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## 2024 OPERATING BUDGET BRIEFING NOTE

### RentSafeTO Resources

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#### Issue:

- On January 18, 2024, Budget Committee requested a Briefing Note on the cost, and associated fee increase for landlords, of one RentSafeTO inspector.

#### Key Points:

- Currently, the RentSafeTO team approved complement is 45 positions, including 1 district manager, 3 support staff, 4 supervisors, a stakeholder engagement lead, and 36 Bylaw Enforcement Officers (BEOs).
- Fees associated with the RentSafeTO program include a per unit registration fee for landlords, and fees associated with building audits, inspections, and re-evaluations.
- The current per unit registration fee for the program is \$15.40 and the proposed fee for 2024 is \$16.02 (annual inflationary adjustment of 4% for 2024).
  - Through the 2023 budget process ([2023.CC4.1](#)), City Council approved an increase in the per unit registration fee of \$3.44 (for a total of \$15.40).
- **An additional \$0.49 increase in the per unit RentSafeTO registration fee would offset the \$124,517 in annualized salary, benefits, vehicle, and equipment costs to add one (1) Bylaw Enforcement Officer to the RentSafeTO team.**
- In April 2024, Municipal Licensing and Standards (MLS) will be bringing a staff report to the Planning and Housing Committee to provide an update on outstanding directives related to RentSafeTO, including an update on the program's evaluation tool re-design, and training provided to RentSafeTO officers.
- As part of this staff report, MLS is also planning to propose user fee increases to ensure adequate program cost recovery, as a result of additional proposed program enhancements.
  - The report will outline additional staff resources that would support service enhancements, to be offset by projected fee revenue increases.
- In addition, in Q1 2024, staff will be publishing an annual report with more detailed data analysis and program updates.

**RentSafeTO Background:**

- [RentSafeTO](#) is a bylaw enforcement program that ensures apartment building owners and operators comply with building maintenance standards.
- The program applies to all apartment buildings in Toronto with three or more storeys and 10 or more units; accounting for approximately 3,600 apartment buildings across the city.
- 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 (BEO) conduct building evaluations, audits and investigate service requests submitted to 311.
- In 2023, RentSafeTO staff completed 1,760 building evaluations and conducted eight audits on buildings.
- Staff also received 8,563 service requests (complaints) in 2023.

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