

LS11.3 - Attachment 3

Attachment 3: MRAB Case Studies, 2015

500 Dawes Road

In 2013, the MLS MRAB program audited the Dawes Road property. Although all property standards orders relevant to the audit were complied with, the building owner continued to neglect the building, sustain cleanliness and undertake the needed maintenance repairs.



Balcony Panels

In 2014, a property standards order was issued pertaining to balcony panel repairs and painting. Due to landlord inaction, MRAB staff were prepared to have contractors repair/paint the balcony panels, but the structural condition of the panels came into question.

MRAB staff issued an order requesting an engineer's report on the integrity of the balcony panels and slabs. The landlord did not comply and staff contacted an engineer to investigate and supply the report. The report was received and staff are currently evaluating the scope of work associated with the identified repairs.

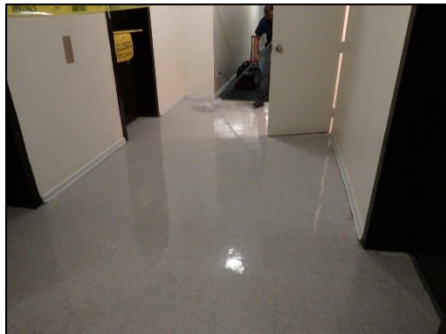
The \$3,220.00 to obtain the engineer report was added to the building's property taxes.

Interior Cleaning, Long Grass and Weeds

In 2015, property standards orders were issued to the property owner for long grass and weeds and the cleanliness of the interior of the building. The owner

neglected to comply with the issued orders and MRAB officers initiated the clean-up of the exterior and interior of the building.

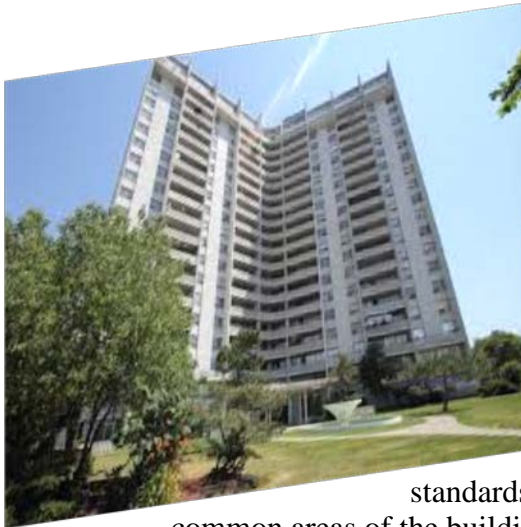
Interior cleaning undertaken by contractors as a result of MRAB action



The cost of the contractors for cleaning was \$25,297.95 and \$3,012.45 for grass cutting, which was added to the building's property taxes. The cost of the 64 re-inspections was also added to

the property's taxes. Staff continue to monitor the conditions in the building and apply enforcement strategies when necessary.

1501 Woodbine Avenue



The residential rental apartment building located at 1501 Woodbine Avenue was audited in 2013 by the ML&S MRAB program. The audit resulted in six property standards orders, which identified 122 deficiencies.

Prosecution and Remedial Actions

As reported in the 2014 MRAB annual report, the 1501 Woodbine Avenue management/owners of the building were wilfully non-compliant, neglecting to comply with issued property standards orders. The orders included clean-up of the yard and common areas of the building. MRAB officers initiated the clean-up of the exterior of the building and removal of graffiti. The cost of the contractors (\$9, 767.46) was recuperated through the building's property taxes.

Staff also initiated prosecution relevant to outstanding property standards orders. In November 2014, the property owner was convicted for failing to comply with an order pertaining to "housekeeping" and a \$10,000.00 fine was levied. The three remaining orders are still before the courts pending trial or plea.

In 2015, officers continued to execute remedial actions to address interior cleaning. Actions taken relevant to interior cleanliness came to a total of \$27,333.15.

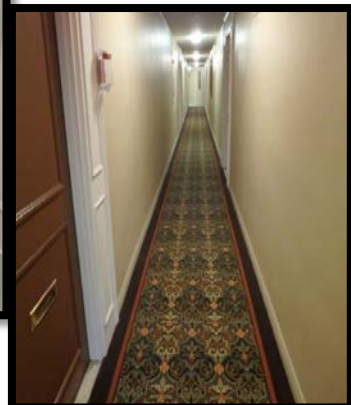
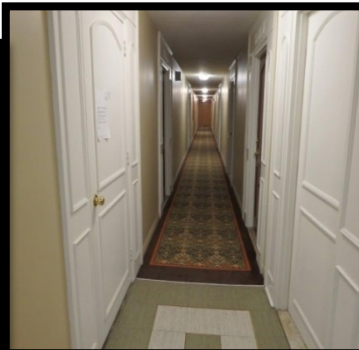
Landlord Engagement

Eventually, MRAB staff were able to engage the property owner who hired a new management company to oversee the property. MRAB staff and the new management group came to an agreement and developed an action plan that prioritized health and safety improvements, set achievable deadlines and addressed the building's larger capital improvement plans. As a result of these remedial actions and MRAB's collaborative approach, the owner and property management of the building are closer to becoming compliant.

The City's multi-pronged approach to property standards enforcement at 1501 Woodbine Avenue closed 75% of the 104 deficiencies by the end of 2015. The 24 remaining deficiencies pertain to underground garage, interior and exterior repairs that are scheduled to be addressed by June 30, 2016.

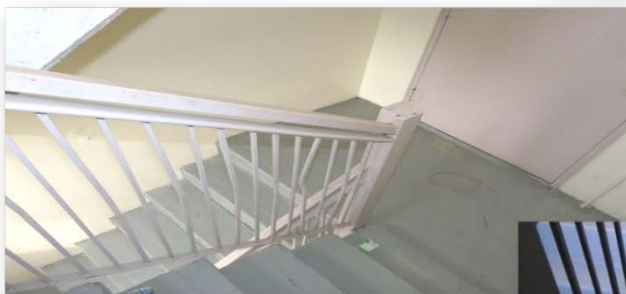
Common area hallways including ceilings, apartment doors and trim have been repaired and painted, and carpets are being replaced.

Before

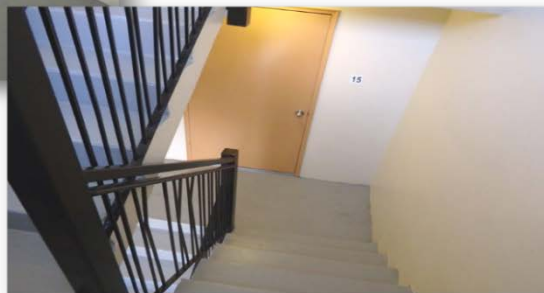


After

Laundry facilities and garbage chute rooms are repaired and painted.



Stairwell walls, railings and ceilings repaired and painted, including doors.



Before



After



The building exterior and grounds are maintained and cleaned.

2016 Plans

MRAB staff, building management and the building tenant association continue to educate and encourage tenants to submit maintenance requests to building management to expedite resolution and repair response. For example, tenant education pamphlets and window safety brochures are displayed in the building lobby as illustrated in the attached photo.

MRAB officers continue to work with building management, owners and tenants until full compliance is achieved.



2777 Kipling Avenue



In March 2015, 2777 Kipling Avenue was identified to MRAB officers as a building in need of an audit. A pre-audit assessment was completed and a subsequent audit occurred on April 30, 2015. As a result of this audit, property standards orders were issued relevant to interior common areas, exterior grounds and underground garage.

On May 1, 2015 officers issued a notice of violation pertaining to an excessive accumulation of garbage and waste strewn throughout the exterior of the property. Officers subsequently initiated city action and hired a contractor to clean and remove the garbage and waste.

Before

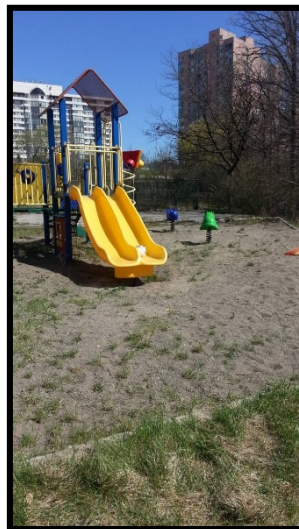


After



This exercise took four days and resulted in a total cost of \$53,727.71, which was applied to the building owner's property taxes.

Before



After



Below are some of the items removed from the playground.



In May 2015, the building owner met with MRAB staff to coordinate Action Plans to advance compliance with outstanding deficiencies. The building owner and management completed significant repairs, which include:



New boilers

Before



After



New roof ventilation

Before



After



Exterior stair repairs

Before



After



Exterior light replacement

Before



After



Window replacement