

Multi-Residential Apartment Buildings (MRAB) Audit Program

**Licensing and Standards Committee
June 26, 2014**

Tracey Cook, Executive Director ML&S

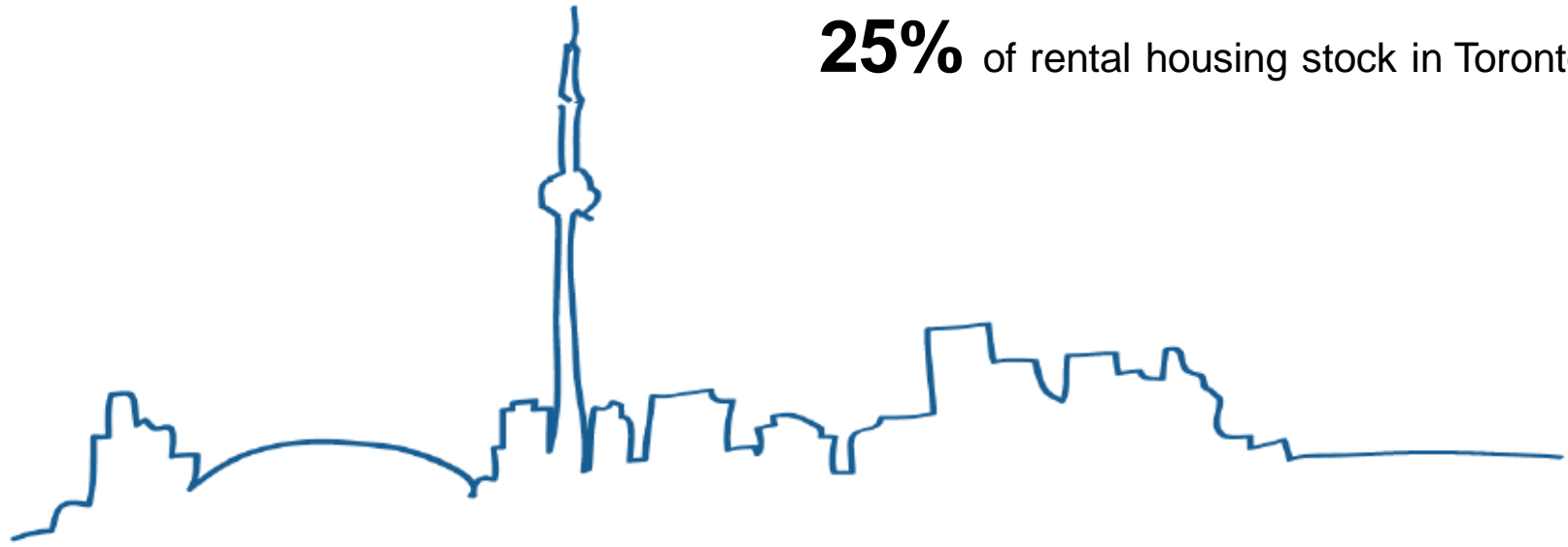
Mark Sraga, Director, Investigation Services, ML&S

History:

- ❑ Began in December 2008 to ensure **minimum property and maintenance standards** are maintained within multi-residential rental properties
- ❑ Traditionally targeted **200** building audits per year
- ❑ Buildings were audited based on **referral from councillors or staff**

Audited 975 multi-residential buildings

25% of rental housing stock in Toronto



54% of the audited buildings brought into compliance

2,196 orders closed

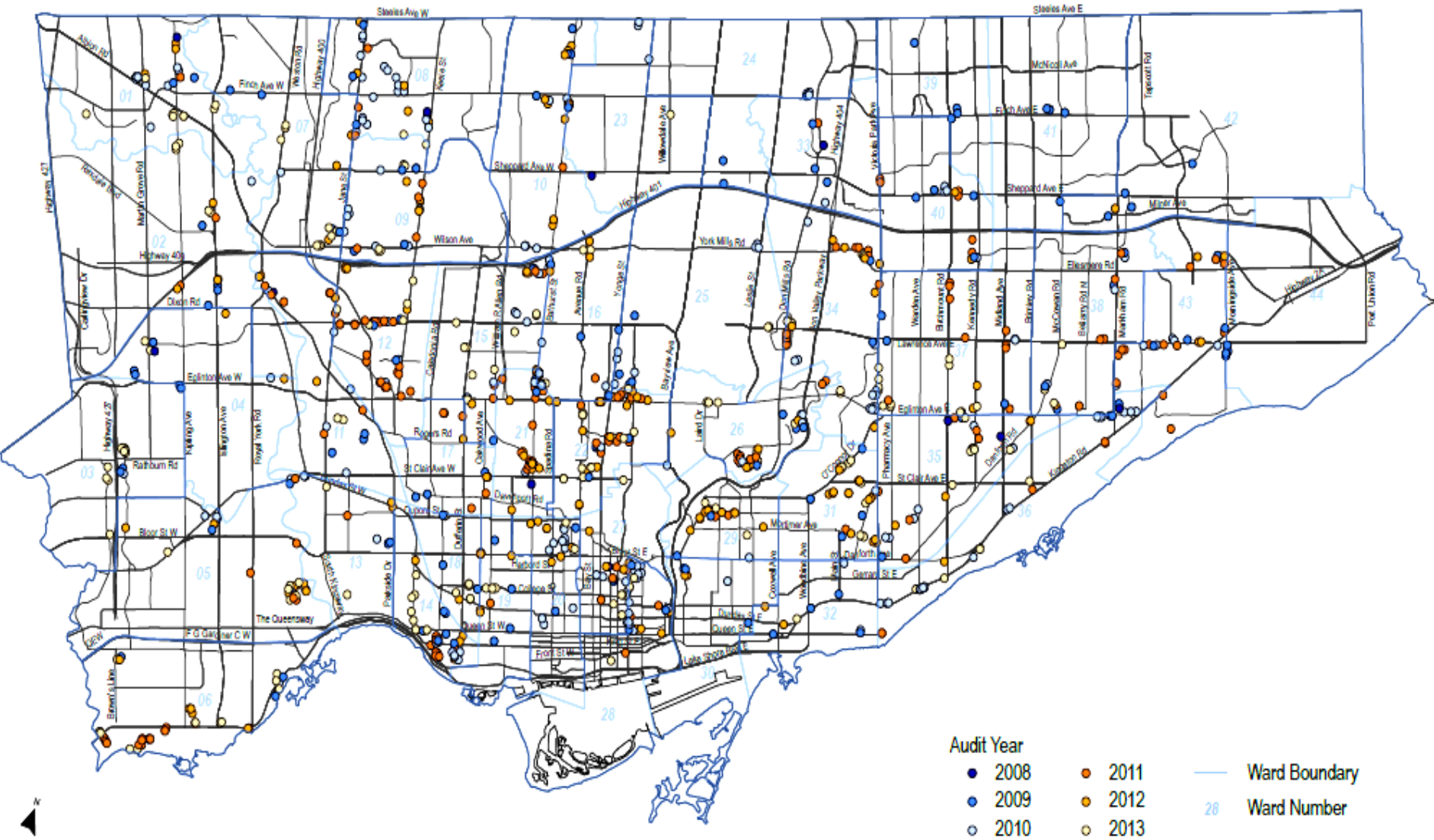
4,122 orders issued



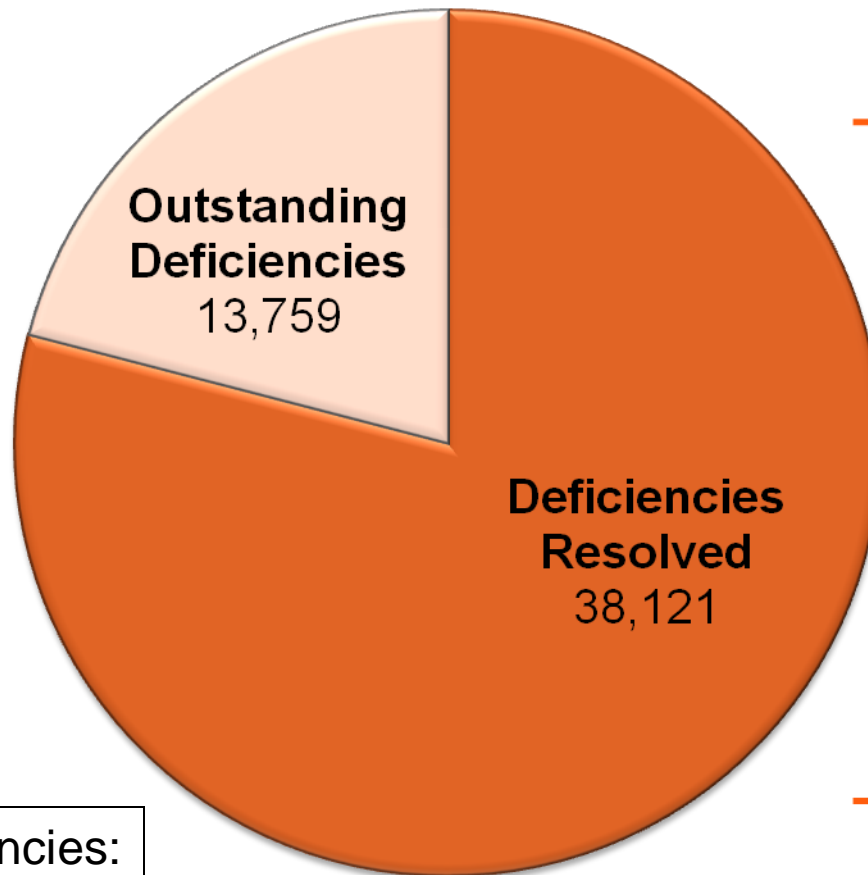
38,121 deficiencies remedied

51,880 deficiencies identified

MRAB Audit Locations: 2008-2013



■ Total Deficiencies ■ Outstanding Deficiencies



73%
Compliance
Rate

Total Deficiencies:
51,880

Audit Activity

203 building
audits

531 orders
issued

7,531
deficiencies
identified

Enforcement Activity

679 re-
inspections

597 orders
closed

3,700
deficiencies
resolved

Program Efficiency Review

Senior staff identified opportunities for enhancements:

- ❑ Focus on re-inspection and achieving compliance
- ❑ Prioritization of audit activities – life safety
- ❑ Appropriate escalation of enforcement actions

Summary of Internal Audit Recommendations:

- ❑ Develop risk based audit selection process
- ❑ Perform pre-audit inspection to confirm high risk
- ❑ Prioritize backlog of outstanding re-inspections
- ❑ Develop reasonable performance measures that reflect the Unit's available resources and changing objectives.

Summary:

- ❑ Establish goals, outcomes, and service standards for the program
- ❑ Establish criteria for building audits
- ❑ Improve accuracy and accessibility of online records for tenants and public
- ❑ Increase re-inspection fees to achieve cost recovery
- ❑ Regularly consult tenants and tenant groups in MRAB implementation

- ✓ Formalize program goals
- ✓ Develop performance standards and outcome measures
- ✓ Develop risk-based audit selection process
- ✓ Improve communications through refreshed website
- ✓ Focus on results and resolution!

Formal Program Goals

1

- **Increase compliance with by-laws**

2

- **Prioritize focus on higher risk conditions**

3

- **Generate greater awareness about standards and the enforcement process**

4

- **Ensure minimum property standards are sustained over time**

RESULTS FOCUS: *Performance Measures*

“...improve the quality of rental housing in Toronto.”

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

Risk-Based Audit Selection Process



Risk-Based
Assessment
Tool

Structural Sufficiency

Building Envelope

Health & Safety

(Page 5-6 of Report)

Task	Service Standard
Complete pre-audit assessment after request is received	Within 10 days
Conduct building audit	Within 20 days
Issue orders after audit is completed	Within 5 days
Post audit activity reports on the website	Within 5 days
Conduct re-inspections after order compliance date	Within 5 days (after compliance date)
Decision regarding appropriate enforcement action (after re-inspection)	Within 5 days
First court appearance after decision to lay charges is made (where applicable)	8-12 weeks (subject to court scheduling)

* Service standards referred in business days

Rental Standards Database – City of Vancouver

Mapping Tools

Search by
Address

Work Plan

- Learning from best practices
- Stakeholder consultations
- Development of IT strategy
- Implementation

Number: 330 Street: E 36TH AV Search

Examples: E BROADWAY, W 24TH AV

330 E 36TH AV
Vancouver, BC

Number of units: 117

Landlord and/or Owner:
Little Mtn Residential Care & Housing Society

Operating as:
Little Mountain Place

Current issues: 2
Completed issues: 2

The number of issues does not indicate the safety condition of the building. If the building is not safe to live in the City takes steps to close the building.

Description of the issues found	Current	Found	Completed	On
Fire By-law				
Combustible materials stored in service room	1	Nov 2012		

Background
Information
on
Buildings

Comprehensive Data

1

Work with building owners to resolve property standards issues

2

Commit to re-inspection and follow-up

3

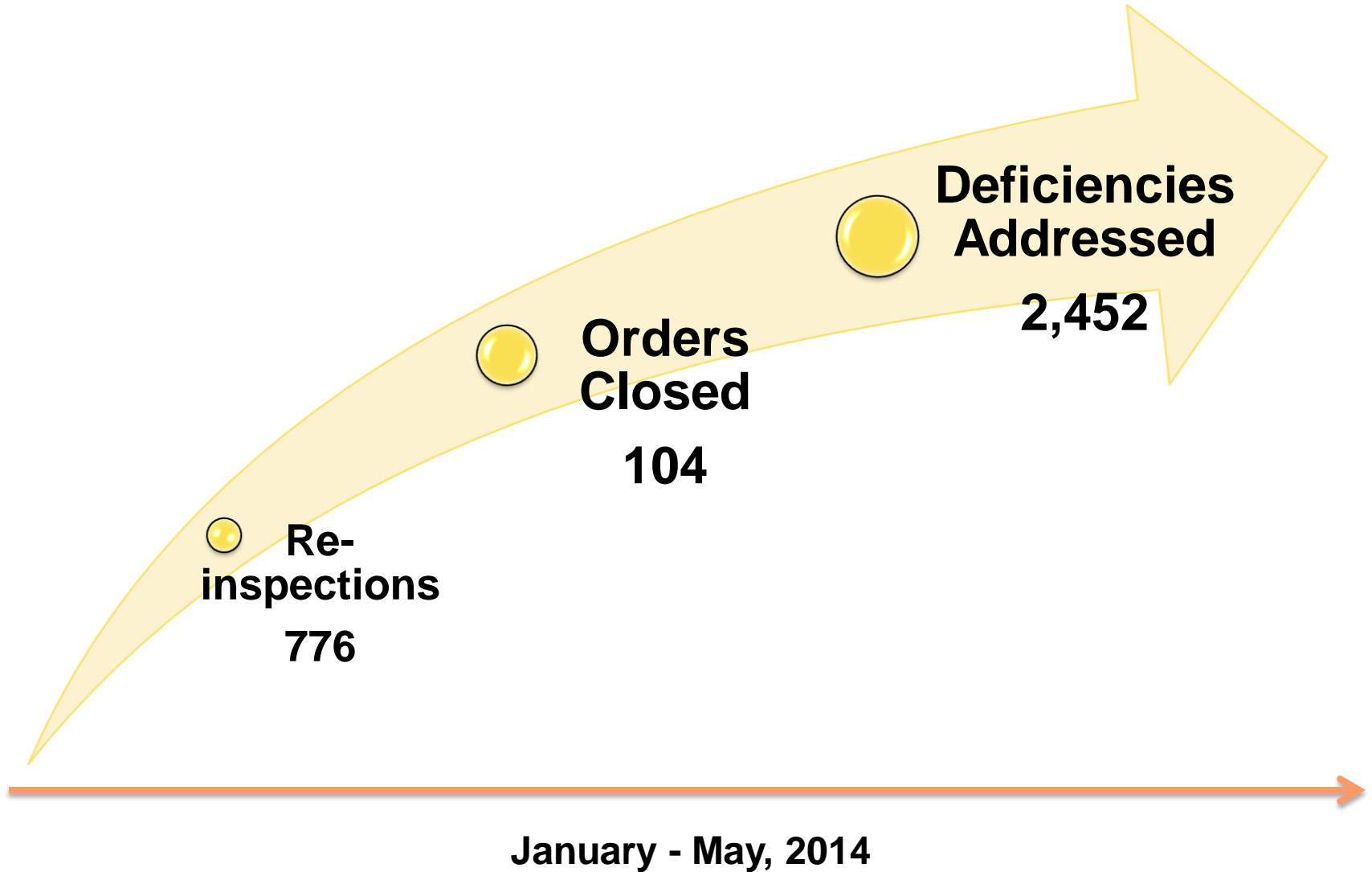
Use appropriate enforcement tools

- Prosecution
- Remedial Action

ML&S is committed to compliance ...

2014 MRAB Activities

2014 Re-inspection Initiative



- ❑ Continue business process review
 - Audit checklists in remote computing
- ❑ Ongoing work on Internal Audit and Committee recommendations
 - Re-inspection Fees / Cost recovery opportunities
- ❑ Implementation of tracking mechanisms
 - Service standards
 - Performance standards
 - Outcome measures
- ❑ Communication and web improvements
- ❑ Stakeholder Consultations – Summer 2014

Thank you.