

RentSafeTO

Apartment Building Standards Program

2021 SNAPSHOT

WHY WE'RE HERE:

RentSafeTO is a bylaw enforcement program that ensures apartment building owners and operators meet building maintenance standards. The goal of the program is to ensure that tenants live in safe and well-maintained buildings.

WHAT WE'VE DONE:

In 2021, the RentSafeTO team completed 1,149 building evaluations, seven building audits, and helped renters with 10,099 service requests - a 34% increase compared to the previous high of 7,229 service requests received in 2019.

WHAT WE'RE DOING:

The RentSafeTO team leads community engagement and outreach initiatives to increase awareness of the program and to ensure tenants and building owners understand their rights and responsibilities.



SERVICE REQUESTS

Total **10,099**



ENFORCEMENT ACTION

Orders to Comply*: **656**

Charges Submitted to the Courts: **76**

*Issued as a result of service requests



BYLAW UPDATES

Apartment Buildings Bylaw:
As of December 1, 2021, all apartment building owners and operators are required to inform all current and prospective tenants of the rating of their apartment buildings and the evaluation used to create the rating.

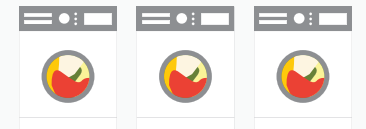
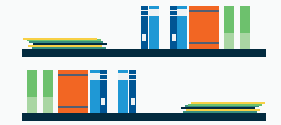


BUILDING EVALUATIONS AND AUDITS

Building Evaluations: **1,149**

Audits*: **7**

*Building with scores 50% or below



INVESTIGATION AND PERFORMANCE

92% Emergency service requests responded within 24 hrs

76% Non-emergency service requests responded within 5 days



HOW WE REACHED TORONTONIANS

105 Events









More than **88.5K** website visits

450K people reached through social media



2021 SNAPSHOT












NUMBER OF SERVICE REQUESTS BY TYPE * :

 Property Standards :	7,061
 Zoning** :	1,482
 Adequate Heat :	934
 Waste :	512
 Graffiti :	45
 Long Grass and Weeds:	44
 Appliance (Emergency) :	13
 Fence :	8

* Note that this includes all service requests received through 311 and through building audits or evaluations initiated by staff.

** Services requests related to COVID-19, including the enforcement of masks and enhanced health and safety measures were categorized under Zoning.

TOP PROPERTY STANDARDS SERVICE REQUESTS * :

 Apartment Buildings Bylaw :	1,552
 Dwelling Unit Requires Repair :	1,279
 Infestation :	801
 Common Area Requires Repair :	403
 General Cleanliness :	326
 No Hot Water :	255
 Elevators Not Working :	206
 Vital Service :	148
 Lighting :	87
 Heat :	78
 Garbage Storage :	69

* Note that there are 1,857 other types of property standards service requests not listed here.



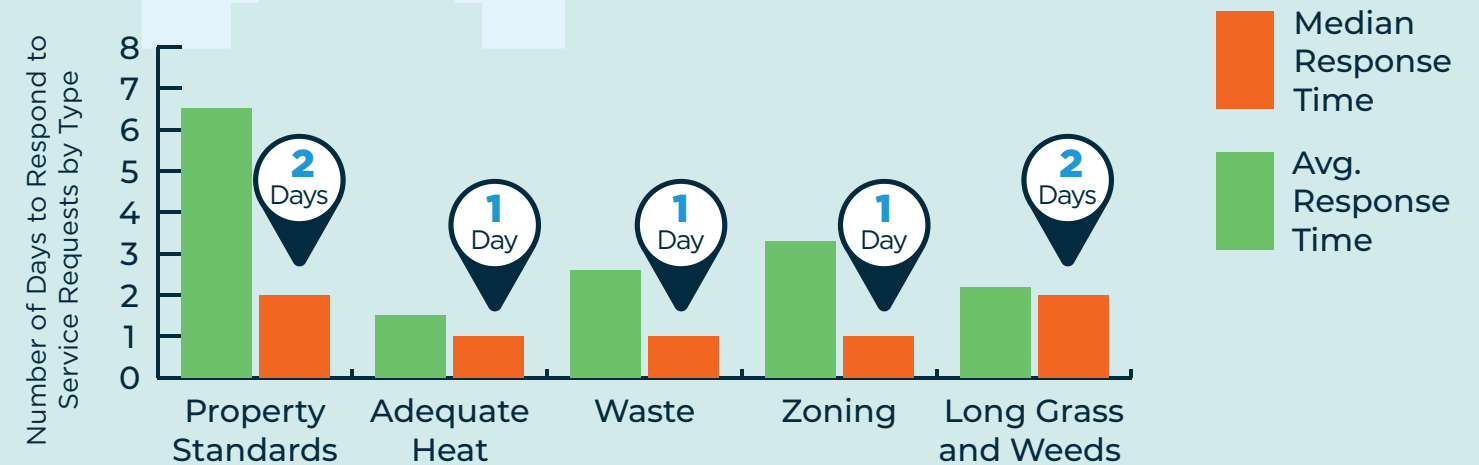
BUILDING EVALUATION RESULTS

In 2021, the City of Toronto launched the [Building Evaluation Results](#) webpage on toronto.ca so that people can view and download evaluation results for apartment buildings registered with RentSafeTO. The new interactive webpage makes it easier for tenants and people looking for a new home to look up and compare evaluation scores so they can make an informed decision of where they live.



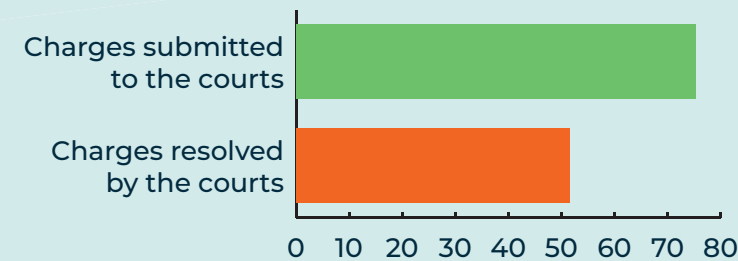
INVESTIGATION & PERFORMANCE

The RentSafeTO team works to meet an initial response time of 24 hours for emergency service requests and five days for non-emergency service requests. In 2021, the City's enforcement team continued work on a priority response system to determine the urgency and potential impact in addressing complaints.



ENFORCEMENT ACTION

CHARGES



ENFORCEMENT

- 656** Orders to Comply / Notices of Violation Issued as a Result of Service Requests
- 19** Orders to Comply / Notices of Violation Issued as a Result of Audits
- 2** Remedial Actions Taken