

Attachment 3: Summary of Service Request and Violation/Charge Data

Notes:

- A "low heat" service request can indicate that heating equipment is operational but not maintaining an indoor temperature of 21 °C
- A "no heat" service request can indicate that heating equipment is not operational and not maintaining an indoor temperature of 21°C
- An air conditioning service request can indicate the cooling equipment (as provided by the property owner) is either operational and not maintaining a maximum temperature of 26°C or is not operational and unable to maintain a maximum temperature of 26°C

Summary of Violations and Charges Issued under the Heating Bylaw from 2019 – 2024 (Up to November 15, 2024)

Heating	Violations	2019	2020	2021	2022	2023	2024
	Low Heat	22	6	6	9	4	25
	No Heat	17	13	7	16	19	30
	Total	39	19	13	25	23	55

Heating	Charges	2019	2020	2021	2022	2023	2024
	Low Heat	1	0	0	0	0	1
	No Heat	2	0	0	1	0	2
	Total	3	0	0	1	0	3

Summary of Low Heat/No Heat Service Requests in the Shoulder Seasons¹ from 2020 – 2024

¹ Residents can submit service requests regarding the temperature of their unit at any point in the year however, the City is unable to undertake any enforcement action outside of the dates listed in the applicable bylaw.

Low Heat	Month	2020	2021	2022	2023	2024
	May	4	8	4	5	6
	June	0	0	0	0	0
	September	11	13	16	5	1
	October	56	37	53	30	24

No Heat	Month	2020	2021	2022	2023	2024
	May	48	50	51	60	48
	June	0	0	2	0	0
	September	82	73	129	24	6
	October	233	199	291	378	320

Attachments to Establishing a Framework to Address Excessive Indoor Temperatures in Leased Residential Premises
Attachment 3: Summary of Shoulder Season Service Request Data