



Ipsos Public Affairs

PH10.4 - Attachment 2



City of Toronto

Municipal Licensing and Standards

MLS Property Standards and Building Maintenance Review

October 4th, 2019

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GAME CHANGERS



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Objectives

As part of their review of the rules around property standards and building maintenance the City of Toronto commissioned Ipsos a survey to conduct a survey aimed at:

- Understanding common issues related to property standards within a building/unit, within common areas and/or outdoor spaces, and as they relate to property standards in the surrounding neighbourhood (e.g. nuisance lighting, vacant/derelict properties, post-secondary campuses);
- Assess awareness and satisfaction with the City's complaint process;
- Determine awareness of RentSafeTO overall, and with specific requirements of the program;
- Understand what cooling options renters have to control indoor temperature and the prevalence of cooling rooms.

Methodology



Toronto residents at least 18 years of age.



10-minute online survey fielded by Ipsos.



In field August 20th to September 4th, 2019



1,000 completed surveys in total. n=659 completes among owners, and n=341 completes among renters.
Credibility interval +/-3.5%



Survey data weighted by: Gender, age, region
The survey findings are representative of the adult population of the City of Toronto.



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY (1/2)

Property Standards and Building Maintenance

- Six in ten Toronto residents who rent their home are satisfied with the overall maintenance and repair services their landlord/building owner provides, while one quarter are dissatisfied. Satisfaction is lower among renters who reside in low-rise buildings and those who earn a household income of less than \$40k annually.
- In terms of building quality, renters rate fire safety and plumbing most positively, while pests (both rodent and bugs), garbage and recycling areas and weather-tight doors/windows/roofs are more likely to be rated poorly.
- Homeowners tend to rate their home more positively across all aspects than renters rate their homes, particularly on topics including cooling, ventilation, and being free of pests/bugs.
- A minority of Torontonians report “big” problems in their neighbourhood, with waste/garbage and issues with inspect pests (particularly among renters) being the most problematic.
- Two-thirds of homeowners are aware you can make complaints to the City of Toronto about issues related to a building/property, compared to only half of renters. About one in five homeowners and fewer renters have contacted the City about an issue.
- The vast majority of renters have requested repairs/service in the last 12 months, with six in ten having done so in the past 6 months. Among those who have made a request, the majority were for non-urgent issues, with the most common being related to plumbing/water and appliances.
- In response, repairs/service requests are generally taken care of quickly, with half being completed within 3 days.

EXECUTIVE SUMMARY (2/2)

RentSafeTO

- Awareness of RentSafeTO is low, with about one in ten residents having heard of it. About three-quarters of renters say they are not at all familiar/have never heard of it.
- In line with this low awareness, only a minority of renters are aware of the different requirements for landlords/owners under the RentSafeTO program, with awareness highest for the requirements to inform residents about:
 - Repair/maintenance plans
 - Managing garbage, electrical maintenance, pest management and keeping the building clean

Indoor Temperature

- The majority of renters have some form of cooling in their unit, with the most common being central AC, portable fans and window AC units.
- Cooling rooms are not common in high/low-rise buildings, with nearly 6 in 10 renters indicating their building doesn't have one, and an additional 2 in 10 saying they don't know. However, satisfaction is high among renters who have used their building's cooling room.

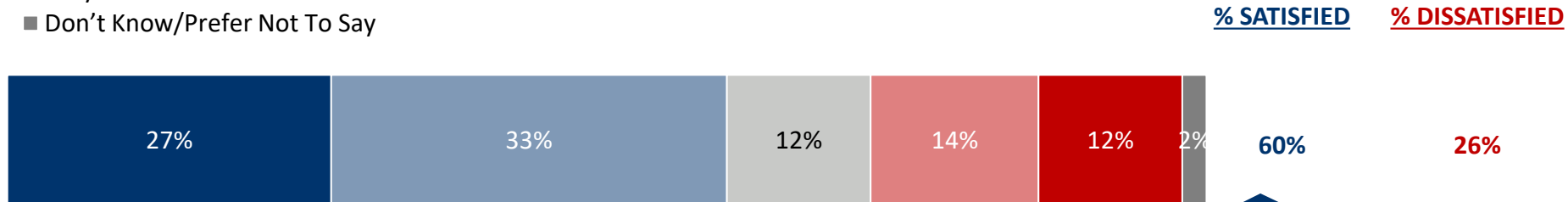


PROPERTY STANDARDS AND BUILDING MAINTENANCE

Overall Satisfaction with Maintenance and Repairs, Among Those who Rent

Among those Toronto residents who rent their home, six in ten are satisfied with maintenance and repairs provided to them, compared to a quarter who are dissatisfied. Satisfaction is higher among older residents, those who reside in North York, those who reside in a high-rise building, and those who have a household income of at least \$40,000.

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied Nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't Know/Prefer Not To Say



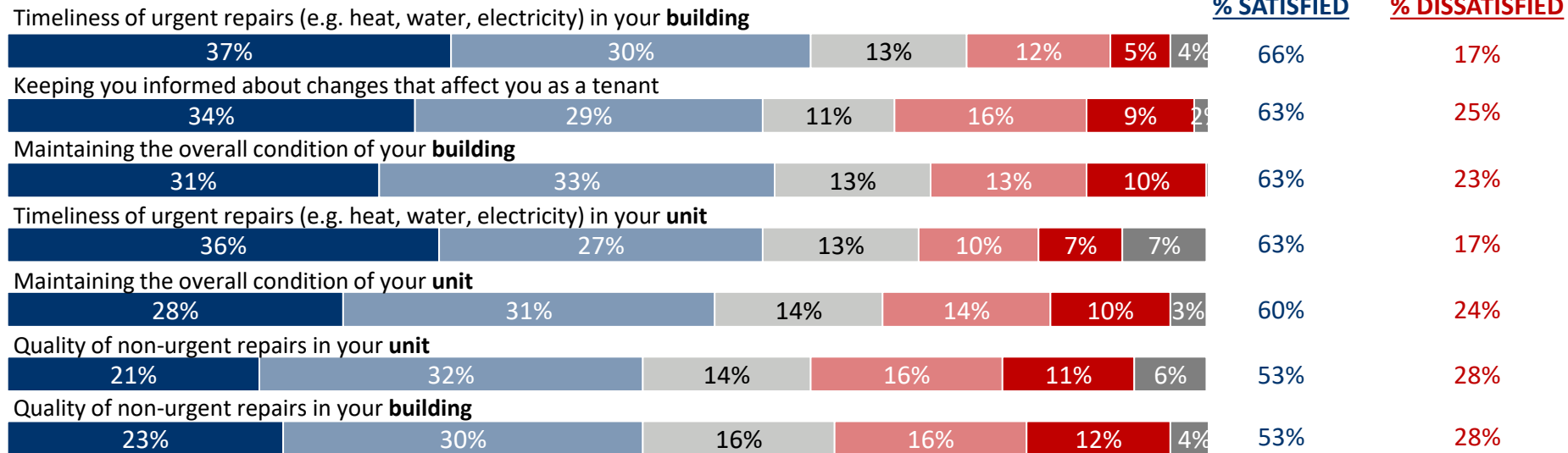
Higher satisfaction among:

- Residents aged 55+ (73% vs. 60% 18-34, 50% 35-54)
- Renters in North York (68%, lowest in Scarborough 51%)
- High-rise (65% vs. 48% low-rise)
- \$40K+ income (63% vs. 53% <\$40K)

Satisfaction with Landlord/Building Owner, Among Those Who Rent

Six in ten or more Toronto residents who rent are satisfied with timeliness of repairs, maintaining the overall condition of their unit and the building, and being informed of changes. Satisfaction is somewhat lower for quality of non-urgent repairs.

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied Nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't Know / Not Applicable



Satisfaction with Landlord/Building Owner – Demographic Differences



Older residents who rent (55+) are significantly more satisfied on virtually all measures, while those 35-54 report the lowest satisfaction:

- Timeliness of urgent repairs in your building (77% 55+ vs. 65% 18-34, 60% 35-54)
- Timeliness of urgent repairs in your unit (76% 55+ vs. 63% 18-34, 55% 35-54)
- Quality of non-urgent repairs in your building (73% 55+ vs. 51% 18-34, 41% 35-54)
- Maintaining the overall condition of your building (72% 55+, 68% 18-34 vs. 50% 35-54)
- Maintaining the overall condition of your unit (71% 55+, 64% 18-34 vs. 45% 35-54)
- Quality of non-urgent repairs in your unit (71% 55+ vs. 52% 18-34, 42% 35-54)



Lower income residents who rent (<\$40K) are significantly less likely to be satisfied on a number of measures

- Quality of non-urgent repairs in your building (45% vs. 59% \$40K+)
- Quality of non-urgent repairs in your unit (46% vs. 58% \$40K+)
- Maintaining the overall condition of your building (55% vs. 67% \$40K+)



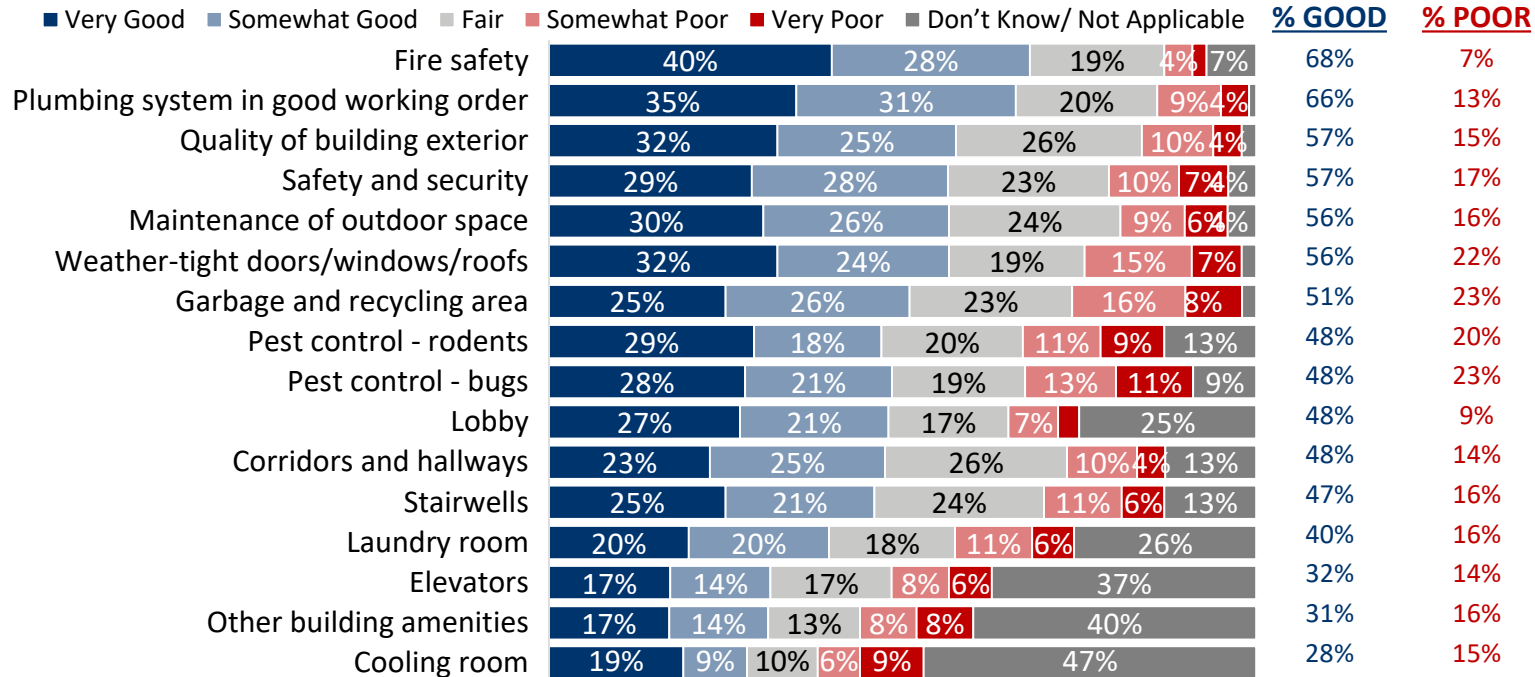
Residents who rent and live in high-rises are significantly more satisfied than those in low-rises on a number of measures:

- Keeping you informed about changes that affect you as a tenant (68% vs. 49% low-rise)
- Maintaining the overall condition of your building (68% vs. 52% low-rise)
- Maintaining the overall condition of your unit (65% vs. 43% low-rise)
- Quality of non-urgent repairs in your building (58% vs. 40% low-rise)

Note, all differences shown here are statistically significant

Building Elements, Among Those Who Rent

Residents who rent rate fire safety and plumbing most positively in their building or residence, while pests (both rodent and bugs), garbage/recycling areas and weather-tight doors/windows/roofs are more likely to be rated poorly.



≤3% are not labelled

Building Elements - Demographic Differences



Lower income residents who rent (<\$40K) are significantly more likely to rate several areas as poor (very/somewhat poor):

- Pest control – bugs (35% poor vs. 17% \$40K+ poor)
- Pest control – rodents (27% poor vs 16% \$40K+ poor)
- Safety and security (24% poor vs. 13% \$40K+ poor)
- Laundry room (24% poor vs. 12% \$40K+ poor)



Those who rent and live in low-rise buildings are significantly more likely to rate several areas as poor (very/somewhat poor), compared to those who reside in high-rise buildings:

- Pest control – bugs (35% poor vs. 22% high-rise poor)
- Garbage/recycling area (33% poor vs 20% high-rise poor)
- Pest control – rodents (32% poor vs 18% high-rise poor)
- Laundry room (29% poor vs 14% high-rise poor)
- Plumbing system (25% poor vs 10% high-rise poor)

Renters living in apartments are significantly more likely to rate several areas as poor (very/somewhat poor), compared to those in condos:

- Pest control – bugs (33% poor vs. 9% condo poor)
- Pest control – rodents (28% poor vs 7% condo poor)
- Weather-tight doors/windows/roofs (28% poor vs 10% condo poor)
- Safety and security (23% poor vs 11% condo poor)

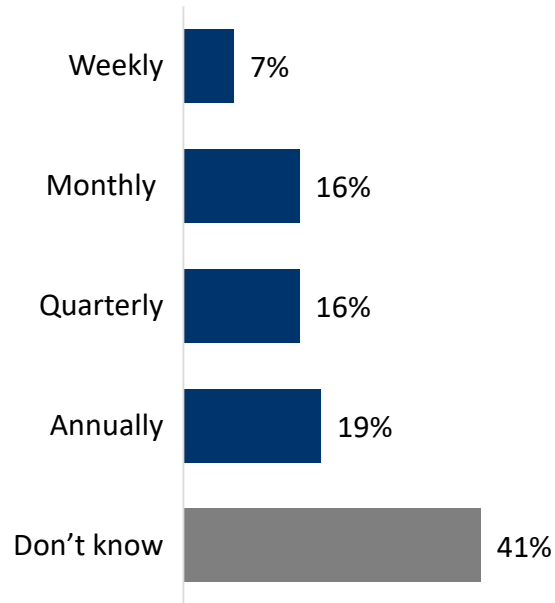


Those who rent and live in **Etobicoke/York** are the **most likely to rate pest control of bugs in their building as poor (very/somewhat poor)** (35% poor), significantly higher than North York (17% poor) and Scarborough (19% poor); a quarter of renters in Toronto/East York rate it poor (24%).

Note, all differences shown here are statistically significant

Frequency of Proactive Maintenance Checks/Tasks, Among Those Who Rent

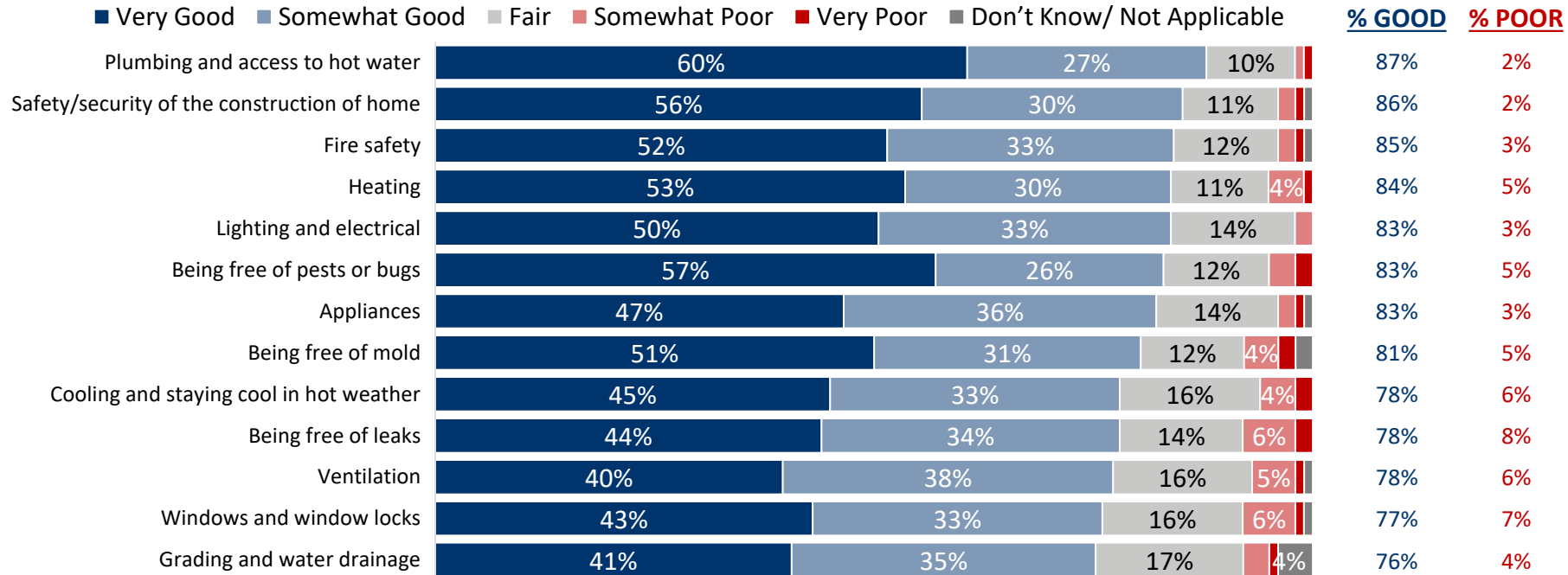
Four in ten Toronto residents who rent don't know how often their landlords completes general maintenance tasks prior to issues arising. One in five mention that this occurs annually, while three in ten mention quarterly or monthly.



Q4. How often does your landlord check and/or complete general maintenance tasks prior to an issue arising? Maintenance tasks include checking heating and cooling systems, changing filters, inspecting exteriors, clearing dead trees and plants, etc. but does not include general cleaning.
Base: All respondents – Rent (n=341)

Building Elements, Among Homeowners

Home owners generally rate their home positively in all areas, with little variance. Plumbing/access to hot water, being free of pests/bugs and safety/security of the construction of the home are rated the most positively.



≤3% are not labelled

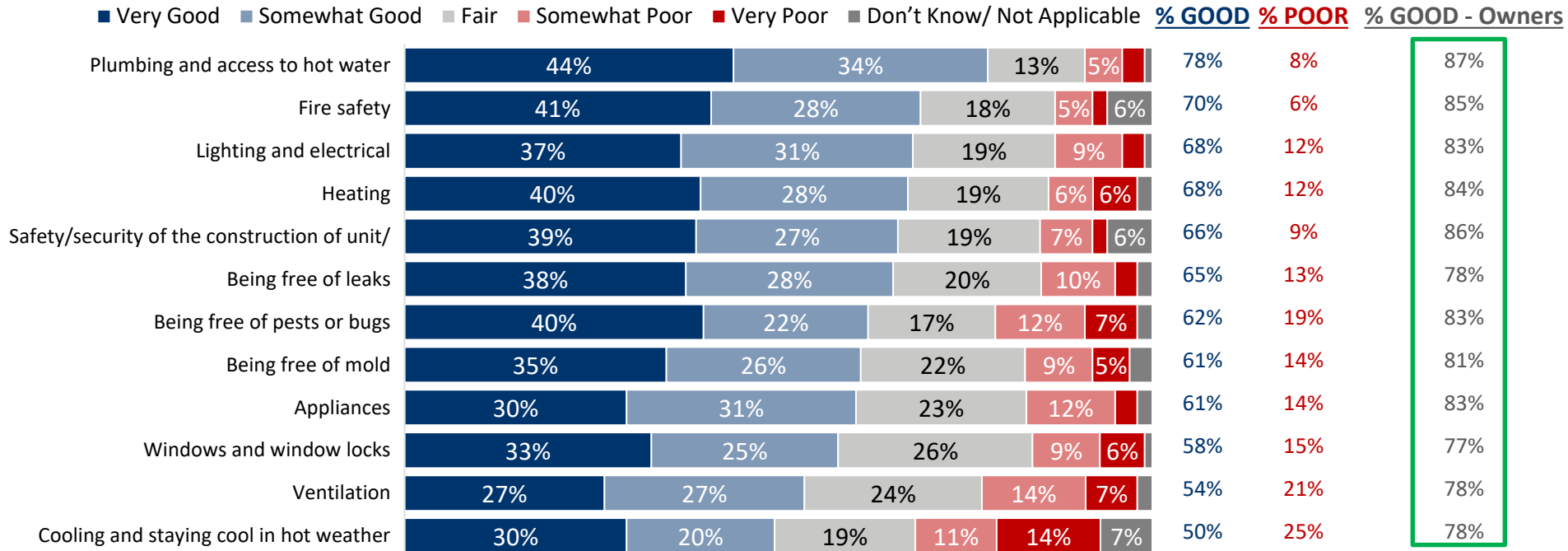
Building Elements, Among Homeowners – Demographic Differences

Several differences exist among owners by neighbourhood and age, with those in Etobicoke/York and those aged 55+ providing more positive ratings.

	Neighbourhood				Age		
	Etobicoke/York (A)	North York (B)	Toronto/East York (C)	Scarborough (D)	18-34 (E)	35-54 (F)	55+ (G)
<i>Base</i>	<i>n=128</i>	<i>n=175</i>	<i>n=190</i>	<i>n=166</i>	<i>n=154</i>	<i>n=262</i>	<i>n=243</i>
Cooling and staying cool in hot weather	87% _{CD}	83% _D	75%	70%	71%	73%	89% _{EF}
Lighting and electrical	86%	87% _D	83%	77%	74%	80%	93% _{EF}
Plumbing and access to hot water	94% _D	89% _D	88% _D	80%	81%	82%	97% _{EF}
Ventilation	82%	80%	75%	75%	66%	74%	89% _{EF}
Fire safety	89% _D	87%	85%	80%	77%	82%	93% _{EF}
Safety and security of the construction of your home	94% _{BCD}	85%	85%	83%	81%	80%	96% _{EF}
Heating	91% _{BD}	82%	83%	81%	77%	78%	95% _{EF}
Being free of pests or bugs	88% _D	82%	88% _D	75%	81%	76%	93% _{EF}
Being free of mold	89% _{CD}	81%	80%	77%	76%	75%	91% _{EF}
Being free of leaks	84% _D	78%	78%	72%	71%	70%	91% _{EF}
Appliances (fridge, stove, etc.)	88% _D	83%	85% _D	77%	78%	79%	90% _{EF}
Windows and window locks	81%	76%	78%	73%	66%	75% _E	86% _{EF}
Grading and water drainage	79% _D	81% _D	75%	68%	67%	73%	84% _{EF}

Unit Elements, Among Those Who Rent

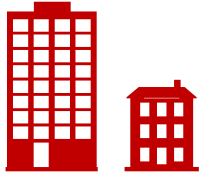
Those residents who rent their residence provide lower ratings than owners, particularly on topics associated with cooling, ventilation, appliances and being free of pests/bugs.



≤3% are not labelled

 Significantly Higher

Unit Elements, Among Those Who Rent – Demographic Differences



Those who rent and live in low-rises are significantly more likely to rate several areas as **poor**, compared to those in high-rises:

- Cooling and staying cool in hot weather (43% vs. 22% high-rise)
- Windows and window locks (35% vs. 10% high-rise)
- Ventilation (33% vs. 20% high-rise)
- Lighting and electrical (29% vs. 10% high-rise)
- Being free of pests or bugs (29% vs. 18% high-rise)
- Being free of mold (24% vs. 8% high-rise)



Renters living in apartments are significantly more likely to rate several areas as **poor**, compared to those in condos:

- Cooling and staying cool in hot weather (33% vs. 14% condo)
- Ventilation (28% vs. 13% condo)
- Being free of pests or bugs (28% vs. 6% condo)

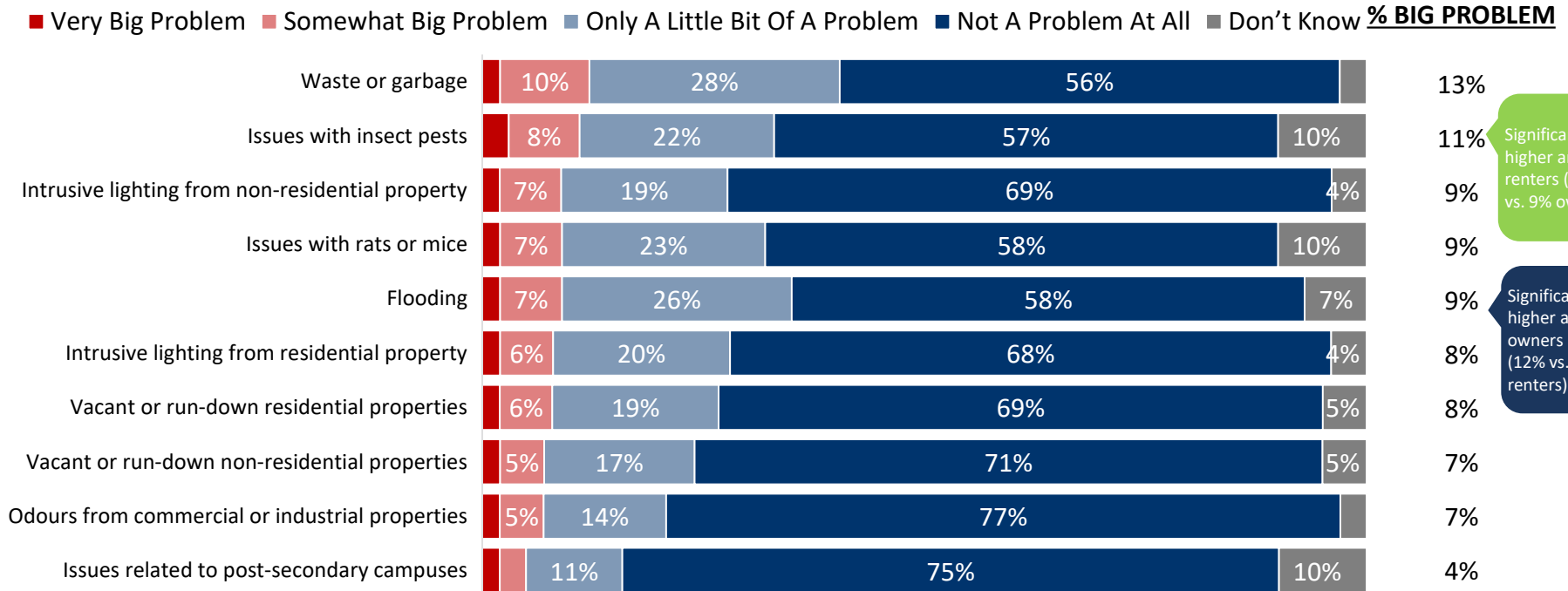


Lower income renters (<\$40K) are significantly more likely to rate **being free of pests or bugs** (26% vs. 14% \$40K+) as **poor**

Note, all differences shown here are statistically significant

Problems in Neighbourhood, Among Homeowners and Renters

Only a minority of Torontonians report “big” problems in their neighbourhood, with waste/garbage and issues with insect pests (particularly among renters) topping the list.



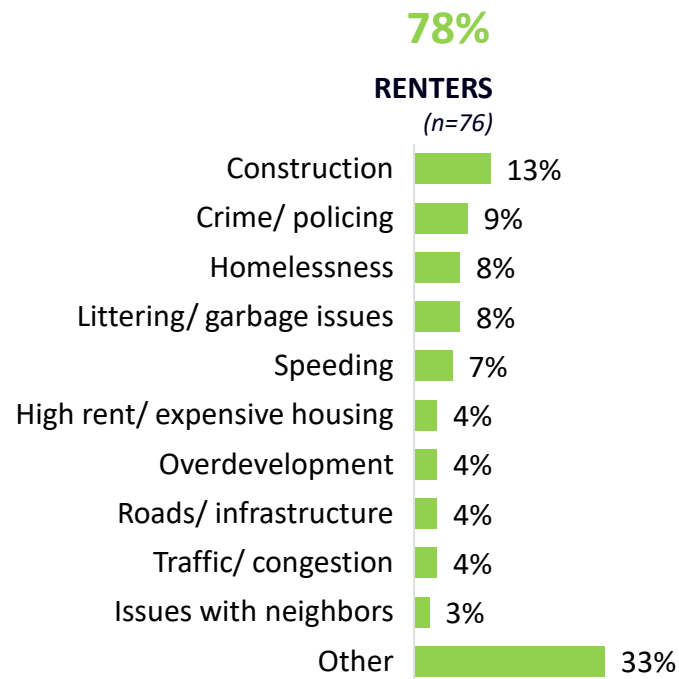
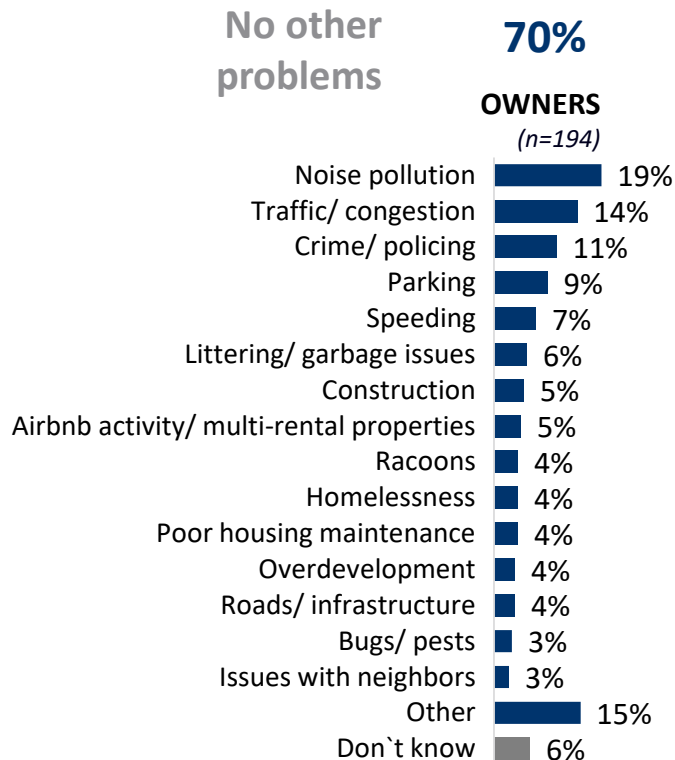
Significantly higher among renters (16% vs. 9% owners)

Significantly higher among owners (12% vs. 5% renters)

≤3% are not labelled

Other Problems in Neighbourhood, Among Homeowners and Renters

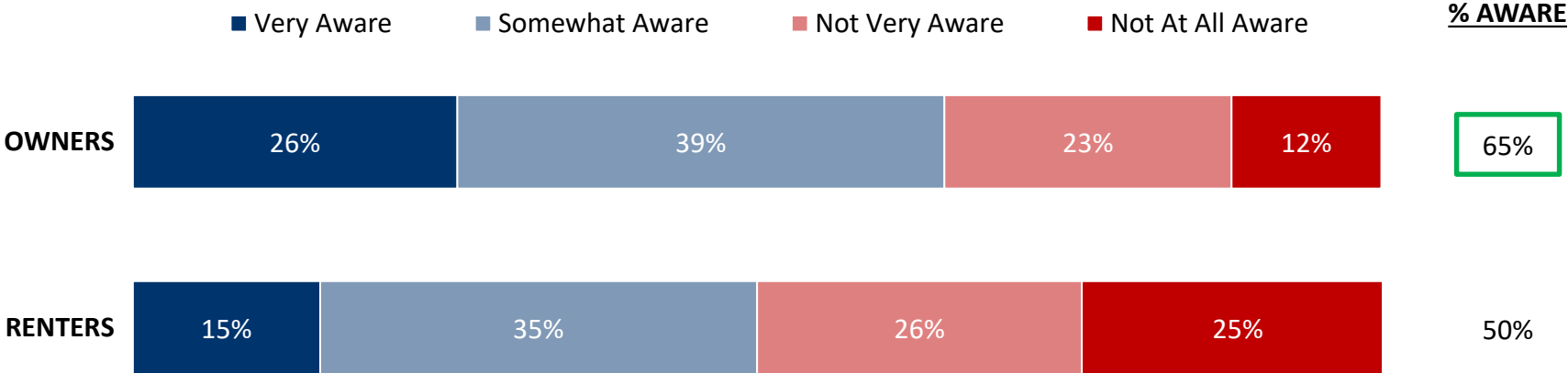
The majority of both owners and renters report no additional problems in their neighbourhood. Among owners who did provide additional problems, noise pollution, traffic and crime top the list. For renters, construction, crime and homelessness come out on top.



Charts have been re-based to exclude "No other problems"

Awareness of City of Toronto Complaints Process

Awareness that you can make complaints to the City of Toronto about issues related to a building or property is higher among homeowners than compared to those who rent their home. Importantly, a quarter of renters report they are not at all aware of this complaint process.

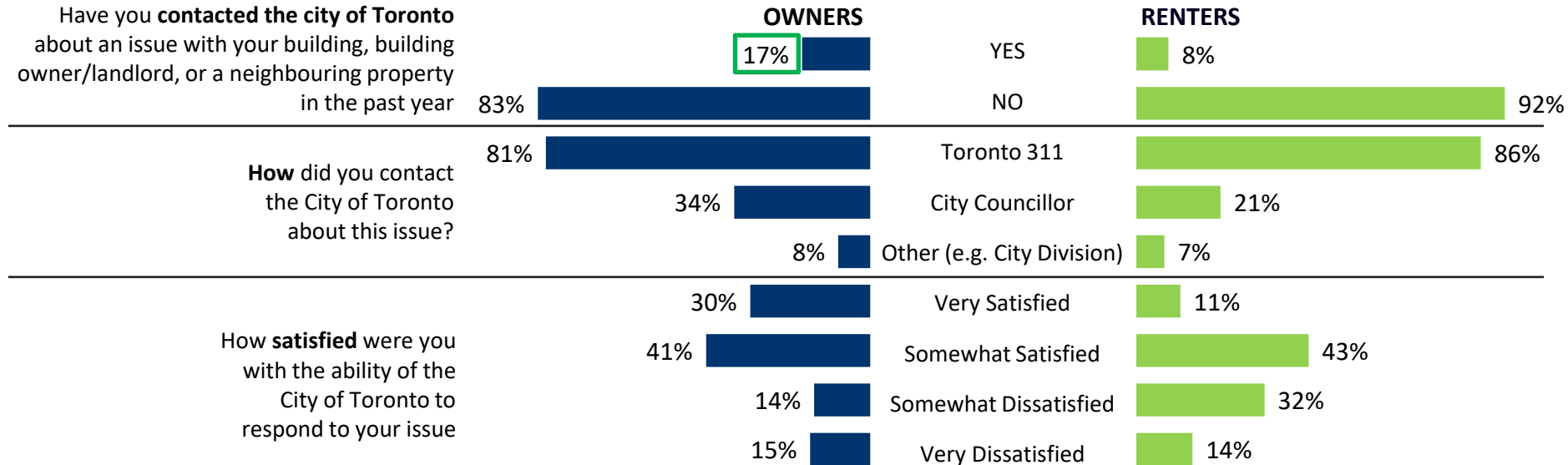


 Significantly Higher

Q11. Before today, how aware were you that you can make complaints to the City of Toronto about issues related to a building/property, including cleanliness, grading/drainage, building structure, condition of walls/ceilings, roofs, railings, stairs and lighting?
 All respondents – Own (n=547), Rent (n=341)

Experience with City of Toronto Complaints

In line with higher awareness, homeowners were more likely to have contacted the City about a property related issue. Among those who did contact the city, the most common method for doing so was by Toronto 311. Satisfaction with the City's response to the issue is higher among owners compared to renters.



Significantly Higher

Q12. Have you contacted the City of Toronto about an issue with your building, building owner/landlord, or a neighbouring property in the past year?

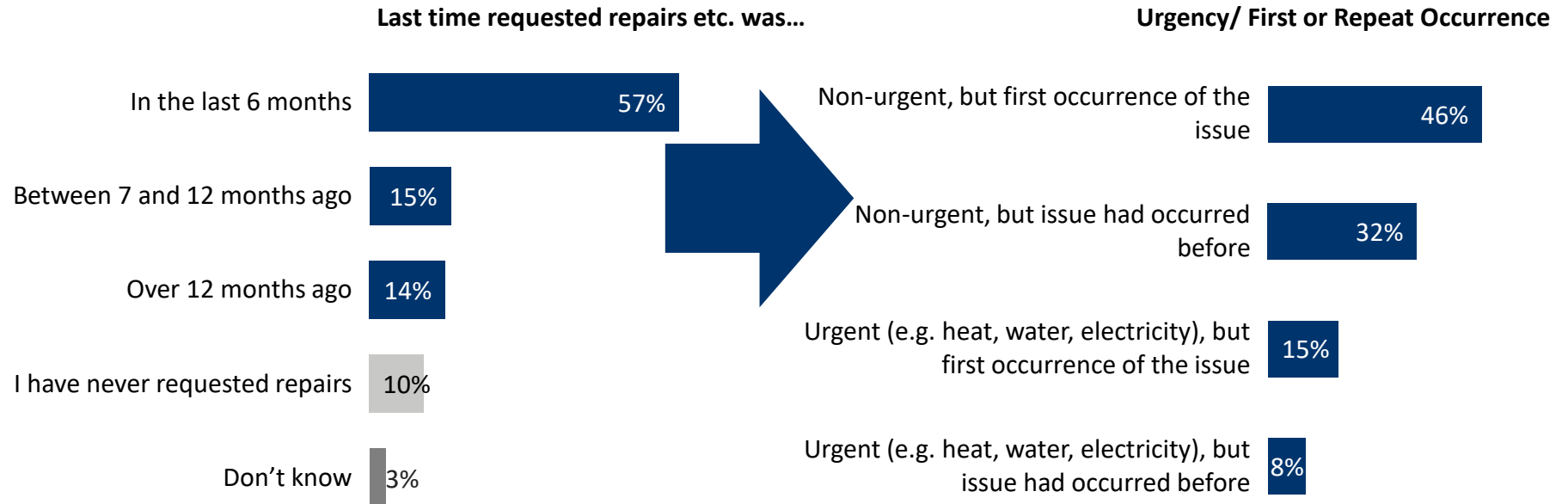
Base: All respondents – Own (n=547), Rent (n=341)

Q13. How did you contact the City of Toronto about this issue? If you've contacted the City about more than one issue, please think of the most recent issue you experienced. Base: Contacted – Own (n=91), Rent (n=28*)

Q14. How satisfied were you with the ability of the City of Toronto to respond to your issue? *Again, if you've contacted the City about more than one issue, please think of the most recent issue you experienced.* Base: Contacted – Own (n=91), Rent (n=28*)

Maintenance and Repairs, Among Those Who Rent

Nearly nine in ten Toronto residents who rent have requested repairs/maintenance/service in the past 12 months, with six in ten having done so in the last 6 months. Nearly half of these requests were for non-urgent, first time issues, while about a third were for non-urgent issues that had occurred before.



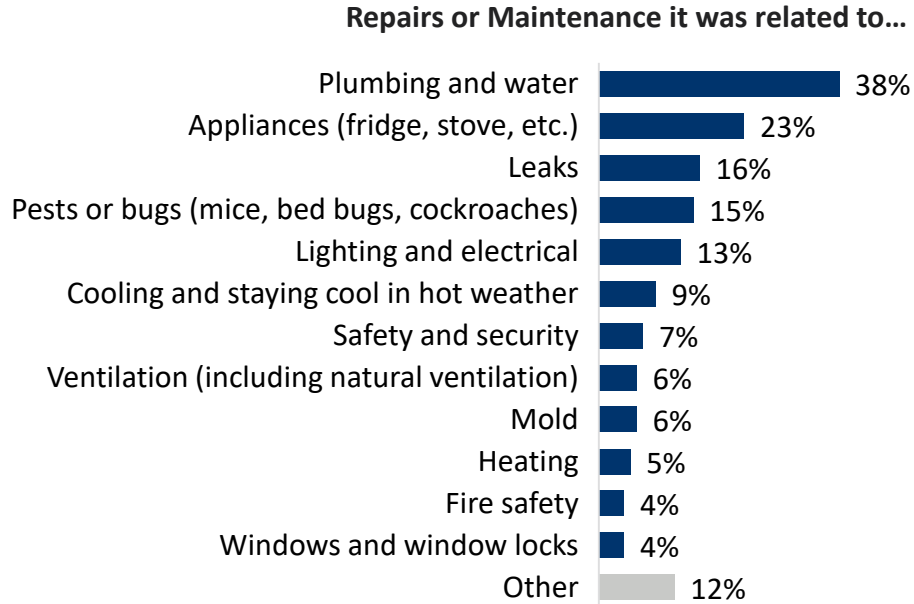
Q7. When was the last time you requested repairs, maintenance, or a service from your landlord or building owner? Was it...

Base: All respondents – Rent (n=341)

Q8. The last time you requested repairs or maintenance services was it ...? Base: Requested services/repairs (n=295)

Type of Maintenance and Repairs

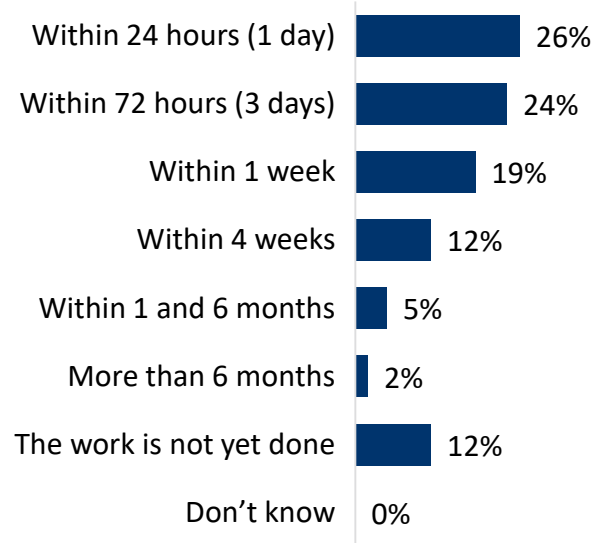
The most requested maintenance/repairs were related to plumbing/water, followed by appliance repairs, leaks, and pests or bugs.



Time Taken to Complete Maintenance/Repairs, Among Those Who Rent

Half of all repairs were completed within 72 hours, and among those, a quarter were completed within in the first 24 hours.

How Long After The Request Was The Repair Done





RentSafeTO:

Apartment Building
Standards Program

toronto.ca/RentSafeTO



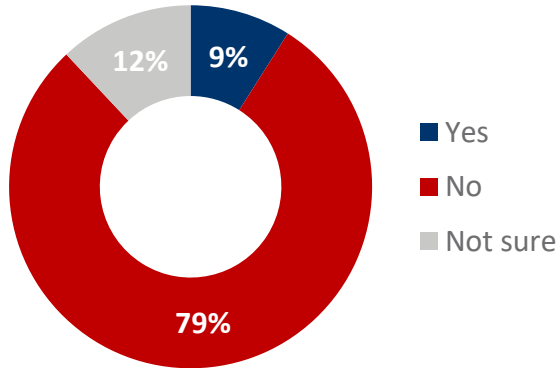
RentSafeTO

Awareness of RentSafeTO, Among Those Who Rent

Awareness of RentSafeTO is low among Toronto renters.

RentSafeTO is a registration, audit and enforcement program that ensures apartment building owners comply with building maintenance standards. The program came into effect in 2017, and applies to apartment buildings with three or more storeys and 10 or more units.

Have you heard about the RentSafeTO program?



Before today, how familiar were you with RentSafeTO?

- Very Familiar
- Somewhat Familiar
- Not Very Familiar
- Not At All Familiar
- Never Heard Of It Before Today



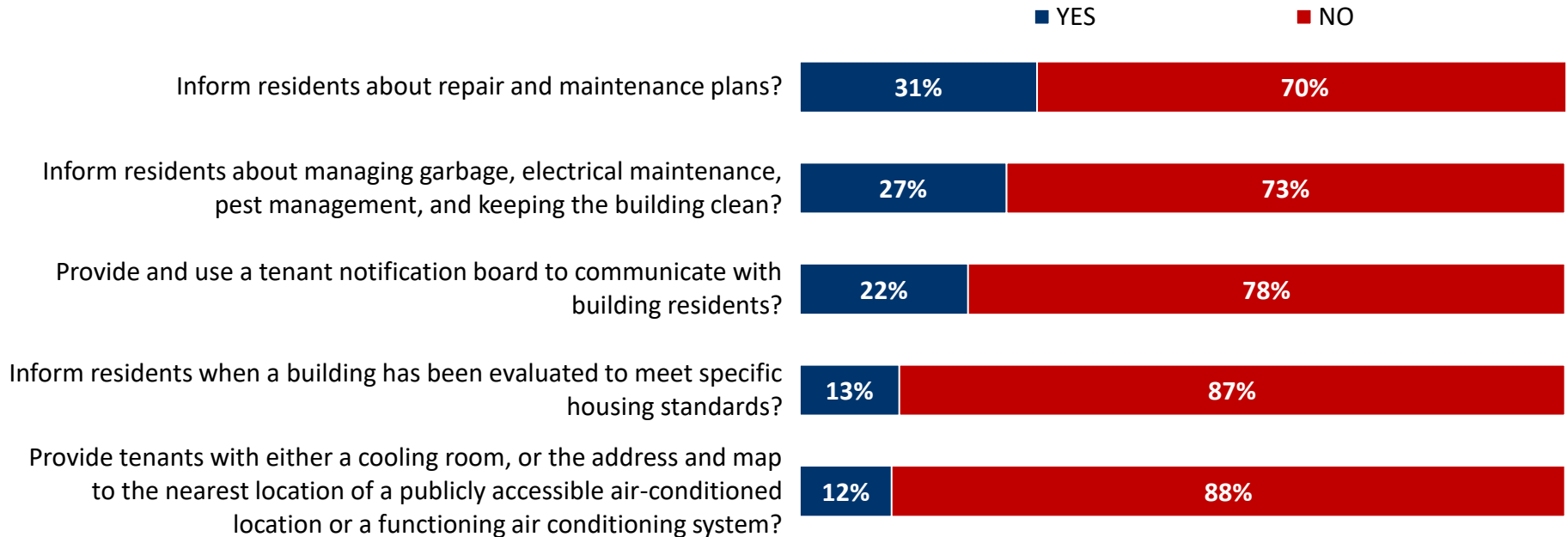
Nearly half of those with an income below \$40K say they've never heard of it before today (47% vs. 33% \$40K+)

Q15. Have you heard about the RentSafeTO program? Base: All respondents – Rent (n=341)

Q16. RentSafeTO is a registration, audit and enforcement program that ensures apartment building owners comply with building maintenance standards. The program came into effect in 2017, and applies to apartment buildings with three or more storeys and 10 or more units. Before today, how familiar were you with RentSafeTO? Base: All respondents – Rent (n=341)

Awareness of RentSafeTO Requirements

The majority of those who rent are not at all aware about the requirements of building owners and landlords under the RentSafeTO program.

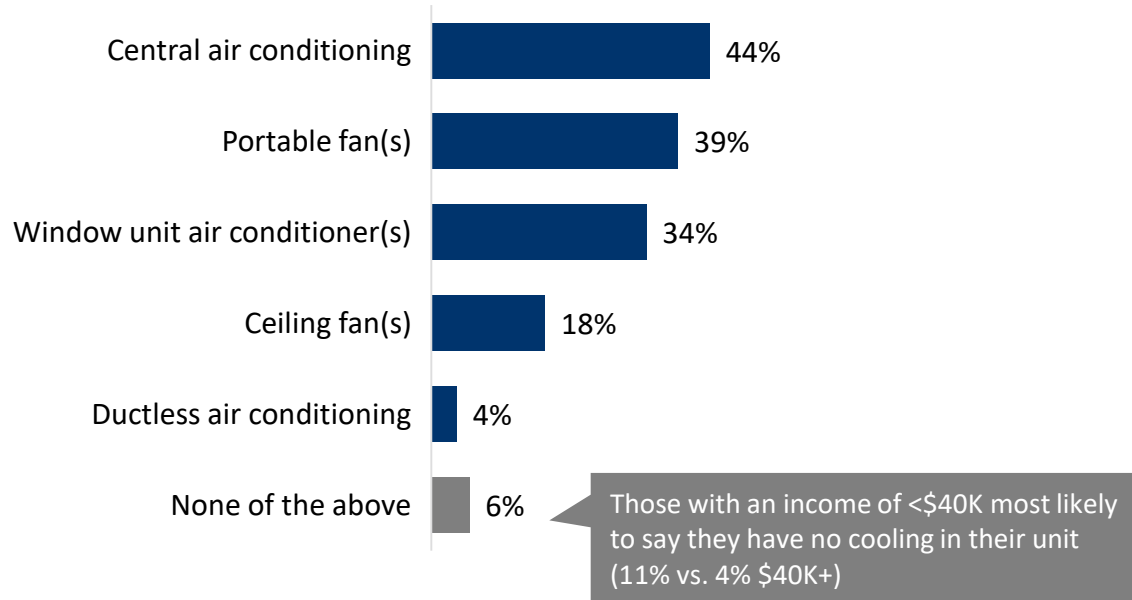




INDOOR TEMPERATURE

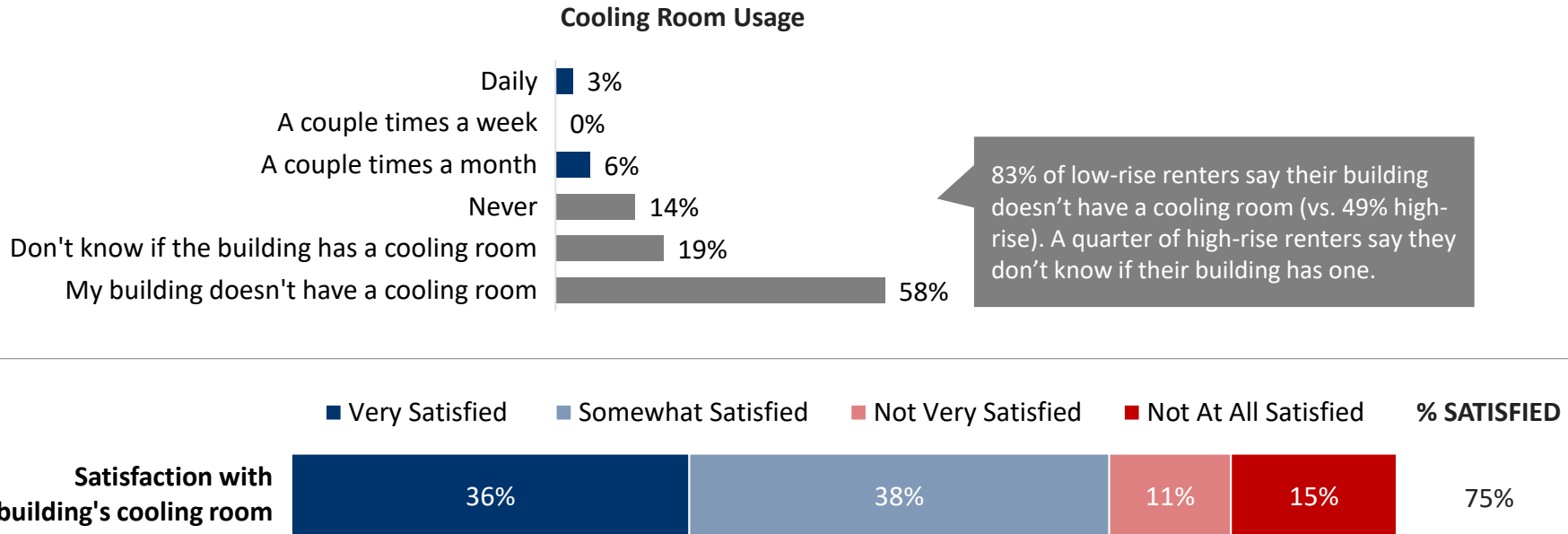
Availability of Cooling in Unit, Among Those Who Rent

The vast majority of residents who rent have some form of cooling in their unit, with the most common being central AC, portable fans and window AC units.



Apartment Building Cooling Rooms

The majority of renters in high or low rises either say their building doesn't have a cooling room, or they don't know if it does. The majority who say they do use their building's cooling room are satisfied.



Q19. If your building has a cooling room (an air-conditioned place in the building, accessible to all tenants on hot days) how often do you use your building's cooling room during hot weather? Base: All respondents – Rent high/low rises (n=237)

© 2019 Ipsos Q20. How satisfied would you say that you are with your building's cooling room (an air-conditioned place in the building, accessible to all tenants on hot days)? Base: Have cooling room (n=55)

APPENDIX

Own or Rent

Two-thirds of Toronto residents own their home or residence. The proportion of those renting their home is higher in the Toronto core compared to outer boroughs of Toronto.

Profile of Owners

- Older (37% 55+ vs. 23% renters)
- Even gender split
- More likely to live in North York (27% vs. 19% renters) and Scarborough (25% vs. 19% renters)
- Average household income \$97,540
- 30% have children under 18
- Two thirds born in Canada (67% vs. 58% renters)

OWN
66%

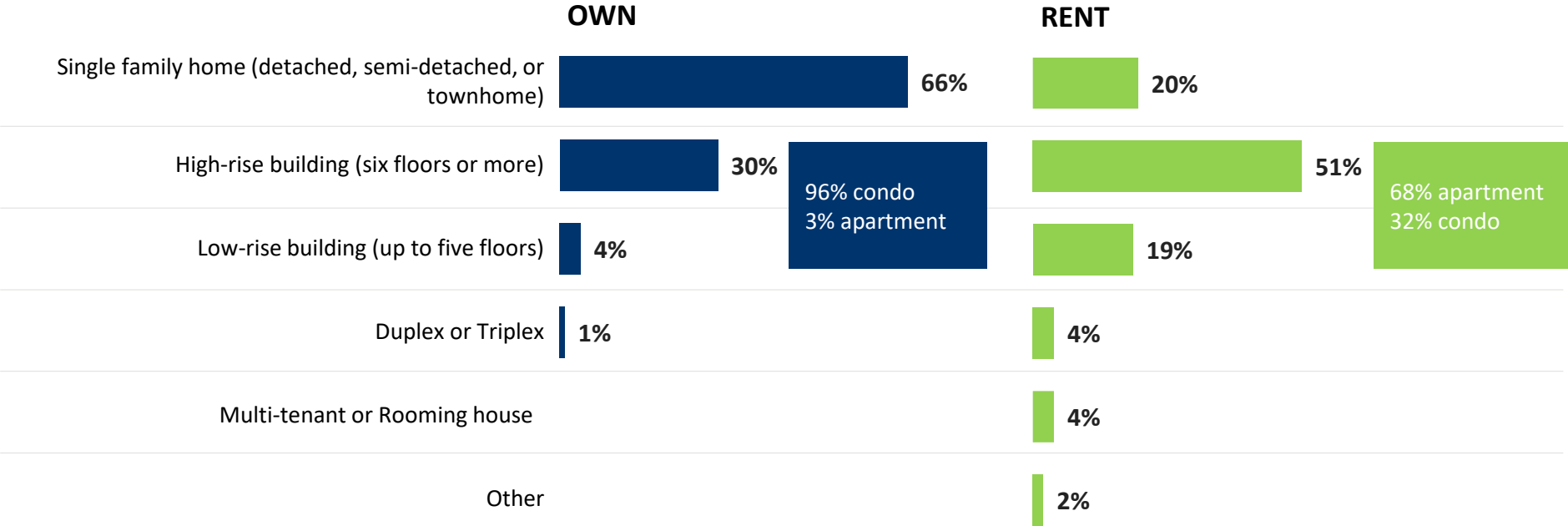


RENT
34%

Profile of Renters

- Younger (46% 18-34 vs. 23% owners)
- Skew towards women (59% vs. 41% men)
- More likely to live in Toronto core (45% vs. 29% owners)
- Average household income \$65,660
- 18% have children under 18
- 40% born outside Canada (vs. 31% owners)

Type of Dwelling



*(Multi-tenant or rooming houses are houses where a kitchen and/or washroom is shared between four or more people who may each pay individual rent.)