

### **Attachment 3: Consultation findings from online survey**

Staff conducted an online survey to gather input on the proposed licensing framework. The survey was made available online between September 20 and October 12, 2016. It was promoted on the ML&S website and City of Toronto social media. It was also sent to key stakeholders via email.

There were 560 responses to the survey and the average completion time of the survey was approximately 18 minutes.

The quantitative results of the survey are shown below. The written answers provided by respondents were analyzed by staff but were not included in this report for the sake of brevity.

## Tell Us About Living Conditions in Toronto's Rental Apartment Buildings

### 1a. What are the most common issues affecting the quality of life in your apartment building?

| Response  | Chart | Percentage | Count      |
|---|-------|------------|------------|
| Lack of cleanliness in common spaces                      |       | 27.3%      | 143        |
| Pests (i.e. bed bugs, cockroaches)                        |       | 44.8%      | 235        |
| Elevators are frequently out of service                   |       | 29.4%      | 154        |
| Repairs not being made within a reasonable period of time |       | 36.6%      | 192        |
| Graffiti  |       | 1.1%       | 6          |
| Lack of heating in the winter                             |       | 14.1%      | 74         |
| Maintenance of the exterior of the building               |       | 12.0%      | 63         |
| Safety and security (i.e. broken locks)                   |       | 18.5%      | 97         |
| Other or not applicable                                   |       | 13.9%      | 73         |
| There are no issues                                       |       | 19.3%      | 101        |
| <b>Total Responses</b>                                    |       |            | <b>524</b> |

### 2a. Please tell us how you feel about the following statements about your apartment and building.

|   | Agree       | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Not applicable | Total Responses |
|---|-------------|----------------|----------------------------|-------------------|-------------------|----------------|-----------------|
| Units are properly maintained (i.e. plumbing, windows, appliances)  | 182 (34.0%) | 145 (27.1%)    | 24 (4.5%)                  | 90 (16.8%)        | 91 (17.0%)        | 3 (0.6%)       | 535             |
| The building is properly maintained (i.e. main lobby, laundry room, elevators)  | 187 (35.0%) | 124 (23.2%)    | 35 (6.5%)                  | 86 (16.1%)        | 94 (17.6%)        | 9 (1.7%)       | 535             |
| Tenants know how to make complaints to their property manager or superintendent regarding problems in their unit or building. | 246 (46.0%) | 109 (20.4%)    | 46 (8.6%)                  | 57 (10.7%)        | 71 (13.3%)        | 6 (1.1%)       | 535             |
| Property managers/building owners respond to tenant complaints or repair requests in a timely fashion.                        | 171 (32.0%) | 94 (17.6%)     | 36 (6.7%)                  | 85 (15.9%)        | 145 (27.1%)       | 4 (0.7%)       | 535             |
| Tenants contribute to problems in the building.   | 181 (34.2%) | 142 (26.8%)    | 86 (16.3%)                 | 39 (7.4%)         | 67 (12.7%)        | 14 (2.6%)      | 529             |

## Tell Us About Your Experience With the Enforcement of Property Standards.

**3. In the last three years, have you called the City of Toronto or 311 to make a complaint about repairs not being made in your unit or rental apartment building?**

| Response   | Chart | Percentage             | Count      |
|--|-------|------------------------|------------|
| Once   |       | 6.8%                   | 36         |
| One to five times                                      |       | 9.4%                   | 50         |
| More than five times                                   |       | 4.5%                   | 24         |
| Never  |       | 51.4%                  | 274        |
| I did not know you can call the City of Toronto or 311 |       | 28.0%                  | 149        |
|  |       | <b>Total Responses</b> | <b>533</b> |

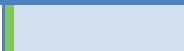
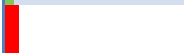



**4a. If you called the City of Toronto or 311 to make a complaint, was the City of Toronto effective in addressing the issues in your apartment building?**

| Response           | Chart | Percentage             | Count      |
|--------------------|-------|------------------------|------------|
| Very effective     |       | 2.2%                   | 11         |
| Somewhat effective |       | 7.5%                   | 37         |
| Not effective      |       | 12.9%                  | 64         |
| I do not know      |       | 8.5%                   | 42         |
| Not applicable     |       | 69.0%                  | 342        |
|                    |       | <b>Total Responses</b> | <b>496</b> |

**5. Has your rental apartment building ever been inspected by staff from City's Multi-Residential Apartment Building (MRAB) audit team?**

| Response      | Chart | Percentage             | Count      |
|---------------|-------|------------------------|------------|
| Yes           |       | 13.5%                  | 72         |
| No            |       | 19.1%                  | 102        |
| I do not know |       | 67.4%                  | 359        |
|               |       | <b>Total Responses</b> | <b>533</b> |

**6a. If applicable, was the City's Multi-Residential Apartment Building (MRAB) audit team effective in addressing the issues in your apartment building?**

| Response               | Chart   | Percentage | Count      |
|------------------------|---|------------|------------|
| Very effective         |  | 3.0%       | 14         |
| Somewhat effective     |  | 4.3%       | 20         |
| Not effective          |  | 7.1%       | 33         |
| I do not know          |  | 33.8%      | 156        |
| Not applicable         |  | 51.7%      | 239        |
| <b>Total Responses</b> |   |            | <b>462</b> |

**Developing a Licence for Rental Apartment Buildings**

**7a. How important do you consider these goals for improving living conditions in rental apartment buildings?**

|   | Very important | Somewhat important | Not at all important | Total Responses |
|---|----------------|--------------------|----------------------|-----------------|
| a. Improve access to information and increase tenant engagement | 367 (69.0%)    | 106 (19.9%)        | 59 (11.1%)           | 532             |
| b. Promote best practices in building maintenance               | 426 (80.2%)    | 76 (14.3%)         | 29 (5.5%)            | 531             |
| c. Strengthen enforcement of property standards violations.     | 415 (78.0%)    | 79 (14.8%)         | 38 (7.1%)            | 532             |

## Exploring Licensing Requirements For Rental Apartment Buildings

**8a. The City is exploring the following ideas to improve living conditions in rental apartment buildings. In your opinion, what will be the impact of these ideas on the quality of housing in rental apartment buildings?**

|   | High impact    | Medium impact  | Low impact     | Total Responses |
|---|----------------|----------------|----------------|-----------------|
| a. Require all landlords to create operational plans (i.e. a maintenance plan, cleaning plan) and make the plans available for inspection by the City.        | 266<br>(49.8%) | 135<br>(25.3%) | 133<br>(24.9%) | 534             |
| b. Conduct mandatory inspections in all rental apartment buildings and repeat the inspections every one to four years.  | 354<br>(66.4%) | 83<br>(15.6%)  | 96<br>(18.0%)  | 533             |
| c. Conduct mandatory inspections of common areas in all rental apartment buildings and repeat the inspections every one to four years.                        | 307<br>(57.3%) | 124<br>(23.1%) | 105<br>(19.6%) | 536             |
| d. Increase penalties for landlords who do not follow City bylaws.  | 397<br>(74.6%) | 74<br>(13.9%)  | 61<br>(11.5%)  | 532             |
| e. Require landlords to submit information about their building (number of units, accessibility, amenities) and make the information available to the public. | 305<br>(57.2%) | 102<br>(19.1%) | 126<br>(23.6%) | 533             |

## Access to Information About Rental Apartment Buildings

The City of Toronto is considering requiring landlords to submit information related to their buildings. The information would be made available to tenants and the public online.






### 9a. How important is making the following information publicly available (e.g. online)?

|   | Very important | Somewhat important | Not important at all | Total Responses |
|---|----------------|--------------------|----------------------|-----------------|
| Contact information for the building owner and representative.                                      | 393 (73.5%)    | 91 (17.0%)         | 51 (9.5%)            | 535             |
| Descriptions of problems in the building found by the City of Toronto or other government agencies. | 406 (76.3%)    | 77 (14.5%)         | 49 (9.2%)            | 532             |
| Descriptions of charges laid against the property.  | 386 (72.4%)    | 100 (18.8%)        | 47 (8.8%)            | 533             |
| Listing and details of tenant complaints.   | 326 (61.0%)    | 121 (22.7%)        | 87 (16.3%)           | 534             |
| Age of building.  | 251 (47.0%)    | 191 (35.8%)        | 92 (17.2%)           | 534             |
| Number of floors and units in the building.   | 220 (41.4%)    | 205 (38.6%)        | 106 (20.0%)          | 531             |
| Number of elevators.  | 269 (50.8%)    | 182 (34.3%)        | 79 (14.9%)           | 530             |
| Type of heating and cooling systems.  | 291 (54.5%)    | 159 (29.8%)        | 84 (15.7%)           | 534             |
| Type of windows.  | 225 (42.2%)    | 205 (38.5%)        | 103 (19.3%)          | 533             |
| Description of parking structure.   | 202 (38.1%)    | 206 (38.9%)        | 122 (23.0%)          | 530             |
| Description of security system, e.g. cameras, security guard, concierge                             | 317 (59.5%)    | 143 (26.8%)        | 73 (13.7%)           | 533             |
| Description of laundry facilities.  | 245 (46.1%)    | 208 (39.2%)        | 78 (14.7%)           | 531             |
| Description of accessibility features, e.g. ramps, automatic doors                                  | 338 (63.8%)    | 123 (23.2%)        | 69 (13.0%)           | 530             |
| Description of amenities, e.g. pool, party room   | 185 (34.9%)    | 207 (39.1%)        | 138 (26.0%)          | 530             |






## Communication Between Landlords and Tenants

The City of Toronto is considering requiring landlords to develop a plan for how tenants will be notified of important events in the building that might impact their everyday life.

### 10. What information should landlords communicate with tenants?

| Response   | Chart  | Percentage | Count      |
|--|--|------------|------------|
| Elevator service disruptions   |  | 93.8%      | 497        |
| Property standards orders (violations identified by City inspectors) |   | 78.5%      | 416        |
| Fire alarm tests   |  | 92.1%      | 488        |
| Maintenance work in common spaces (i.e. laundry room)                |  | 92.5%      | 490        |
| Other  |   | 23.4%      | 124        |
| <b>Total Responses</b>   |  |            | <b>530</b> |

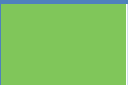




### 11. What is your preferred way for landlords to communicate with tenants?

| Response               | Chart   | Percentage | Count      |
|------------------------|---|------------|------------|
| Notice/bulletin board  |    | 74.3%      | 399        |
| Email                  |   | 57.9%      | 311        |
| Phone                  |  | 10.1%      | 54         |
| Mail                   |  | 21.0%      | 113        |
| Other                  |  | 11.0%      | 59         |
| <b>Total Responses</b> |   |            | <b>537</b> |

## Program Administration Fees

To recover the cost of the enforcement and administration of the licence requirements including regular inspections, the City of Toronto is considering an annual fee of \$12-\$15 per unit for landlords. For example, if a building has 100 units, the landlord would be required to pay a licensing fee of \$1200 -\$1500 per year.



### 12. Please tell us how you feel about fees relating to the licensing of rental apartment buildings.

| Response  | Chart  | Percentage | Count      |
|---|--|------------|------------|
| Property owners should pay for the cost of the program.       |   | 56.3%      | 300        |
| Property owners should not pay for the cost of the program.   |   | 15.8%      | 84         |
| I am concerned about this fee being passed on to tenants.     |  | 74.9%      | 399        |
| I am not concerned about this fee being passed on to tenants. |   | 6.0%       | 32         |
| Please tell us more.  |   | 21.8%      | 116        |
| <b>Total Responses</b>  |  |            | <b>533</b> |

## Tell Us About Yourself

Please tell us about yourself to help us understand the results of this survey. All questions in this section are optional.

### 13. Are you a resident of Toronto?

| Response               | Chart   | Percentage | Count      |
|------------------------|---|------------|------------|
| Yes                    |  | 97.5%      | 514        |
| No                     |  | 2.5%       | 13         |
| <b>Total Responses</b> |   |            | <b>527</b> |

### 14. What are the first three (3) digits of your postal code?

Analysis of this question not provided.



**15a. Are you a \_\_\_\_\_?**

| Response   | Chart | Percentage             | Count      |
|--|-------|------------------------|------------|
| Renter   |       | 77.4%                  | 410        |
| Property manager/superintendent  |       | 2.3%                   | 12         |
| Owner of a building that has three or more storeys and ten or more units     |       | 0.9%                   | 5          |
| Owner of a building that has less than three storeys and less than ten units |       | 1.1%                   | 6          |
| Interested citizen   |       | 9.1%                   | 48         |
| Other. Please describe.  |       | 5.7%                   | 30         |
| I prefer not to answer   |       | 3.6%                   | 19         |
|  |       | <b>Total Responses</b> | <b>530</b> |






**15b. I live in a \_\_\_\_\_**

| Response                                  | Chart | Percentage             | Count      |
|---|-------|------------------------|------------|
| Toronto Community Housing rental building |       | 6.9%                   | 28         |
| Private rental apartment building         |       | 78.9%                  | 322        |
| Condominium                               |       | 2.9%                   | 12         |
| Non-profit rental building                |       | 2.9%                   | 12         |
| Other. Please describe.                   |       | 7.1%                   | 29         |
| I prefer not to answer                    |       | 3.2%                   | 13         |
|   |       | <b>Total Responses</b> | <b>408</b> |








**15b. I own/manage \_\_\_\_\_**

| Response                                     | Chart | Percentage             | Count     |
|--|-------|------------------------|-----------|
| Toronto Community Housing rental building(s) |       | 0.0%                   | 0         |
| Private rental apartment building(s)         |       | 82.6%                  | 19        |
| Condominium(s)                               |       | 8.7%                   | 2         |
| Non-profit rental building(s)                |       | 13.0%                  | 3         |
| Other. Please describe.                      |       | 8.7%                   | 2         |
| I prefer not to answer                       |       | 4.3%                   | 1         |
|  |       | <b>Total Responses</b> | <b>23</b> |

### 16. Please tell us your age.

| Response               | Chart   | Percentage | Count      |
|------------------------|---|------------|------------|
| Under 20 years         |   | 0.2%       | 1          |
| 21 years to 30 years   |  | 18.8%      | 99         |
| 31 years to 40 years   |  | 24.1%      | 127        |
| 41 years to 50 years   |  | 23.8%      | 125        |
| 51 to 60 years         |  | 17.5%      | 92         |
| 61 years and older     |  | 15.6%      | 82         |
| <b>Total Responses</b> |   |            | <b>526</b> |

### 17. What is your annual income before taxes?

| Response               | Chart   | Percentage | Count      |
|------------------------|---|------------|------------|
| Less than \$10,000     |    | 5.6%       | 27         |
| \$10,000 - \$20,000    |    | 11.3%      | 55         |
| \$20,000 - \$40,000    |    | 22.0%      | 107        |
| \$40,000 - \$60,000    |    | 29.4%      | 143        |
| \$60,000 - \$80,000    |   | 16.0%      | 78         |
| \$80,000 - \$100,000   |  | 9.3%       | 45         |
| Greater than \$100,000 |  | 6.4%       | 31         |
| <b>Total Responses</b> |   |            | <b>486</b> |