



# ACORN Canada

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March 24, 2022

## To City Councillors on the Planning & Housing Committee

RE: PH32.4 RentSafeTO Update Report

ACORN is writing to you because we have concerns that the program we fought for and won with our allies in 2017 is failing low and moderate income tenants. Rentsafe is a wonderful opportunity for the city of proactively enforce it's property standards, using cost recovery, and ensure healthy homes for all. The effects of property standards violations on the health and wellbeing of tenants and families has been well documented.

In 2020, an ACORN survey showed that tenants continue to deal with issues such as pest, mould, lack of repairs, lack of heat, lack of awareness of their rights, and lack of respect from their landlords. We called for major improvements to RentSafe to address these issues. We do not feel these demands have been met.

Most recently, a briefing note during the budget process prepared by Municipal Licensing and Standards, has revealed some startling trends.

(<https://www.toronto.ca/legdocs/mmis/2022/bu/bgrd/backgroundfile-199182.pdf>)

Calls by tenants to 311 about property standards have increased year after year. If RentSafe was cracking down on bad landlords, and landlords were voluntarily complying with property standards then this would not be the case.

While calls to 311 about property standards have increased, actions taken by Rentsafe to enforce property standards (Order of violation, Part 1 ticket, Part 3 summons) have gone down. Why is RentSafe receiving more complaints, yet taking less enforcement action on negligent landlords?

In 2021 there was a 74% increase in the number of calls to 311 about property standards violations, while there was a 17% decrease in the percentage of calls that result in an 'order' for a violation. In 2019, 17% of calls to 311 about property standards violations resulted in enforcement action via an 'order'. In 2021, only 7% of these calls result in an order. Why has calls to 311 surged, while enforcement actions have plummeted?

We find this deeply concerning,

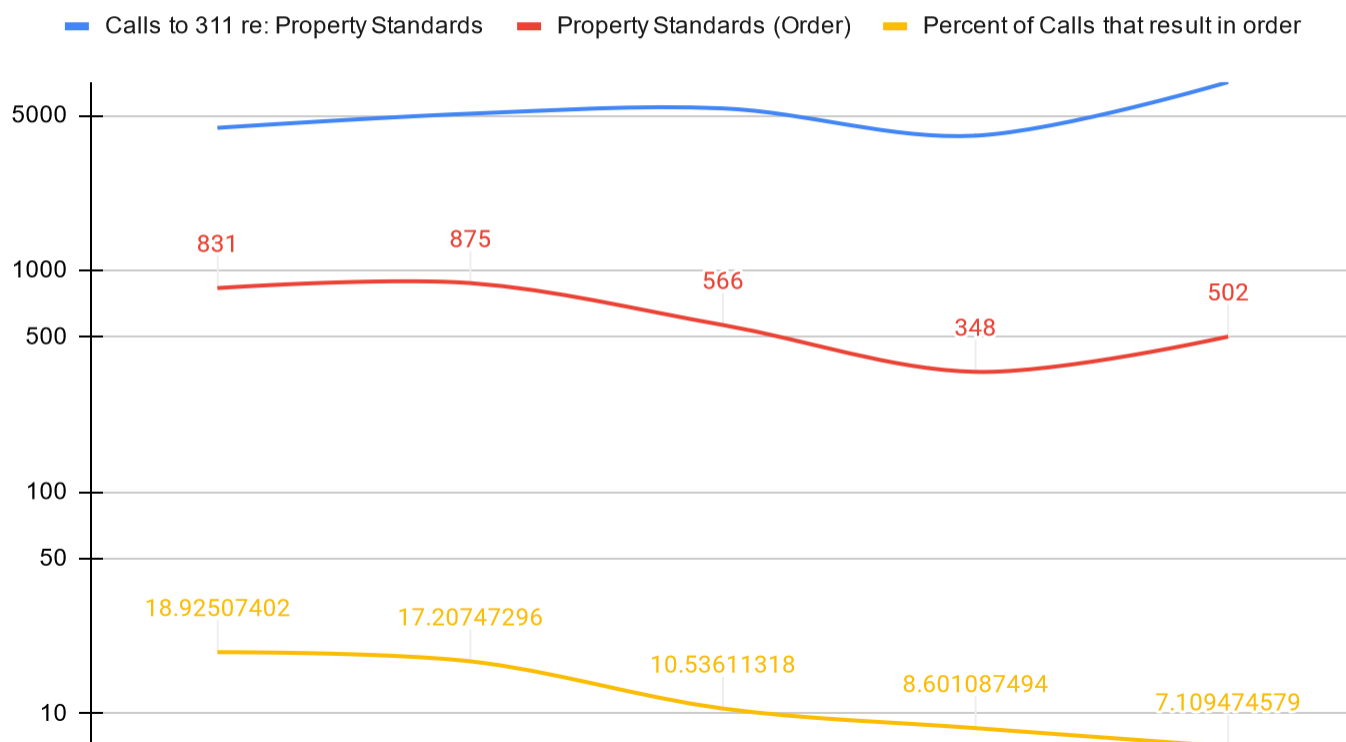
Marva Burnett, President ACORN Canada

## Appendix 1

All numbers and data from:

<https://www.toronto.ca/legdocs/mmis/2022/bu/bgrd/backgroundfile-199182.pdf>

### Calls to 311 re: Property Standards, Property Standards (Order) and Percent of Calls that result in order



Year	2017	2018	2019	2020	2021
<b>Calls to 311 re: Property Standards</b>	4391	5085	5372	4046	7061
<b>Calls to 311 re: Property Standards% increase year by year</b>		15.8050558	5.644051131	-24.6835443	74.51804251
<b>Property Standards (Order)</b>	831	875	566	348	502
<b>Property Standards (Order)% increase year by year</b>		5.294825511	-35.31428571	-38.51590106	44.25287356

<b>Percent of Calls that result in order</b>	18.92507 402	17.207472 96	10.536113 18	8.6010874 94	7.1094745 79
<b>Percent of Calls that result in order% increase year by year</b>		-9.075795 709	-38.77013 084	-18.365650 15	-17.342143 26
<b>Number of Calls Not Resulting in Order</b>	3560	4210	4806	3698	6559
<b>Number of Calls Not Resulting in Order% increase year by year</b>		18.258426 97	14.156769 6	-23.054515 19	77.366143 86
<b>Part 1 Tickets Issued (set fine)</b>	13	114	94	20	26
<b>Part 1 Tickets Issued (set fine)% increase year by year</b>		776.92307 69	-17.54385 965	-78.723404 26	30
<b>Percent of Calls that result in Part 1 Tickets Issued (set fine)</b>	0.296060 123	2.2418879 06	1.7498138 5	0.4943153 732	0.3682197 989
<b>Percent of Calls that result in Part 1 Tickets Issued (set fine) % increase year by year</b>		657.24075 33	-21.94909 276	-71.750402 29	-25.509134 68
<b>Part 3 Summons Issued</b>	36	88	42	52	50
<b>Part 3 Summons Issued% increase year by year</b>		144.44444 44	-52.27272 727	23.809523 81	-3.8461538 46

# Calls to 311 re: Propert Standards, Property Stands (Order), Part 1 Tickets Issued (set fine)

