

## Planning and Housing

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**From:** Laura Anonen (DVCLS) <laura.anonen@dvcls.clcj.ca>  
**Sent:** April 4, 2024 9:26 PM  
**To:** Planning and Housing  
**Subject:** [External Sender] My comments for 2024.PH11.8 on April 5, 2024 Planning and Housing Committee  
**Attachments:** Letter from TFPF Tenants Network - RentSafeTO Program Update.pdf  
**Categories:** Cindy, Communication

To the City Clerk:

Please find attached a letter from the Thorncliffe Park Flemington Park Tenants Network regarding item 2024.PH11.8 - RentSafeTO Program Update Report.

Thank you,

**Laura Anonen (she/her)**

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Planning and Housing Committee  
Toronto City Hall  
100 Queen Street West  
Toronto, ON M5H 2N2

### **Re: PH11.8 - RentSafeTO Program Update Report**

Dear Chair and Members,

The Thorncliffe Park Flemingdon Park Tenants Network was established in 2019. We are a group of tenants from both communities which are located in Wards 15 and 16. Many of our members are involved in their buildings' tenant associations and we are all active members of our communities.

In March of 2022, we submitted a letter to the Planning and Housing Committee in response to the RentSafeTO Update Report at that time (2022.PH32.4). We made several recommendations on how the RentSafeTO program could be improved. We thank City staff for consulting us during stakeholder engagement.

We have reviewed the new report and staff recommendations. We wanted to share our feedback to ensure Councillors and staff hear directly from tenants. We have been dealing with ongoing issues in our buildings, including pests, lack of repairs, garbage and cleanliness, and elevator issues. These are our homes and all tenants deserve to live in a safe and clean environment.

What we were pleased to see:

- Timeline for building evaluations decreased from every three years to two years.
- All information required to be posted on the notification board shall be posted in a manner that ensures each piece of information is completely visible to tenants.
- Redesign of the evaluation tool to include in-suite violations and orders to comply in the building score.
- Targeted engagement initiative which is meant to address and monitor ongoing maintenance concerns in between building evaluations.

What we recommend:

- Better enforcement through higher fines and penalties for landlords who do not comply with notices and orders. We hope to see the introduction of

Administrative Penalties as soon as possible. Evaluating buildings and changing the Building Evaluation Tool will not be effective without enhanced enforcement.

- Building audits triggered by an increase in service requests through 311. We need more details on how the targeted engagement initiative will work.
- Including tenants in building evaluations – tenant voices matter and the issues we face may not be captured through inspections with the landlord alone.
- Ensure proper follow up with tenants that submit service requests. Staff should not close a file just because a landlord says they have resolved the issue. Staff should confirm with the tenant that the issue is resolved.
- We need RentSafeTO information in more languages. Tenants whose first language is not English may not understand the program or that it exists.
- Remedial action needs to be undertaken by the City in more situations where the landlord neglects maintenance and repairs.
- We would like to see RentSafeTO address second hand smoke issues in apartment buildings.

We hope that the City can give RentSafeTO the “teeth” it needs to enforce action.

Thank you for considering our recommendations.

Sincerely,

**Thornccliffe Park Flemington Park Tenants Network**