%				
Compliance Rate in 2009	27%				

Graph 2: Comparison of Annual Post Audit Compliance Trends



The graph above reveals that there is a consistent trend in the length of time it takes to bring buildings into compliance after an audit. For example, the data for buildings audited from 2009 to 2012 indicates that it takes at least one year after an audit to achieve 50% compliance with the orders issued.

Graph 2 also illustrates that the increases in compliance decrease over time. Consider buildings audited in 2010, the number of orders closed increased by 32% one year after the audit, bringing the rate of compliance to 52% of the total orders issued. Nevertheless, two years after the audit, the rate of compliance only increased by 19% and then 11% the following year. The decrease is likely attributed to the fact that the remaining orders are for deficiencies that require longer period of time and cost to remedy.

Deficiencies resolved by MRAB

Table 4 summarizes the total number of deficiencies identified in each audit year and the number of deficiencies that remain outstanding based on the audit year they were identified. Deficiencies are individual property standard violations that MRAB staff uncover during building audits and landlords must address once an order to comply has been issued. One order contains 10 to 15 deficiencies on average.

Table 4: Outstanding Deficiencies as of December 31, 2013

Year of Audit	2009	2010	2011	2012	2013	TOTAL
Total Number of Deficiencies	10,601	12,850	12,501	8,397	7,531	51,880
Number of Outstanding Deficiencies	606	2,157	2,836	2,836	5,324	13,759

Graph 3: Percentage of MRAB Deficiencies Resolved since 2009

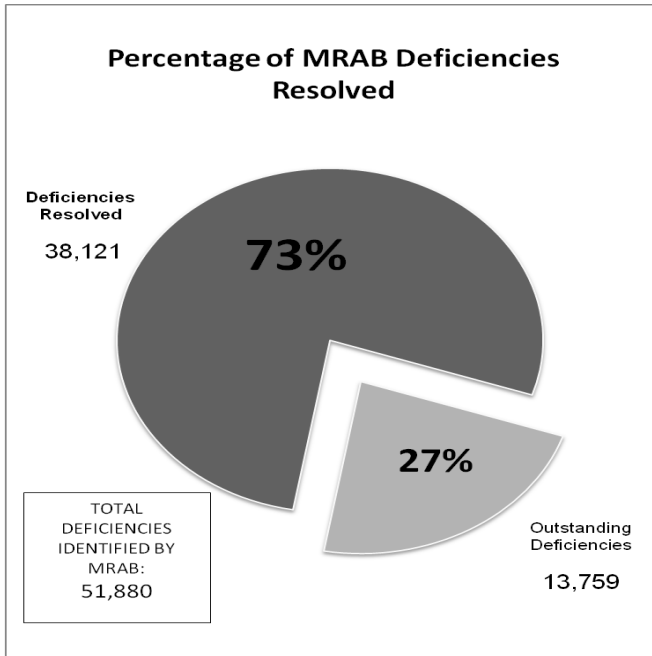


Table 4 and Graph 3 demonstrate that the MRAB program since its inception has identified 51,880 deficiencies in 980 buildings.

The program's enforcement activities have resolved 73% of these deficiencies.

MRAB Re-inspections

Table 5 lists the total number of MRAB re-inspections conducted each year of the program. MRAB staff conduct re-inspections after the deadline of compliance with the order has passed in order to ensure that landlords have undertaken the mandated repairs.

Table 5: Total Number of MRAB Re-inspections from 2009 to 2013

Year of Re-inspection	2009	2010	2011	2012	2013	Grand Total
Total Number of Re-inspections	276	587	900	945	679	3,387

Note: Not all re-inspections are chargeable inspections.

MRAB Re-inspection Fees

Table 6 summarizes the total value of re-inspection fees billed every year. Municipal Licensing and Standards charges re-inspection fees in order to recover the additional costs of having to attend properties whose owners fail to comply with orders.

Table 6: Total Value of MRAB Re-inspection Fees per Year

Year of Billing	2009	2010	2011	2012	2013	Grand Total
Total	\$7,605	\$42,614	\$79,877	\$56,481	\$33,223	\$219,800

Note: All billed re-inspection fees are fully recovered whether by the client making a direct payment or by adding the charges to the municipal property taxes.

Prosecution Activity

Table 7 lists the total number of charges imposed by the MRAB program on non-compliant landlords and the outcomes of these charges.

Table 7: MRAB Prosecution Results from 2009 to 2013

Year	Total # of Charges	Total # of Convictions	Total # of Withdrawn/Dismissed	Total # of Pending/Ongoing	Total # of Cancelled
2008	14	4	6	0	3
2009	10	7	3	0	0
2010	18	11	2	0	5
2011	116	53	37	21	5
2012	12	9	1	1	1
2013	8	0	0	8	0
Total	188	84	49	30	14

Prosecutions are the last resort in enforcement, as they do not typically result in the remedying of the property standard issues.

Remedial Actions

Table 8 lists the number of remedial actions undertaken by the MRAB team every year. Remedial action is a City initiated action to hire contractors to rectify the property standards deficiency.

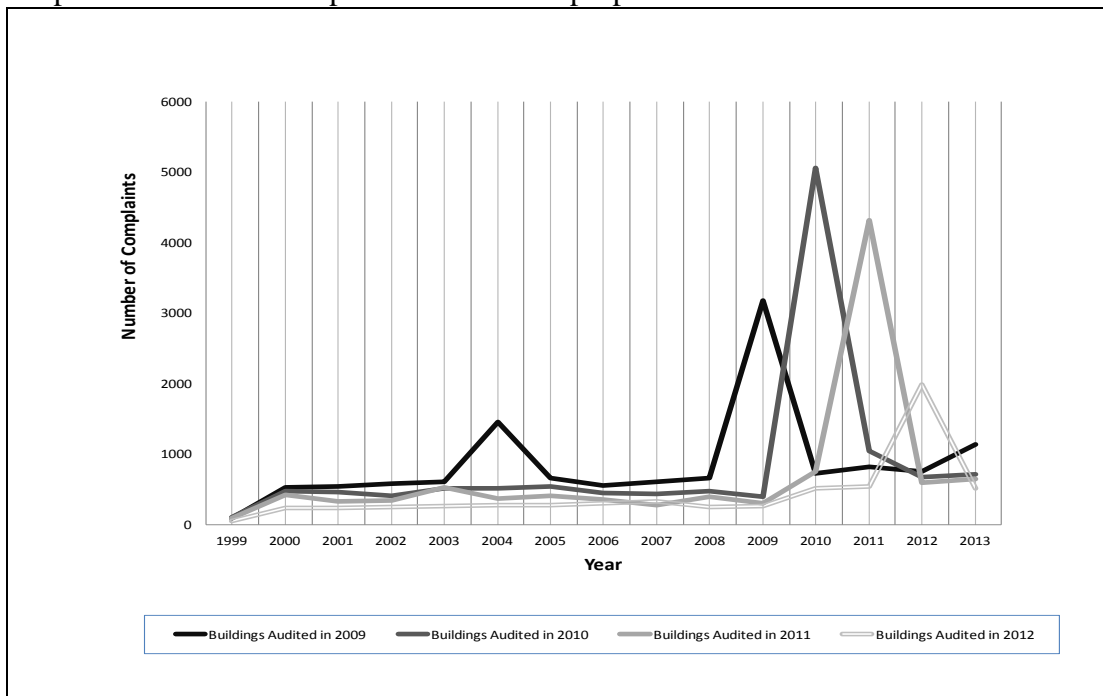
Remedial actions are only undertaken in cases of wilful non-compliance and after efforts to work with the property owners have proven unsuccessful.

Table 8: Number of Remedial Actions from 2009 to 2013

Year	2009	2010	2011	2012	2013	TOTAL
Remedial Actions	4	3	1	0	0	8

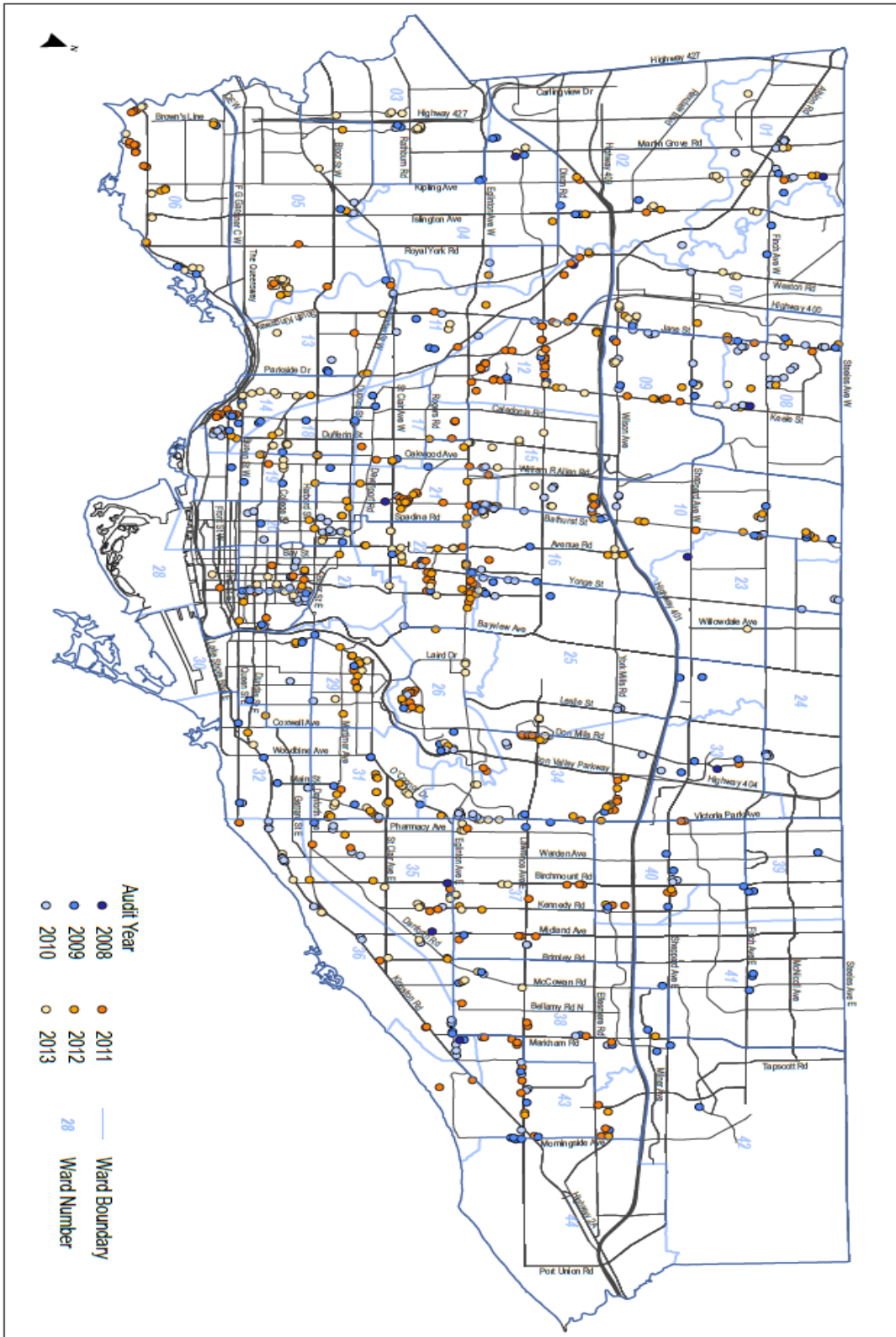
Impact of MRAB on Resident Complaints

Graph 4: Number of complaints for MRAB properties before and after audit



Graph 4 captures the value of MRAB's pro-active approach to property standards enforcement in high-rise rental buildings. Prior to the audits, tenant complaints were low most likely because tenants did not know about the complaints process at Municipal Licensing and Standards or the maintenance requirements set out in the property standards by-laws.

However, the number of complaints exhibited a notable spike due to the building audit. An audit offers a level of engagement between Municipal Standards Officers and tenants that facilitates the processing of complaints and generates greater awareness about the role of Municipal Licensing and Standards in the resolution of property standard issues. This greater awareness among tenants can also explain why complaints for MRAB properties remained low yet constant after the audits.



Attachment 3

Summary of MRAB Audit Recommendations, 2013

1. Audit Selection and Planning and Criteria

- a) A selection process is developed and communicated to stakeholders that identify high risk buildings to be audited.
- b) A preliminary inspection is performed on buildings selected for audit to confirm that the building is high risk and requires a full audit be performed.
- c) A process is established whereby audits are coordinated with planned repairs or renovations.
- d) MRAB consider issuing a self-assessment survey to building owners to collect updated building information to be used in the audit selection process. *Building owners may be asked to provide support for their assertions.*

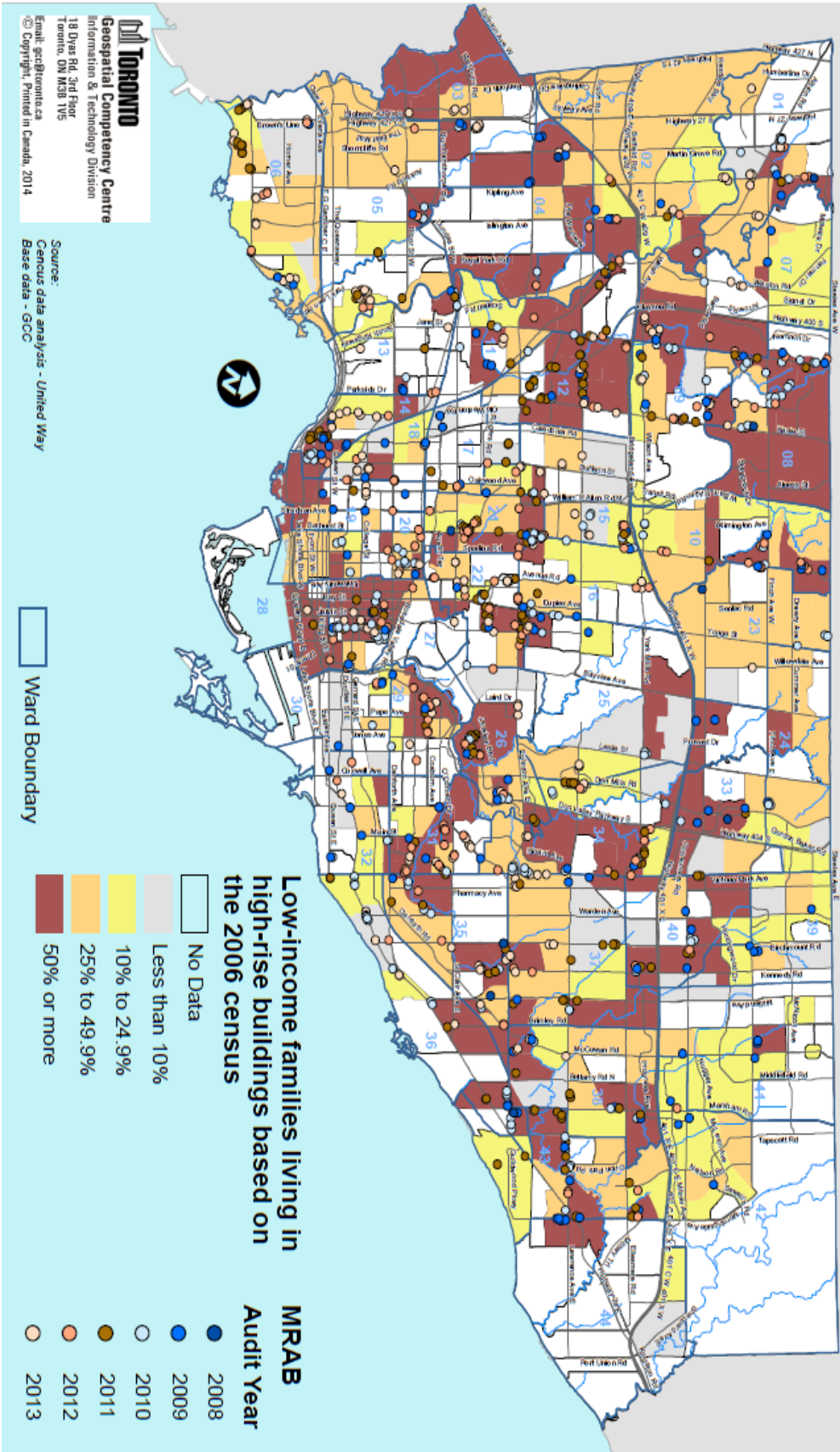
2. Outstanding Re-Inspections

- a) Re-inspections are prioritized and ranked based on the risk of the identified deficiency (e.g. health and safety deficiencies would be higher risk than cosmetic deficiencies).
- b) Consider temporarily reducing the number of building audits to focus efforts on reducing the backlog of outstanding re-inspections.
- c) Consider allowing minor deficiencies to be closed where the building owner has substantially resolved many of the higher risk deficiencies in the order.
- d) Separate the deficiencies identified into different categories (based on risk) that can be issued in separate orders. The expiry date of each order takes into account the associated risk and a reasonable period in which the deficiencies can be resolved, through collaboration with building owners.

3. Audit Execution

- a) An audit checklist is created that outlines all required audit procedures, including details in regards to the objective of each procedure, how each procedure is to be performed and the by-law being applied.
- b) The checklist is made available to all MRAB officers for reference during each onsite audit.
- c) The checklist is made available to building owners and/or property managers to allow them to adequately prepare for and understand the audit process.

Multi-Residential Apartment Building Audit Investigations and Low-Income Families in High-Rise Apartment Buildings



Attachment 5

Toronto Public Health Response to Mould and Pest Infestations, 2011 - 2013

Toronto Public Health does not track or compile orders by property address.

Mould

The Healthy Environments Directorate within Toronto Public Health is tasked with responding to complaints and requests for service relating to mould contamination.

Mould contamination will not develop and amplify without the constant presence of heat and moisture. In the indoor environment these conditions normally occur as a result of a building deficiency such as inadequate insulation, plumbing and roof leaks, water penetration of building envelope etc.). In order to remediate the contamination it is essential that the amplifying source be identified and corrected before addressing the indoor mould. Without taking this step and addressing the visible indoor mould only, the problem will recur. For this reason, the correction of a mould problem will often require the intervention and collaborating between Toronto Public Health and Municipal Licensing and Standards with the latter taking the lead with respect to structural deficiencies.

A large number of complaints received by the city relate to the presence of minor mould growth (e.g. small areas around window frames or in grouting between bathroom tiles) and these conditions generally do not pose a health risk. Clients are provided advice on the steps to take to prevent the development of mould and how to eliminate this visible mould contamination.

When more extensive mould contamination is encountered, (3feet by 3 feet or more), this is normally the result of a structural deficiency as mentioned above and will often require the services of contractor specialising in mould removal.

In a few severe cases each year Public Health Inspectors will serve orders (Section 13 orders under the Health Protection and Promotion Act) where the mould is deemed to be a health hazard and where the landlord fails to take the necessary remediation measures. While Toronto Public Health does not track the number of orders served each year, it is estimated that the number of orders will range between 10 and 20 annually.

Toronto Public Health Healthy Environments Annual Mould Requests for Service / Complaints		
Year	Total	Comments
2011	1424	
2012	1263	
2013	1602	The increase in mould complaints was a direct result of severe weather and flooding that occurred in 2013

Pest Infestations

Pest Infestations, including bed bugs, in multi or single unit residential settings generally fall under the jurisdiction of Municipal Licensing and Standards' Pest Control Property Standard 629-9. However, Toronto Public Health will respond to complaints and requests for service related to bed bug infestations where vulnerable clients are involved and the situation may constitute a health hazard.

It is important to note that bed bugs themselves are not a health hazard – however, the situation of an extreme active bed bug infestation in combination with tenant vulnerabilities and health impacts may constitute a health hazard. In such cases, a dedicated team of public health inspectors and public health nurses responds to assess and investigate. On a case-by-case basis, public health services may include: facilitation of discussion/cooperation between the tenant and landlord/property management, provision of unit preparation advice and guidance, coordination of unit preparation work, nursing assessments and linkages to necessary social supports, coordination of (and occasionally provision of) financial supports.

Public Health Inspectors may serve orders in cases where the situation constitutes a health hazard. Such orders are usually served to improve compliance with recommended actions and may be served on the landlord and/or the tenant. It is estimated that between 15 and 25 of these orders are served annually. Pest control treatment by a licensed pest control operator is the responsibility of the landlord/property management while unit preparation for treatment is the responsibility of the tenant.

Generally in a bed bug infestation investigation, block inspections are undertaken to determine the extent of the problem. A block inspection includes visits to the units surrounding the infested unit (beside, above, below).

Toronto Public Health Healthy Environments Annual Bed Bug Requests for Service / Complaints		
Year	Total	Comments
2011	2080	This high number was a result of media interest and coverage about bed bugs
2012	1569	
2013	1329	

As part of an initiative to secure permanent funding for the Bed Bug Control Initiative, additional data was collected for the period May 1, 2011 to March 31, 2012. The TPH Bed Bug Control Initiative Team activities for the period of May 1, 2011 to March 31, 2012 included:

- Responded to 1,605 Bed Bug Service Requests

- 4,719 unit assessments completed (total units assessed as a result of PHI investigations of infestations)
- 1,294 units found to have bed bug infestations, resulting in:
 - 181 extreme cleaning/ unit preparations coordinated by TPH Bed Bug Team; of these,148 were financially supported through bed bug funding
 - Advice and direction provided to property management, landlords and tenants
- 88 educational sessions (with 2,606 people reached)