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2023 OPERATING BUDGET BRIEFING NOTE

2023 Funding Allocation for RentSafeTO

Issue:

- On January 13, 2023, Budget Committee requested a Briefing Note on the 2023 Funding allocation for the RentSafeTO program, and rate of increase over 2022 funding allocations.

RentSafeTO Background:

- [RentSafeTO](#) is a regulatory program that ensures apartment building owners and operators comply with building maintenance standards.
- All rental apartment buildings in Toronto with three or more storeys and 10 or more units must register with the program.
- The program's objectives are to strengthen the enforcement of City bylaws, enhance tenant engagement and access to information, and promote proactive maintenance in apartment buildings to prevent the deterioration of critical housing stock.
- As part of the program, Bylaw Enforcement Officers (BEOs) conduct building evaluations, audits and investigate service requests submitted to 311.
- In 2022, RentSafeTO staff completed 1,815 building evaluations and conducted six audits on buildings that scored 50% or less in their 2021 evaluation.
- Staff also received 11,819 service requests (complaints) in 2022, a 17% increase compared to the 10,099 service requests received in 2021.

Key Points:

- The RentSafeTO staff complement currently includes 35 staff, including a district manager, 2 support staff, 3 supervisors, a stakeholder engagement lead, and 28 Bylaw Enforcement Officers (BEOs).
- Given the benefits of the program to the public at large, RentSafeTO is a partial cost recovery program. A large proportion of the program is funded by user fee revenue with the remainder being covered by the tax base.
- As presented in the table below, the RentSafeTO 2023 proposed budget allocation is \$3,729,543, which is a gross increase from 2022 of \$139,625 or 3.9%. This increase is attributed to base salary increases.

- RentSafeTO is in the process of redesigning the program’s evaluation tool, per direction from City Council. The redesigned tool will have an impact on program volumes and staff resources. Once staff collect data and additional feedback on the tool, then modelling will be done for any financial impacts.
- In the coming months, staff are expected to provide a public update on the redesign of the evaluation tool. In addition, staff will be publishing an annual report with more detailed data analysis and program updates.
- An update report is expected to City Council in late 2023, which is expected to include general program updates as well as any proposed user fee changes and 2024 financial impacts.

Budget for RentSafeTO

	2022 Budget	2023 Budget
Gross Expenditures	\$3,589,918	\$3,729,543
Revenues	\$3,108,053	\$3,243,253

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