



May 20, 2021

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100 Queen Street West  
Toronto, ON M5H 2N2  
Attention: Nancy Martins  
email: [phc@toronto.ca](mailto:phc@toronto.ca)

**RE: PH23.15 Toronto Buildings Review**

Dear Deputy Mayor Ana Bailao, Chair, and Members of Planning and Housing Committee,

The Federation of North Toronto Residents Associations (FoNTRA) represents over 30 residents associations in Midtown, North Toronto and North York.

FoNTRA representatives were part of the consultation process leading up to this report, including a meeting with Will Johnston, Chief Building Official. Our focus in that meeting was that residents be considered as “customers”, as residents are impacted by various functions undertaken by Toronto Buildings.

Errors in the reports on variances required for Committee of Adjustment applications and the errors in the use of Waivers by applicants cause confusion and delays at the Committee of Adjustment hearings as well as approval of incorrect variances. There is also confusion and concern about issues that are now covered by the Building Code, such as responsibility for site safety and damages to neighbouring properties related to construction next door, as bounded by lot lines or party walls. Inconsistency in enforcement and lack of enforcement continues to be an issue.

A key direction of the Review is the shift to a functional organizational model, and away from a geographical one. While we support this as likely a superior model to address the changes in a digital world, we are also concerned that there may be a loss of knowledge and experience with local conditions. All of this needs to be considered as the form of the organization on the ground is established.

We note that the review recognizes that public education and partnerships are critical components in the new service delivery model and that establishing dedicated industry and residents roundtables to “collaboratively identify issues and develop collaborative solutions”. And further that a new customer service will be responsible for this critical function.

Yours truly,

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C.C. Will Johnston, Chief Building Official and Executive Director, Toronto Building  
Dylan Aster, Project Director (A), Business Transformation, Toronto Building

**The Federation of North Toronto Residents' Associations (FoNTRA)** is a non-profit, volunteer organization comprised of over 30 member organizations. Its members, all residents' associations, include at least 170,000 Toronto residents within their boundaries. The residents' associations that make up FoNTRA believe that Ontario and Toronto can and should achieve better development. Its central issue is not *whether* Toronto will grow, but *how*. FoNTRA believes that sustainable urban regions are characterized by environmental balance, fiscal viability, infrastructure investment and social renewal.