

Tenant Issues Committee

RentSafeTO

Apartment Building Standards Program Update

Agenda

- Recognition
- Recap
- Registration Requirements
- Registrations Statistics
- Building Evaluations
- Audits
- Fees and Penalties
- Communications
- Next Steps
- Questions

Recognition

- None of this would have been possible without the efforts of the following people:
 - Pat Burke
 - Amy Buitenhuis
 - Joanna Duarte Laudon
 - Tammy Robbinson
 - Amy Agulay
 - Angelica Santos

Recap

- March 2017 – City Council adopted new ‘apartment building’ bylaw Chapter 354 Toronto Municipal Code

Program Goals

- Promote preventative maintenance in apartment buildings to prevent the deterioration of standards
- Strengthen enforcement of city bylaws
- Enhance tenant engagement and access to information
- Recover costs of program through user fees

Recap - New Bylaw Requirements

- New Bylaw came into force July 1, 2017
- Applies to all residential rental apartment buildings that are three or more storeys tall and have 10 or more apartment units
- Require apartment building owners to register their building(s) annually and pay an annual fee
- Initial registration occurred between July 21, 2017 – October 31, 2017
- Subsequent registrations to occur between July 1 – July 31 every year
- Newly built apartment buildings have 30 – 60 days to register after occupancy granted
- Bylaw requirements focus on ensuring building owners are managing, maintaining their buildings and keeping tenants better informed

New Bylaw Requirements – Changes for Tenants

- Tenant Service Request
- Tenant Notification Board
- Pest Management
- Waste Management Plan
- Cleaning Plan
- Contractors for Maintenance
- Capital Repair Plans
- Renting to New Tenants


Registration Requirements

- Each building must be registered
- The registration process requires a series of questions be answered and/or information provided – must be done for each apartment building
- Upon completion of the registration process an invoice will be generated and the registration fee must be paid in full before a building is considered

Registration – cont'd

- The registration process will require questions be answered and/or information provided – must be done for each apartment building
- Upon completion of the registration process an invoice will be generated
- Payment can be made by either credit card, certified cheque, debit card, cash or debit.
- Payment can be paid online for credit cards or in person at our offices located at 1530 Markham Rd

RentSafeTO Online Registration

A ↑ A ↓ ↻

City of Toronto / ML&S MRAB Portal

ML&S MRAB Portal

The Multi-Residential Rental Apartment Building (MRAB) Portal application will allow you to:

- View and update your building information
- View and update your contact information
- Register your apartment building(s)

RentSafeTO: Apartment Building Standards Program aims to ensure residents of Toronto have a suitable place to call home. **bylaw takes effect on July 1, 2017** and applies to all residential rental apartment building apartment units. **Building owners must register their buildings and pay the applicable registration fee.**

To learn more about the new requirements visit www.toronto.ca/RentSafeTO.

Review the bylaw - [Toronto Municipal Code, Chapter 354, Apartment Buildings](#).

The registration fee is \$10.60 per residential unit.

Need assistance? Go to www.toronto.ca/RentSafeTO, e-mail RentSafeTO@toronto.ca or call 416-396-7228.

To protect your privacy and security it is recommended that you close the browser after completing your registration.

To register an apartment building you will need the following:

- A login and PIN number
- An e-mail address
- A credit card (optional)

To proceed you must read and consent to the [Terms of Use](#).

MRAB Portal Login

If you require any assistance accessing your building information, please send an email to RentSafeTO@toronto.ca or call 416-396-7228, Monday to Friday, 9 a.m. to 4 p.m.


Please use the Login and PIN password that you received in the mail to proceed.

The sample letter pictured contains an example Login ID and PIN.

Login ID

PIN

Exit



Municipal Licensing and Standards
RentSafeTO: Apartment Building Standards Program

1530 Markham Road, 3rd Floor
Toronto, Ontario M1B 3C4

Tracey Cook
Executive Director
Tel: 416-396-7228
RentSafeTO@toronto.ca

June 01, 2017

On March 28, 2017, Toronto City Council approved a new regulatory bylaw for rental apartment buildings that becomes part of a new program called **RentSafeTO: Apartment Building Standards Program (RentSafeTO)**. The new *Apartment Building Standards Program* will include the requirements of the new bylaw and incorporates the existing regulatory, audit and enforcement system (Multi-residential Apartment Building Program or MRAB).


RentSafeTO: Apartment Building Standards Program aims to ensure residents of Toronto have a suitable place to call home. **This program and new bylaw takes effect on July 1, 2017** and applies to all residential rental apartment buildings that are three or more storeys tall and have 10 or more apartment units. New requirements for apartment buildings include: annual registration with the City; a process for tracking tenant service requests; regular inspections in common areas for cleanliness and pests; and plans for cleaning, waste management and capital planning. To learn more about the new requirements visit www.toronto.ca/RentSafeTO.

Register your apartment buildings at www.toronto.ca/RentSafeTO starting July 1, 2017.

Building owners must register their buildings and pay the applicable registration fee by September 30, 2017.

Use the Login and PIN password below to register your building(s) at www.toronto.ca/RentSafeTO:

Login : 3011193
PIN password: rW2W*Kmjxsx



Entering Building Information

Here are the building information sections that require input

Please provide at least one building operator contact.

- Building Operator ✓
- Accessibility ✓
- Elevators and Security ✓
- Garage and Parking ✓
- HVAC ✓
- Solid and Waste ✓
- Fire Services ✓
- Amenities ✓

Building Operator

On-Site Superintendent

First Name: Amy Last Name: Agulay

Phone Number: 4163921063

Property Management

Company Name

Street #: Street Name: Street Type: St

HVAC ✓

Energy, Water, Heating, Ventilation and Cooling (HVAC)

Heating Type
 Electric Forced Air Gas Hot Water

Status of Heating Equipment
 Original Replaced

Air Conditioning Type
 Central Air Individual Units

Air Conditioning Year Installed/Replaced: 2001

Is There a Cooling Room?
 Yes No

Is There Emergency Power?
 Yes No

Separate Hydro Meters for each Unit
 Yes No

Hydro Service Provider: Toronto Hydro

Separate Water Meters for each Unit
 Yes No

Water Service Provider: Toronto Water

Separate Gas Meters for each Unit
 Yes No

Gas Service Provider: Enbridge

Back Save Save & Continue

Registration Statistics

- There are 3,511 buildings that have been identified as qualifying for this program
- As of December 31, 2017, 3,083 buildings have registered representing 293,517 units
- The remaining 428 buildings have had the registration costs placed on their property tax bill and sent letters advising them of the need to register or face charges

Building Evaluations

- In October 2017, evaluations started on all buildings under the apartment building program (includes all TCH and other social housing buildings)
- All buildings will be evaluated at least once every 3 years
- Evaluations are a high level assessment of the condition of the building

Evaluation

- The evaluations assess 20 specific criteria that involve the following areas of the building:
 - Common areas (includes building grounds)
 - Mechanical systems
 - Electrical systems
 - Elevators
 - Garbage and recycling management
 - Lighting
 - Parking facilities (surface parking and parking structures)
 - Security systems (external doors and intercom systems)
 - Building façade/structure
 - Each criteria was scored from a range of 1 – 5 (1 representing frequent or prevalent deficiency, 5 representing none or very seldom deficiency)
-

Audits

- Any building that scores 50% or lower will be subject to a full audit
- Audits will be identical to the audits that have been performed by MRAB with some enhancements
- Enhancements include setting up a community engagement desk in the lobby of the building (if not possible then clear signage directing residents to mobile office)

Audits

- All costs associated with an Audit are assessed to the building owner
- These costs include both an administration fee, plus an inspection fee – hourly fee per officer, plus hourly re-inspection fee (re-inspection fee is applied when an Order or Notice has been issued)

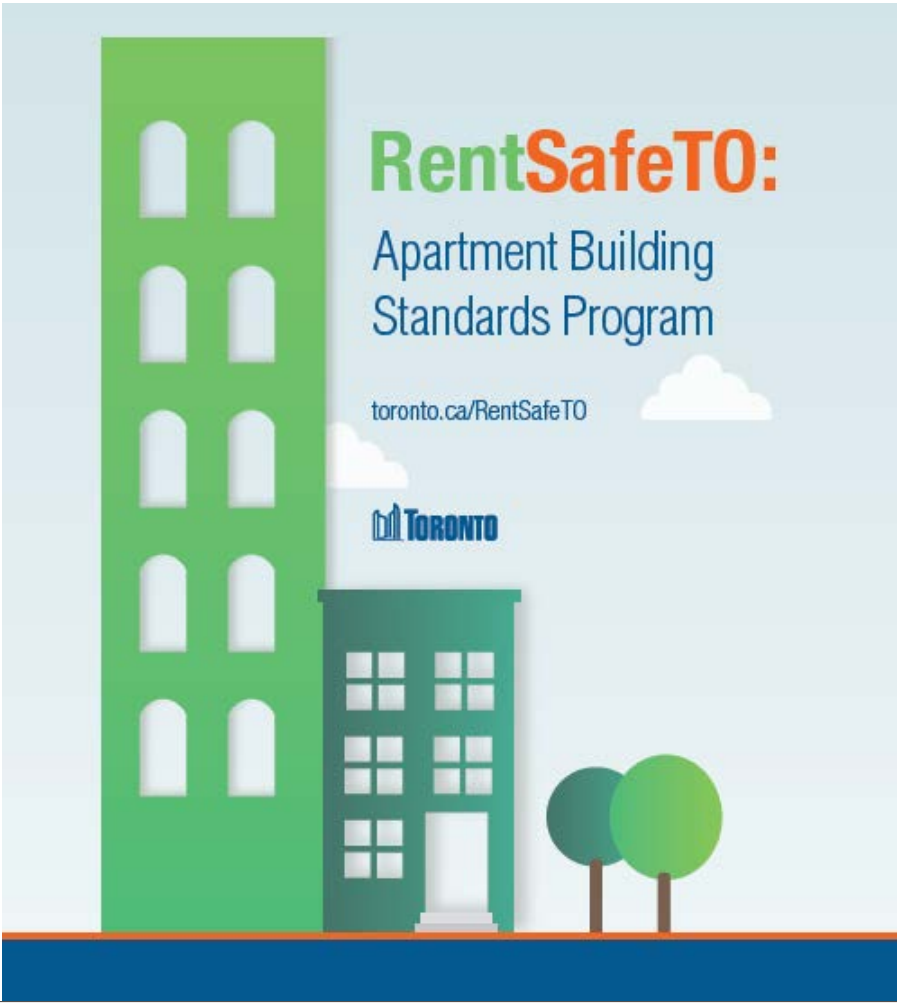
Fees

- The fees associated with this program are as follows;
 - Registration - \$10.60/unit
 - Building Evaluation – no costs
 - Audit - \$1,800.00 administrative fee, plus
 - Inspection fee - \$108.80/hour/officer (minimum 1 hour), plus
 - Re-inspection fee - \$108.80/hour/officer (minimum 1 hour)
 - Re-inspection fee applies when an Order or Notice has been issued and full compliance has not been achieved

Penalties

- If there is non-compliance with the Bylaw requirements then charges can be laid with accompanying fines:
 - Set fine tickets up to a maximum \$500.00
 - Court summons with maximum penalties of up to \$100,000.00
- In addition to these general fines, there are additional fines that can be sought:
 - Continuing fines for each day the offence continues to a maximum of \$10,000.00 per day
 - Escalating fines for second and subsequent convictions for the same offense, to a maximum of \$100,000.00

Communications - Identification/Awareness



Communications - Identification/Awareness



Communications – Identification/Awareness



Communications – dedicated website

- Website live at www.toronto.ca/RentSafeTO

RentSafeTO: Apartment Building Standards Program

Translate 

Print 



Contact Information

RentSafeTO: Apartment Building Standards Program

1530 Markham Road, 3rd Floor

Toronto ON M1B 3G4

416-396-7228

RentSafeTO@toronto.ca

Hours of Operation: Monday to Friday

8:30 a.m. to 4:30 p.m.

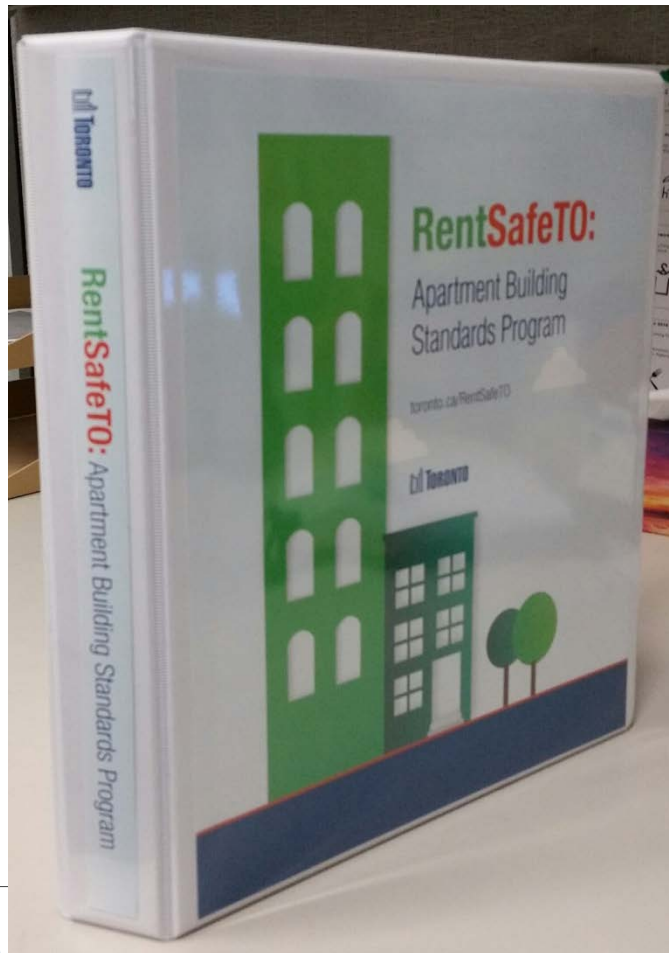
RentSafeTO: I own a rental apartment building

Register your building online and learn more about the program.

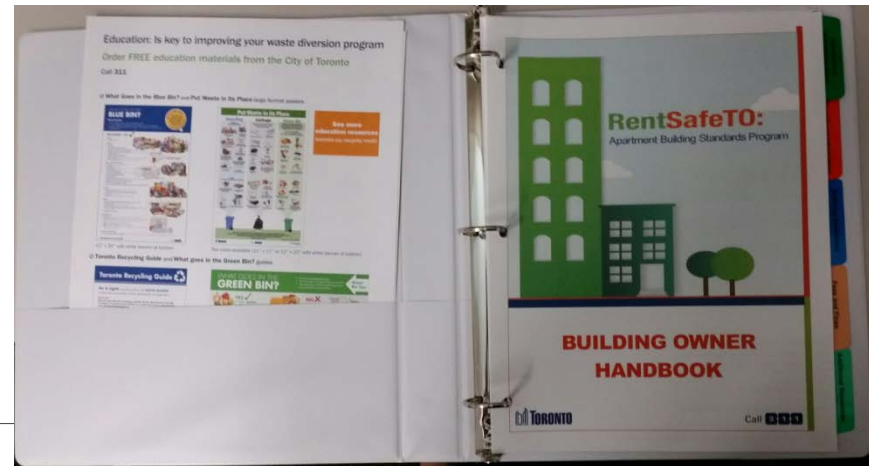
RentSafeTO: I live in a rental apartment building

Learn about your rights and responsibilities as a tenant.

Communications – Building Owner Handbook



- Binder containing building owner handbook
- For officers to hand to owners during building evaluations, and for staff reference



Communications – Public Education



OpenStreetsTO – August 20 and
September 17, 2017



Communications – Public Education

- Ad in September issue of On-the-go magazine (commuter magazine in Go Trains, subways and Gateway Newstands
- Digital ad in PATH underground system
- Digital and standard transit shelter ads across the city



Communications – Coming Next

- Translations of documents/advertising
- Social media campaign
- 2018, new information portal will be available on the City's website
 - Will contain building details gathered from registrations, evaluations, audits, Orders/Notices of violations (issued by both MLS & TFS)
 - Will be very user friendly

Next Steps

- Update on RentSafeTO at June 2018 Licensing and Standards Committee, including:
 - Data from registration process and results of initial inspection
 - Feasibility of apartment building rating system
 - Relationship between RentSafeTO and the Certified Rental Building program
 - Discussion of guidelines and procedures for RentSafeTO activities
 - Status of implementing Administrative Penalties for apartment buildings

Thank you