MRAB - 2015 Annual Report
Improving the quality of rental housing in Toronto

Licensing and Standards Committee
City Hall, Committee Room 1
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Municipal Licensing & Standards
Every tenant deserves a safe, secure and decent place to live.
Current Compliance Tools

- In-suite inspections
- MRAB audits
- Enforcement Actions
  - Remedial actions
  - Prosecutions
MRAB Audit Program began in December 2008 to ensure minimum property and maintenance standards are maintained within multi-residential rental properties.

- Program focuses on rental accommodations of 10 or more dwelling units.
- Prioritizes high-risk buildings.
- Comprehensive inspection of all common areas i.e. garage, mechanical rooms, lobby, hallways, exterior areas.
- MRAB has 1 Supervisor, 16 Municipal Standard Officers, and 1 Support Assistant assigned to program.
MRAB 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 maintained over time
Risk-Based Audit Selection Process

Audit Request → Pre-audit assessment → Determine course of action/Prioritize → Conduct Audit

Risk-Based Assessment Tool:
- Structural Sufficiency
- Building Envelope
- Health & Safety
Multi-Residential Apartment Building Audits, 2008-2015
MRAB Outcomes: 2008-2015

# of multi-residential buildings audited: 1046

3,976 orders closed
4,466 orders issued
53,718 deficiencies remedied
58,889 deficiencies identified

91% Compliance Rate
193 pre-audit assessments were conducted across the city.

Staff completed 84 audits and identified 4,971 deficiencies.

1,917 re-inspections were conducted to confirm compliance with orders.

Compliance rate with orders increased by 7%
Focus on Resolution (2015 Results)

Commit to re-inspections
- Collected in $98,868 in re-inspection fees
- Closing 575 orders
- Addressing 6,607 deficiencies

Meaningful landlord engagement
- Property owners invited to develop action plans, which prioritize health and safety repairs, set realistic deadlines for completion of orders and incorporate larger capital improvement plans
- Staff received and reviewed 161 action plans

Escalated enforcement
- 6 remedial actions against non-compliant landlords
- Remedial actions cost: $111,331.94
Remedial Actions

- City will hire contractors to rectify the property violations.
- Costs incurred are added to the property’s municipal taxes.
MRAB Remedial Actions – 2777 Kipling

[Images of playground slides in different conditions]
Items found during the clean up of the playground at 2777 Kipling.
In 2015, the MRAB mobile office assisted 329 tenants and received 89 repair requests.

ML&S is providing tenants with copies of in-suite orders, either in person or using registered mail.

Implemented city-wide tenant rights education campaign, which included advertisements in newspapers (English and multi-lingual), TTC interiors, street level posters (convenience stores, etc.), elevators in apartment buildings, and more.

Dedicated website: www.toronto.ca/tenantrights
Building Partnerships

Meeting with key tenant and landlord organization to generate awareness about MRAB, collect feedback and build partnerships, including:

- Acorn
- Federation of Metro Tenants’ Associations (FMTA)
- Advocacy Centre for Tenants Ontario (ACTO)
- Greater Toronto Apartment Association (GTAA)

ACTO and MRAB organized 3 joint-training sessions for MSOs to increase mutual understanding of respective roles.
Building Partnerships

Toronto Community Housing Corporation (TCHC) and MRAB have designated staff to facilitate communication and coordinate action plans to effectively reduce and manage all outstanding orders and deficiencies.

As a result, the compliance rate for deficiencies in TCHC buildings has increased by 24% since the end of 2013.
Building partnerships with other regulatory agencies to improve the quality of rental housing in Toronto including,

- Electrical Safety Authority has started to attend MRAB audits in 2015. As a result, ESA issued 90 orders – 10 of which were deemed an immediate safety hazard.
- Created joint inspection protocol with Toronto Fire Services.
- Technical Standards Safety Authority (TSSA) and Toronto Building participate in audits, if needed.
- Exploring future partnership opportunities with Enbridge, Toronto Hydro and Insurance Bureau of Canada.
THANK YOU