

# **Attachment 1**

## **City of Toronto Relationship Framework for the Multi-Tenant House Licencing Tribunal**

**November 7, 2023**

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**Table of Contents**

**PREAMBLE** ..... 4

**PURPOSE: ABOUT THIS RELATIONSHIP FRAMEWORK** ..... 4

**ARTICLE 1: DEFINITIONS** ..... 5

**ARTICLE 2: BACKGROUND** ..... 7

2.1 Purpose of the Multi-Tenant House Licensing Tribunal ..... 7

**ARTICLE 3: COUNCIL AUTHORITY** ..... 8

3.1 City Powers under City of Toronto Act, 2006 ..... 8

3.2 Matters requiring Council approval ..... 8

**ARTICLE 4: MULTI-TENANT HOUSING LICENSING TRIBUNAL’S ESTABLISHMENT & MANDATE** ... 9

4.1 MTHLT Established as a City Tribunal ..... 9

4.2 MTHLT Mandate..... 9

**ARTICLE 5: TRIBUNAL STRUCTURE** ..... 10

5.1 Tribunal Size and Composition..... 10

**ARTICLE 6: TRIBUNAL AUTHORITY & RESPONSIBILITIES**..... 10

6.1 Governance Structure ..... 10

6.2 Delegation of Authority and MTHLT Responsibilities ..... 10

6.3 Tribunal Chair ..... 10

6.4 Tribunal Vice-Chair ..... 11

6.5 Tribunal Member ..... 11

6.6 Tribunal Appointments ..... 11

6.6.1 Eligibility and qualifications for membership ..... 12

6.6.2 Training ..... 13

6.6.3 Terms ..... 13

6.7 Tribunal Meetings ..... 13

6.7.1 Business Meetings..... 14

**ARTICLE 7: ROLE OF CITY COUNCIL & CITY STAFF** ..... 14

7.1 City Council ..... 14

7.2 City Staff ..... 14

7.3 City Manager ..... 15

**ARTICLE 8: CITY LIAISONS** ..... 15

8.1 Governance Liaison: City Manager ..... 15

8.2 Administrative Support and Financial Liaison: Director, Court Services ..... 15

**ARTICLE 9: ACCOUNTABILITY OFFICERS** ..... 16

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

9.1 City Accountability Officers..... 16

9.2 City-appointed Closed Meeting Investigator ..... 16

**ARTICLE 10: CITY POLICIES, BY-LAWS & LEGISLATION..... 16**

10.1 Compliance ..... 16

10.2 City Policies and Council Directions ..... 16

**ARTICLE 11: ACCOUNTABILITY & REPORTING REQUIREMENTS..... 16**

11.1 Annual Report ..... 16

11.2 Budget Management and Submission of Reports ..... 17

**ARTICLE 12: COMMUNICATIONS & PUBLIC REPRESENTATION ..... 17**

12.1 Corporate Identity..... 17

12.2 Public Representation..... 17

12.3 City Requests for Information..... 17

12.4 City Corporate Support to the MTHLT ..... 17

**ARTICLE 13: AMENDING THE RELATIONSHIP FRAMEWORK ..... 17**

**ARTICLE 14: KEY COUNCIL DECISIONS..... 17**

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**PREAMBLE**

**Whereas:**

- (1) The Multi-Tenant House Licensing Tribunal (MTHLT) was established under Toronto Municipal Code, Chapter 575 Multi-Tenant Houses, and pursuant to Section 141(1) of the City of Toronto Act, 2006.
- (2) The Council of the City of Toronto enacted Toronto Municipal Code, Chapter 575 Section 2.3, setting out the MTHLT's delegated authority.
- (3) The MTHLT is an adjudicative body of the City of Toronto that has the authority to issue, refuse, suspend, or revoke an Operator's licence, or add conditions to an Operator's licence in accordance with Chapter 575, Multi-Tenant Houses. The MTHLT's role is confined to hearing matters appealed to by an Operator or referred to it by the Executive Director, Municipal Licensing & Standards Division (MLS).
- (4) Court Services administers the MTHLT as outlined in Municipal Code Chapter 575. This includes providing case management administrative processes, hearing room services, financial administration, technology, support for procurement of goods and services, facilities support, and all customer services to the public and stakeholders. The division also coordinates and delivers orientation to new Tribunal Members and training to Members related to digital processes.
- (5) The City Clerk's Office administers the Public Appointments Policy and coordinates the appointments process. Courts Services coordinates remuneration for Tribunal Members.
- (6) The MTHLT is a local board of the City under the City of Toronto Act, 2006, and all members of the Board are appointed by City Council. The Tribunal is subject to applicable City Council decisions and by-laws, where they pertain to the Tribunal.
- (7) The Council of the City of Toronto wishes to articulate principles of governance related to the MTHLT.
- (8) The Council of the City of Toronto wishes to articulate its objectives and expectations which the MTHLT shall meet in and carry-on business pursuant to the authority delegated to it by City Council.

ACCORDINGLY, Council of the City of Toronto directs that the mandate, powers, and duties delegated to the MTHLT under Toronto Municipal Code, Chapter 575 Multi-Tenant Houses will be exercised and undertaken according to the principles and objectives set out in this Relationship Framework.

**PURPOSE: ABOUT THIS RELATIONSHIP FRAMEWORK**

The purpose of this Relationship Framework is to:

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

- (1) Recognize the MTHLT authority to manage the business and affairs of the MTHLT in accordance with Section 141(1) of the City of Toronto Act, 2006, Toronto Municipal Code, Chapter 575 Multi-Tenant Houses, this Relationship Framework and Applicable Law;
- (2) Articulate Council’s delegation of authority, expectations, and requirements of the MTHLT and City divisions that support the MTHLT;
- (3) Inform the MTHLT, City staff and residents of Toronto of Council’s direction of matters such as governance programs and services applicable City policies, reporting requirements and accountability of the MTHLT;
- (4) Consolidate governance information from a variety of sources including the City of Toronto Act, 2006 and other applicable statutes, the Toronto Municipal Code including Toronto Municipal Code, Chapter 575 Multi-Tenant Houses, and other City by-laws, policies, and Council directions;
- (5) Set out the conditions that promote an effective and collaborative relationship between the City and the MTHLT;
- (6) Identify the responsibilities and obligations of the MTHLT; and
- (7) Identify the types and levels of support provided by the City to the MTHLT.

The Relationship Framework is pursuant to, and must be consistent with, legislation, the Toronto Municipal Code and Council directives and delegations of authority that are applicable to the MTHLT.

### **ARTICLE 1: DEFINITIONS**

The definitions in Chapter 575 Multi-Tenant Houses shall apply to this Relationship Framework except as set out below. In this Document, the following terms have the meanings set out below:

**“Administrative Liaison”** means the City's Director, Court Services, or their designate, who is a key City stakeholder, and provides administrative support and financial liaison to the Tribunal.

**“Applicable Law”** means all statutes, laws, by-laws, regulations, directives, policies, and orders of governments or other public authorities having jurisdiction at any time in force that apply to the MTHLT.

**“Auditor”** means the external attest auditor appointed by the City to annually audit the accounts and transactions of the MTHLT, and to express an opinion on the financial statements of the MTHLT based on the audit.

**“Auditor General”** means the City’s Auditor General or his or her designate.

**“Budget”** means the City of Toronto’s Court Services Division’s annual Operating Budget proposal, developed, and submitted by Court Services staff, that incorporates the input of the MTHLT Chair and adequately reflects the needs of the Tribunal. City Council reviews, amends, and approves this budget proposal.

**“Chair”** means the Member appointed as Chair of the Board by Toronto City Council.

**“City”** means the City of Toronto.

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

**“City-wide”** means whole of government and includes City of Toronto divisions and applicable City Agencies and Corporations.

**“City Liaison(s)”** means any City staff person(s) designated by the City to be key points of contact between the Tribunal and City staff.

**“City Manager”** means the City Manager of the City, or the person designated to act in that capacity from time to time, or her or his delegate.

**“Council”** means the Council of the City of Toronto.

**“Courts Services staff”** means a representative of the City’s Court Services Division that provide administrative support to the Tribunal. This includes providing case management administrative processes, hearing room services, financial administration, technology, support for procurement of goods and services, facilities support, and all customer services to the public and stakeholders.

**“CFO”** means the Chief Financial Officer and Treasurer of the City of Toronto, or the person designated to act in that capacity from time to time or his or her delegate.

**“Director, Court Services”** means the Director of Court Services or the person designated to act in that capacity from time to time or his or her delegate.

**“Governance Liaison”** means the City Manager or designate who is the primary contact for agencies and corporations on governance matters related to Relationship Frameworks, the Toronto Municipal Code and the application of City directives and policies to the City’s agencies and corporations.

**“Multi-Tenant House”** as defined in Chapter 575 Multi-Tenant Houses.

**“Multi-Tenant House Licensing Tribunal”** (the **“MTHLT”**; or just the **“Tribunal”**) refers to the City Adjudicative Board known as the Multi-Tenant House Licensing Tribunal established in Toronto Municipal Code, Chapter 575, Section 575-2.3.

**“Municipal Code”** means the City of Toronto Municipal Code, as amended, or replaced from time to time.

**“Municipal Licensing & Standards”** or **“MLS”** refers to the City’s Municipal Licensing & Standards Division or its successor.

**“Operator”** as defined in Chapter 575 Multi-Tenant Houses.

**“Program Liaison”** means the Deputy City Manager, Community and Social Services or designate, who is a key City stakeholder, and serves as the principal point of contact on program and operational matters.

**“Public Appointments Policy”** means the City of Toronto policy governing public appointments to City agencies and corporations as amended by Council at its July 7-9, 2015 meeting, and as amended from time to time.

**“Record”** means information however recorded or stored, whether in printed form, on film, by electronic means or otherwise, and includes documents, financial statements, minutes, accounts, correspondence, memoranda, plans, maps, drawings, photographs, and films of the Tribunal.

**“Tribunal Member”** or **“Member”** means a person appointed by City Council as a Member of the Tribunal pursuant to the City of Toronto Public Appointments Policy.

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

“**Vice-Chair**” means the Member selected at a business meeting by MTHLT Members through simple majority vote who shall have all the powers and perform all the duties of the Tribunal Chair in the absence of the Tribunal Chair.

### **ARTICLE 2: BACKGROUND**

#### **2.1 Purpose of the Multi-Tenant House Licensing Tribunal**

City of Toronto adjudicative boards are independent, quasi-judicial tribunals, committees and other bodies which hold hearings to resolve disputes, regulate activities and adjudicate matters within their jurisdiction. Each tribunal has a different mandate and authorities delegated by Council.

The MTHLT was established by Council to:

- (1) Act as an independent, quasi-judicial body that conducts independent hearings and renders decisions to refuse, issue, suspend or impose conditions on multi-tenant house licences where an applicant or licensee appeals an application refusal or MLS staff refer a licence to the Tribunal in accordance with Municipal Code Chapter 575, Multi-Tenant Houses.
- (2) Make hearing decisions in an unfettered manner, independent of City staff and City Council based on evidence presented at hearings and consistent with the mandate of the Tribunal.
- (3) Hold business meetings to develop, review and monitor procedural policies respecting hearing process.
- (4) Uphold Municipal Code Chapter 575, Multi-Tenant Houses and conduct administrative affairs in accordance with applicable City policies and procedures.
- (5) Operate in a manner that provides a fair, open, transparent, and accessible processes;
- (6) Ensure a focussed and efficient approach to hearings and decision making.

City tribunals are established under the City of Toronto Act, 2006, and other legislation. They are governed by provisions in the Toronto Municipal Code, by-laws and Relationship Frameworks approved by Council. The MTHLT’s hearings are conducted in accordance with the Tribunal’s Rules of Procedures and Statutory Powers Procedure Act, 1990.

#### **2.2 Operating Principles for the MTHLT**

- (1) Provide access to hearings and due process by:
  - (a) Providing decisions in a timely manner;
  - (b) Developing, refining, and implementing Rules of Procedure – Rules for Proceedings and Rules for Business Meetings and ensure these policies are readily available to the public to make the hearing process more understandable and efficient;
  - (c) Establishing benchmarks to monitor wait times for hearings and decisions, and to take appropriate corrective action where necessary.
- (2) Support transparency by:
  - (a) Requiring hearings and business meetings of the Tribunal be held in public in accordance with relevant requirements;

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

- (b) Requiring agendas be made available to the public in advance and hearing decisions and minutes shall be available to the public;
  - (c) Documenting decisions on contested matters in writing in a form that restates the salient evidence given at the hearing, provides a clear rationale for the decisions and references any By-law articles considered.
- (3) Provide consistency of outcomes by:
- (a) Having regard for the desirability of consistent decision-making among cases with similar facts; and
  - (b) Holding at minimum biannual business meetings to generally review past decisions made for consistent interpretation and application of the relevant provisions of the Toronto Municipal Code.
- (4) Uphold the City's standard for courtesy and ethics by:
- (a) Requiring members to abide by the Council adopted Code of Conduct for Members of Adjudicative Boards as required by section 157(1) of the City of Toronto Act, 2006; and
  - (b) Requiring members to declare conflicts of interest in accordance with the Code of Conduct for Members of Adjudicative Boards and/or applicable law.

## ARTICLE 3: COUNCIL AUTHORITY

### **3.1 City Powers under City of Toronto Act, 2006**

Under the City of Toronto Act, 2006, the City may establish a City Board and provide for the following matters:

- (a) The establishment, composition of the Board and the manner of selecting Board Members;
- (b) The requirement that the Board follow rules, procedures and policies established by the City;
- (c) The financial and reporting relationship between the Board and the City;
- (d) The delegation of the control and management of such activities as the City considers appropriate; and
- (e) The power to change or dissolve the Board.

### **3.2 Matters requiring Council approval**

The following matters require consent, approval, or other action from Council:

- (a) The appointment of Tribunal Members
- (b) The appointment of the Tribunal's Chair
- (c) Tribunal Remuneration
- (d) Receipt of an annual report from the Tribunal Chair
- (e) A records retention by-law or specific Council approval to destroy records



MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**ARTICLE 4: MULTI-TENANT HOUSING LICENSING TRIBUNAL'S  
ESTABLISHMENT & MANDATE**

**4.1 MTHLT Established as a City Tribunal**

The MTHLT was established under Toronto Municipal Code Chapter 575, Multi-Tenant Houses as a City Board under sections Section 141(1) of the City of Toronto Act, 2006. It is a local board of the City for all purposes.

**4.2 MTHLT Mandate**

- (1) The Tribunal is an independent, quasi-judicial body through which a multi-tenant house licensing appeal or referral may be considered.
- (2) The Tribunal's mandate is not to make public policy through its decisions, but rather to fulfil its jurisdiction under Toronto Municipal Code Chapter 575, Multi-Tenant Houses.
- (3) The Tribunal makes its hearing decisions in an unfettered manner, independent of City staff and City Council based on evidence presented at its hearings.
- (4) The Tribunal holds business meetings to develop, review, monitor and amend its rules, procedure, and practice directions with respect to the hearing process.
- (5) The Tribunal is accountable to Council for conducting its business affairs in accordance with applicable law.

**4.3 Legislative and Policy Framework**

Section 141 of the City of Toronto Act, 2006 provides the City authority to establish, change, dissolve, delegate powers and assign duties to, and determine the governance of its boards, with certain limitations as set out therein. As a City Tribunal, the MTHLT is subject to a number of City by-laws, policies, and provincial and federal legislation including, but not limited to, the key statutes and policies listed below.

*Provincial Legislation*

- City of Toronto Act, 2006
- Municipal Conflict of Interest Act

*City By-laws and Policies*

- Toronto Municipal Code Chapter 575, Multi-tenant Houses
- This Relationship Framework
- City of Toronto Public Appointments Policy Governing Citizen Appointments to City Agencies and Corporations and Other Bodies

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**ARTICLE 5: TRIBUNAL STRUCTURE**

**5.1 Tribunal Size and Composition**

Council establishes the composition of the Tribunal. Tribunal Members are recruited in accordance with the City's Public Appointments Policy.

The Tribunal consists of a minimum of 6 Members, inclusive of a Chair and Vice-Chair.

**ARTICLE 6: TRIBUNAL AUTHORITY & RESPONSIBILITIES**

**6.1 Governance Structure**

- (1) The MTHLT is composed of at least 6 public members appointed by Council. The membership of the Tribunal is restricted so that Councillors who are currently sitting or have been a Member of Council in the immediately preceding term of Toronto City Council, are ineligible for appointment as a public member of the Tribunal.
- (2) City Council shall appoint the Chair.
- (3) Members of all Agencies, Boards, Commissions and Corporations of the City, including the MTHLT, are appointed by City Council and are subject to the City of Toronto's Public Appointments Policy Governing Citizen Appointments to City Agencies and Corporations and Other Bodies.
- (4) No person shall serve on the MTHLT for more than two consecutive terms.
- (5) No person shall serve on more than one City of Toronto Administrative Tribunal at the same time.
- (6) The Chair shall notify the City Manager and City Clerk as soon as possible after a vacancy occurs for any reason.
- (7) City Council may permit the MTHLT to operate without a full complement of members, provided it does not unduly impact its business operations.
- (8) The MTHLT shall hear proceedings as a panel of three sitting for each matter.
- (9) Courts Services staff shall assign members to hearings to provide for a constant rotation of members. The Chair shall review the assignments periodically to ensure fair distribution of workload and adequate rotation.

**6.2 Delegation of Authority and MTHLT Responsibilities**

The Tribunal will hear matters regarding multi-tenant house licences and decide whether a licence should be issued, refused, suspended, revoked, or have conditions placed upon it.

**6.3 Tribunal Chair**

The Role of the Chair of the Multi-Tenant House Licensing Tribunal:

- (1) The Chair of the Tribunal is a key leadership and mentoring role and is entrusted with the responsibility of ensuring that the MTHLT operates with a high level of integrity, credibility, and professionalism.

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

- (2) The role of the Chair includes, at minimum, all the roles of a Tribunal Member and, in addition, the following roles:
  - (a) Overseeing the Tribunal's hearing process;
  - (b) Consulting with the Courts Services staff to ensure the efficient and effective day-to-day operation of the Tribunal;
  - (c) Representing the MTHLT to the general public, media, stakeholders, and Council in accordance with the Tribunal's protocols;
  - (d) Representing the MTHLT in response to any Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 requests received by the Tribunal;
  - (e) Ensuring that all members attend the prescribed training program and seeking training opportunities for members to foster their adjudicative skills on an ongoing basis;
  - (f) Reviewing the written decisions of the MTHLT for clarity only. For greater certainty, such reviews will not review the rationale or outcome of any decision;
  - (g) Presenting an Annual Report to City Council outlining the Tribunal's activities;
  - (h) Chairing the business meetings of the MTHLT; and
  - (i) Other roles as set out in the Toronto Municipal Code, the Tribunal's Procedure By-law, and terms set out by Council in the appointment of the Chair.

### **6.4 Tribunal Vice-Chair**

- (1) The Vice-Chair shall be selected by MTHLT Members at a business meeting through a simple majority vote. All Member votes shall be publicly recorded.
- (2) The Vice-Chair shall have all the powers and perform all the duties of the Tribunal Chair in the absence of the Tribunal Chair.

### **6.5 Tribunal Member**

The Role of Members:

- (1) The primary duty of Members shall be the adjudication of hearings in accordance with applicable law.
- (2) Members will prepare and issue decisions in a timely manner to parties in the form provided by the Tribunal.
- (3) Members shall participate in all business meetings called by the Chair or advise the Chair of the reason for their absence.
- (4) Members may provide advice and/or assistance to the Chair in developing internal procedures for the Tribunal.

### **6.6 Tribunal Appointments**

Public Members of the MTHLT are recruited through an advertised recruitment process. The appointments process is conducted according to the policies and procedures in the City's Public Appointments Policy Governing Citizen Appointments to City Agencies and Corporations and Other Bodies.

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**6.6.1 Eligibility and qualifications for membership**

- (1) Membership in the MTHLT requires that the Chair and the members meet City Council's eligibility requirements set out in the City of Toronto Public Appointments Policy Governing Citizen Appointments to City Agencies and Corporations and Other Bodies.
- (2) The board-specific qualifications for Members and the Chair of the MTHLT are:
  - (a) a good understanding of the mandate of the Tribunal;
  - (b) a good understanding of the Multi-Tenant House By-law and the Statutory Powers Procedure Act;
  - (c) understanding of a field related to business licensing and sensitivity to the various interests and issues;
  - (d) familiarity with the concepts of natural justice/fairness;
  - (e) excellent listening skills, open-mindedness, sound judgement, and tact;
  - (f) ability to mediate;
  - (g) ability to organize and analyze written and oral evidence;
  - (h) a demonstrated ability to write a clear, well-reasoned decision that takes into account the evidence, the submissions and applicable law;
  - (i) a commitment to public service and to uphold a high standard of ethics;
  - (j) good interpersonal skills, including the ability to work in a team;
  - (k) the ability to work under time pressures;
  - (l) a technical proficiency in commonly used word processing, business communications and virtual meeting software;
  - (m) a flexible work schedule;
  - (n) willing and available to attend training programs once appointed;
  - (o) are not a currently sitting Councillor or have been a Member of Council in the immediately preceding term of Toronto City Council;
  - (p) have professional experience or have been a consumer of the Toronto rental housing sector;
  - (q) a demonstrated knowledge of the Toronto rental housing and affordable housing sectors, and City of Toronto housing priorities; and
  - (r) may have lived experience as and/or working experience with Indigenous, Black or other equity-deserving group(s) disproportionately represented in Toronto's rental housing sector.
- (3) In addition to the board-specific qualifications listed above, the board-specific qualifications for the Chair include:
  - (a) An understanding of the governance structure for City tribunals;
  - (b) previous experience in an adjudicative role;
  - (c) leadership and coaching experience;
  - (d) the administrative skills to organize, schedule and arrange appropriate support for hearings;

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

- (e) excellent communications skills, both oral and written, to articulate issues and decisions to staff, Committees of Council, the press, and the public; and
- (f) a willingness and ability to represent the Tribunal publicly and perform speaking engagements.

**6.6.2 Training**

- (1) At the outset of a new term of the Tribunal, the Chair, in conjunction with the Courts Services staff, shall co-ordinate professional learning and professional development opportunities for members to ensure the quality of the hearing process and the decisions rendered by the Tribunal, such training to include:
  - (a) Skill development in adjudication (including matters such as the principles of adjudication, how to hold a hearing and the writing of decisions) by a recognized professional body such as the Society of Ontario Adjudicators and Regulators or a similar body;
  - (b) Orientation by the City Solicitor and Municipal Licensing and Standards staff on the City's Licensing process and the staff role in it;
  - (c) Orientation by the Integrity Commissioner on the application of relevant codes of conduct, Municipal Conflict of Interest Act and other by-laws, policies and legislation governing ethical behaviour related to the Tribunal's work;
  - (d) Orientation by the City Manager's Office in governance including the terms of this Relationship Framework; and
  - (e) Other training development opportunities.
- (2) The training of members shall occur as soon as possible after appointment and if members of the Tribunal do not participate in the training program, they may be removed from the Tribunal at the discretion of City Council.

**6.6.3 Terms**

- (1) The term of Multi-Tenant House Licensing Tribunal Members are subject to the City of Toronto's Public Appointments Policy Governing Citizen Appointments to City Agencies and Corporations and Other Bodies, and is four (4) years, or until successors are appointed.
- (2) The term of the MTHLT Chair is subject to the City's Public Appointments Policy and is four (4) years, or until a successor is appointed.
- (3) Members of the Tribunal are eligible for reappointment, subject to the City's Public Appointments Policy.

**6.7 Tribunal Meetings**

The Tribunal will develop a procedure by-law for business meetings. The by-law shall support the principles of transparency, accountability, accessibility, participation, civic engagement, compliance with relevant open meeting requirements of the City of Toronto Act, 2006, and any other requirements as prescribed by Council or Applicable Law.

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**6.7.1 Business Meetings**

- (1) The Chair of the Tribunal shall convene a business meeting of all members at least twice per year to review the operation of the Tribunal in conjunction with the Courts Services staff. The Tribunal's business meetings will make decisions on administrative matters and rules, procedure, and practice directions with respect to the hearing process. The Membership may also discuss emerging issues relating to Tribunal hearings, and any other matter pertinent to successful achievement of the Tribunal's mandate.
- (2) The business meetings shall be conducted in accordance with the Procedure By-Law, in accordance with all relevant open meeting requirements of the City of Toronto Act, 2006, and a quorum shall be the majority of Members.
- (3) Public notice of the business meeting shall be given at least 10 days in advance. The agenda shall be distributed to the Executive Director, Municipal Licensing and Standards or their designate; the Executive Director, Housing Secretariat or their designate; the City Manager or their designate; and any member of the public requesting the agenda. The agenda should be posted on the Tribunal's web page.
- (4) City staff and members of the Tribunal may submit reports for consideration at business meetings.
- (5) Minutes of the business meeting shall be made available to the public or City staff upon request.

**ARTICLE 7: ROLE OF CITY COUNCIL & CITY STAFF**

**7.1 City Council**

The following matters require the approval of Council:

- (1) The establishment, change or dissolution of the Tribunal and delegations of authority to the Tribunal
- (2) The Tribunal's Relationship Framework
- (3) The appointment of Members
- (4) The appointment of the Chair
- (5) Remuneration
- (6) Court Services' annual budget (which incorporates and adequately reflects the needs of the MTHLT in its budget proposal)
- (7) Changes in fees, except as specifically delegated
- (8) A records retention by-law or specific Council approval to destroy records.

**7.2 City Staff**

City Council has authorized Court Services to provide administrative support to the Tribunal. This includes providing case management administrative processes, hearing room services, financial administration, technology, support for procurement of goods and services, facilities support, and all customer services to the public and stakeholders. The division also coordinates and delivers orientation to new Tribunal Members and training to Members related to digital processes. Court Services staff attend all meetings of

## MULTI-TENANT HOUSE LICENSING TRIBUNAL RELATIONSHIP FRAMEWORK

the MTHLT, keep all necessary records, and perform such other administrative duties as may be required including:

- (1) Processing of appeals and hearings;
- (2) Scheduling hearings and assembling required materials;
- (3) Preparing notices and orders;
- (4) Meeting management support for hearings and mediations;
- (5) Administrative support for the Tribunal business meetings, public materials, and annual report preparation; and
- (6) Receiving input to adequately reflect the needs of the Tribunal in the Court Services' budget proposal.

### **7.3 City Manager**

Under the City of Toronto Act, 2006 and Municipal Code Chapter 169, City Officials, the City Manager is the head of the administrative and operational aspects of the City with the responsibility to manage the human, fiscal, and physical resources of the City in accordance with the by-laws adopted by Council.

The City Manager is designated as the Governance Liaison to the MTHLT responsible for issues relating to the Relationship Framework and Toronto Municipal Code Chapter 575, Multi-Tenant Housing. In keeping with this function, the City Manager may provide the following, including, but not limited to:

- (1) Advising the Tribunal, as the City Manager considers appropriate, respecting any City policies applicable to the Tribunal or its activities or operations.
- (2) Monitoring and advising Council, if required or requested by Council, whether the Tribunal is:
  - (a) Acting within its mandate;
  - (b) Achieving its long-term objectives;
  - (c) Delivering on Council directives; and
  - (d) Acting in accordance with applicable City policies and by-laws.

## **ARTICLE 8: CITY LIAISONS**

### **8.1 Governance Liaison: City Manager**

The City Manager and designates are Governance Liaisons responsible for governance issues and matters relating to the Relationship Framework and the part of Toronto Municipal Code dealing with governance of the Tribunal.

### **8.2 Administrative Support and Financial Liaison: Director, Court Services**

The Tribunal is functionally aligned with Court Services. Therefore, the City's Director, Court Services, or their designate is the Administrative Liaison, providing administrative support and financial liaison to the Tribunal. As Administrative Liaison, they are entitled to notice, agendas and minutes for all meetings and are entitled to attend all meetings of the Tribunal, including closed meetings.

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**ARTICLE 9: ACCOUNTABILITY OFFICERS**

**9.1 City Accountability Officers**

The City's accountability officers, as set out in Municipal Code Chapter 3, may have jurisdiction over some aspects of Tribunal practice or be able to provide assistance to the Tribunal or Tribunal members within their spheres of jurisdiction. Where appropriate, both City staff and Tribunal members may contact an Accountability Officer and will co-operate with an Accountability Officer's oversight role.

**9.2 City-appointed Closed Meeting Investigator**

As a City Board, the Tribunal's business meetings are governed by the open meeting requirements of the City of Toronto Act, 2006. Under the Act, the public is entitled to attend business meetings of the MTHLT, except when the business meeting is properly closed for specific matters.

The City's Closed Meeting Investigator investigates complaints about improperly closed meetings, and whether meeting laws and Board procedures for public access are followed. The City appointed Closed Meeting Investigator has jurisdiction to investigate such complaints regarding MTHLT business meetings.

**ARTICLE 10: CITY POLICIES, BY-LAWS & LEGISLATION**

**10.1 Compliance**

The Tribunal shall follow applicable rules, procedures and policies established by the City.

The City will consult with the Tribunal, whenever possible, regarding new policies or procedures that will affect the MTHLT or its members. It is the responsibility of the Tribunal to ensure that all applicable legislation, by-laws and policies are implemented and followed by both the Tribunal and its members.

**10.2 City Policies and Council Directions**

Council may require the Tribunal to comply with its policies and by-laws, or to adopt a policy, including but not limited to, policies related to matters of:

- Governance and Procedures
- Equity and Human Rights
- Reporting Requirements
- Accountability and Transparency
- Health, Safety and Fire Life Safety
- Ethics
- Records and Information

**ARTICLE 11: ACCOUNTABILITY & REPORTING REQUIREMENTS**

**11.1 Annual Report**

The MTHLT Chair shall submit their report for the preceding year to City Council annually. The Chair, in preparing recommendations in the Annual Report shall consult with the City's Administrative Liaison.



MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

**11.2 Budget Management and Submission of Reports**

Courts Services annual budget proposal submitted and approved by City Council addresses the needs of the MTHLT. Court Services staff incorporate the input received from the Tribunal’s Chair to adequately reflect the needs of the MTHLT in the Division’s annual budget proposal development.

**ARTICLE 12: COMMUNICATIONS & PUBLIC REPRESENTATION**

**12.1 Corporate Identity**

Where appropriate, the Tribunal acknowledges in public materials such as websites, publications, pamphlets, and signage its relationship to the City, and that the City provides support to the Tribunal.

When the Tribunal uses the City's logo on any visual material, publications, or pamphlets, it must use the official City corporate logo or word mark.

**12.2 Public Representation**

The MTHLT Chair shall represent and speak for the Multi-Tenant Housing Licensing Tribunal in response to any media inquiries or public statements on behalf of the Tribunal. Any public or media inquiries received by Tribunal Members shall be directed to the Chair for response.

**12.3 City Requests for Information**

The Director, Court Services and the Executive Director, Municipal Licensing and Standards will make Tribunal decisions publicly available.

**12.4 City Corporate Support to the MTHLT**

The Tribunal may request assistance or information from the City at any time, including in areas where City Council has delegated responsibility to the Tribunal.

**ARTICLE 13: AMENDING THE RELATIONSHIP FRAMEWORK**

City Council may implement changes to this Relationship Framework and, as part of the Annual Reporting to City Council on the operations of the Tribunal, the Chair of the MTHLT may request that City Council consider changes to this Framework. A request to change the Relationship Framework should be submitted to the Tribunal’s Program Liaison for submission to Council for consideration.

**ARTICLE 14: KEY COUNCIL DECISIONS**

Key City Council Decisions relevant to the Multi-Tenant House Licensing Tribunal.

**Note:** To view all City Council decisions, refer to the City’s legislative website at: [Council & Committee Meetings – City of Toronto](#)

Directive	Date
<a href="#">CC2.1</a> - 2023 Housing Action Plan	December 14 and 15, 2022
<a href="#">PH25.10</a> - A New Regulatory Framework for Multi-tenant Houses	October 1, 2021

MULTI-TENANT HOUSE LICENSING TRIBUNAL  
RELATIONSHIP FRAMEWORK

<a href="#">PH18.2</a> - Creating the Regulatory and Compliance Framework for Multi-tenant Houses across Toronto	November 17, 2020
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