

## Attachment 6: MRAB Program Outputs, 2015

This attachment includes information about the outputs of the MRAB program presented in the 2015 MRAB Annual Report submitted to City Council on June 7, 2016 (see *Attachment 2 - Annual Statistics and Analysis for MRAB Activities, 2008-2015*) and the services standards associated with the MRAB program.

### Annual statistics and analysis for MRAB activities, 2018 to 2015

Table A7-1 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, which is based on the nature and complexity of the property standards violation, to comply with the order.

**Table A7-1: Audit Program Activities, Outputs and Compliance Rates, 2009-2015**

Year of Audit	2009	2010	2011	2012	2013	2014	2015	Total
Number of Building Pre-Audits							193	193
Number of Building Audits	165	208	203	201	203	13	84	1077
Orders Issued	1064	1152	787	610	533	41	279	4466
Orders Outstanding as of Dec 31, 2015	13	37	66	74	101	15	184	490
<b>Compliance Rate 2015</b>	<b>99%</b>	<b>97%</b>	<b>92%</b>	<b>88%</b>	<b>81%</b>	<b>63%</b>	<b>34%</b>	<b>89%</b>
<b>Compliance Rate 2014</b>	97%	90%	82%	74%	53%	5%	N/A	82%
<b>Compliance Rate 2013</b>	93%	81%	70%	56%	21%	N/A	N/A	71%

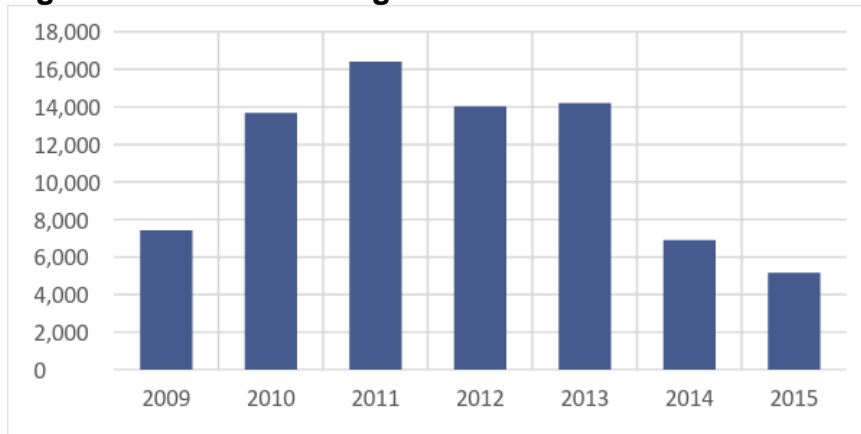
By the end of 2015, MRAB audited 1046 rental apartment buildings in Toronto.

In 2014, the MRAB team focused almost exclusively on re-inspections in order to bring outstanding orders into compliance. Based on these concentrated efforts, staff were able to increase the rate of compliance with identified orders from 71% to 82%. In 2015, the team moved back to a balanced audit and re-inspection approach. The resulting rate of compliance with identified orders improved from 82% in 2014 to 89% in 2015.

## **MRAB Deficiencies**

Deficiencies are individual property standards violations, such as poor lighting, concrete delamination, and peeling paint, which MRAB staff uncover during building audits and landlords must address once an order to comply has been issued.

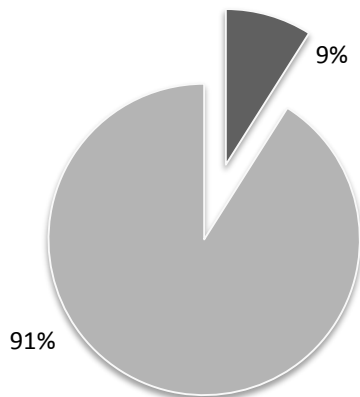
**Figure A7-1: Outstanding Deficiencies at the End of the Year, 2009-2015**



Outstanding deficiencies were halved in 2014 due to the focus on re-inspections and continued to reduce by another 25% in 2015, despite a subsequent increase in the identified deficiencies that resulted from the resumption of audits. Program activities in 2015 increased the rate of compliance with identified deficiencies to 91% from 87% at the end of 2014.

**Figure A7-2: Percentage of MRAB deficiencies resolved as of December 31, 2015.**

■ Outstanding Deficiencies ■ Resolved Deficiencies



**Table A7-2: Summary of Deficiencies by Type, 2009-2015**

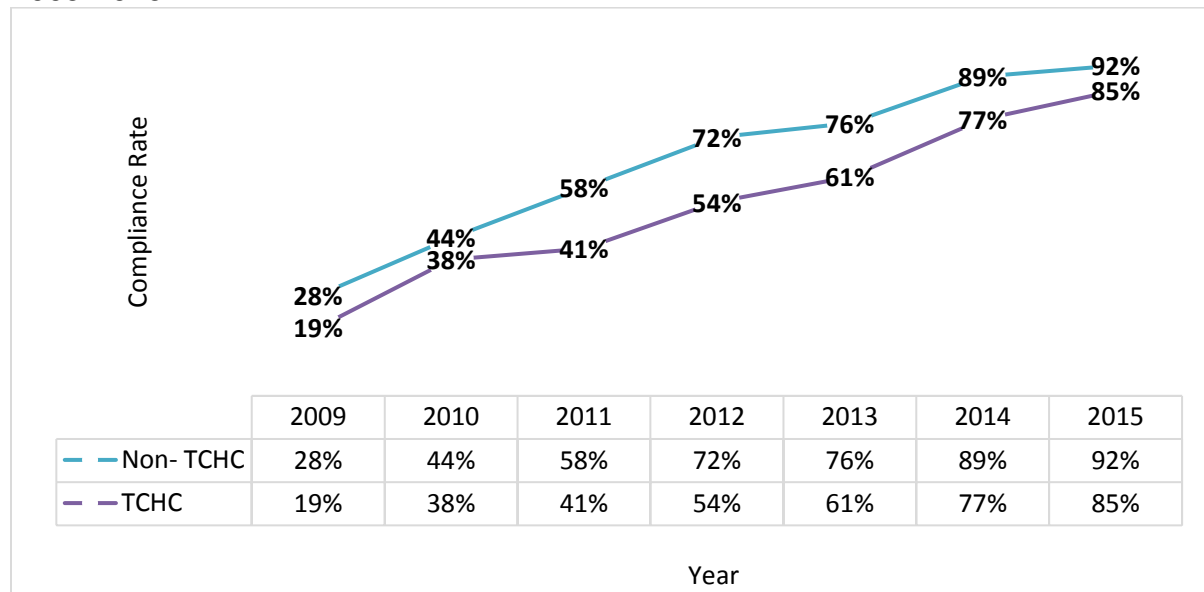
	Building Envelope		Health & Safety		Structural Sufficiency		Totals	
	Identified	Closed	Identified	Closed	Identified	Closed	Identified	Closed
<b>Non-TCH (926 buildings)</b>	19,268	17,742	29,464	27,204	1,872	1,725	50,604	46,671
<b>TCH (120 buildings)</b>	3,484	2,823	4,545	4,007	256	217	8,285	7,047
<b>TOTAL</b>	22,752	20,565	34,009	31,211	2,128	1,942	58,889	53,718

**MRAB Compliance Trends, 2009-2015**

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. Compliance can also be achieved through City-initiated remedial actions.

Figure A7-3 outlines the yearly compliance rate for deficiencies in TCH and non-TCH properties. Although TCHC properties have a lower overall compliance rate than non-TCHC properties, the rate has notably increased from 61% at the end of 2013 to 85% by the end of 2015 due to collaboration between ML&S and TCHC staff.

**Figure A7-3: Compliance rate for deficiencies in TCHC and Non-TCHC properties, 2009-2015**



## **MRAB Re-inspections**

**Table A7-3** lists the total number of MRAB re-inspections conducted each year of the program in TCH and non-TCH buildings. 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.

<b>Year</b>	<b>TCH</b>	<b>Non TCH</b>	<b>Total</b>
2009	50	412	462
2010	140	957	1,097
2011	258	2099	2,357
2012	317	1909	2,226
2013	313	2055	2,368
2014	418	2053	2,471
2015	287	1630	1,917
<b>Total</b>	<b>1,783</b>	<b>11,115</b>	<b>12,898</b>

## **MRAB Re-inspection Fees**

**Table A7-4** below summarizes the total value of re-inspection fees billed every year. Re-inspection fees are charged to recover additional costs of attending the property of owners that have failed to comply with property standards orders.

<b>Year of Billing</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>Grand Total</b>
Non TCH (502 buildings)	\$7,350	\$36,073	\$71,184	\$53,514	\$36,157	\$51,601	\$85,174	\$341,053
TCH (91 buildings)	\$1,740	\$8,717	\$15,366	\$14,898	\$9,895	\$19,976	\$13,694	\$84,286
<b>Total (593)</b>	<b>\$9,090</b>	<b>\$44,790</b>	<b>\$86,550</b>	<b>\$68,412</b>	<b>\$46,052</b>	<b>\$71,577</b>	<b>\$98,868</b>	<b>\$425,339</b>

## Prosecution Activity

**Table A7-5** below lists the total number of charges imposed by the MRAB program on non-compliant landlords and the outcomes of these charges.

Year	Total # of Charges	Total # of Convictions	Total # of Withdrawn / Dismissed	Total # of Pending /Ongoing	Total # of Cancelled
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
2014	9	3	0	6	0
2015	13	3	0	6	4*
<b>Total</b>	<b>186</b>	<b>86</b>	<b>43</b>	<b>42</b>	<b>15</b>

\*Legal Services opted not to proceed with the charges.

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

## Remedial Actions

**Table A7-6: Remedial Actions: Initiated & Final, 2009-2015**

Year	Remedial Actions	
	Initiated	Completed
2009	7	4
2010	13	7
2011	5	3
2012	0	0
2013	0	0
2014	5	2
2015	10	6
<b>Total</b>	<b>40</b>	<b>22</b>

**Table A7-6** lists the number of remedial actions the MRAB team has undertaken 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 willful non-compliance and after efforts to work with the property owner have proven unsuccessful.

"Initiated" actions are activities where staff initiate the procurement process, such as soliciting quotes, but the work is not completed because the property owner/management undertake the required repairs.

## Services standards associated with the MRAB program

**Table A7-7 2016 MRAB Service Standards**

<b>Action</b>	<b>Service Standard</b>
Complete pre-audit assessment after an audit request is received	<i>Within 5 days</i>
Conduct building audit after pre-audit assessment	Conduct audit within 20 days.
Issue orders after the building audit a. No owner engagement <i>b. Owner engagement in action plan</i>	a. within 10 days <i>b. within 20 days</i>
Post audit activity reports on the website after orders are issued	Within 5 days
Conduct re-inspections after an order's compliance date.	Within 5 days
Decisions regarding the appropriate enforcement action after re-inspection, if the property owner fails to comply with a confirmed order	Within 5 days