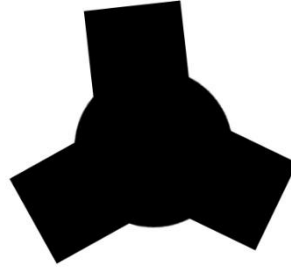


DAWES ACORN TENANTS' ASSOCIATION



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May 21st, 2025

FOR IMMEDIATE RELEASE

**RE: OMBUDSMAN TORONTO REPORT – AN INVESTIGATION INTO THE CITY’S
RESPONSE TO A VITAL SERVICES OUTAGE IN A MULT-UNIT TENANT
HOME**

Our Tenants’ Association welcomes the report of the Toronto Ombudsman regarding the City’s response to tenants amid their loss of vital services. We stand in solidarity with the 11 tenants who were impacted, many of whom were displaced after losing heat, water and electricity. The circumstances that impacted these tenants relatable to the type our residents experience at 500 Dawes Rd., among other poorly managed rental accommodations throughout our City.

After over a decade of complaining to Municipal Licensing & Standards (MLS), the tenants of 500 Dawes Road have grown to question the propriety of the laws and administrative institutions that are intended to protect tenants and promote & enforce best practices for individuals and corporations that house human beings. The new report from Toronto’s Ombudsman reinforces these longstanding concerns and we expect sweeping changes now. With the Assistance of the Toronto Association of Community Organizations for Reform Now (ACORN), the tenants of 500 Dawes Rd., have, among other things, submitted over ten thousand complaints to MLS and RentSafeTO. Despite ongoing efforts to alert the City of terrible living conditions, and hundreds of orders to comply being issued, MLS has chosen to do little or nothing, even though there are many powers vested in the division to address unsafe conditions found in the governing laws of our City and the its Property Standards By-Law.

The lack of care and prudence demonstrated by MLS, Eviction Prevention in the Community (EPIC), and the Housing Secretariat were simply not acceptable and must be remedied through acceptance and implementation of the Ombudsman’s 27 recommendations. Relevant City divisions and service providers must always work expeditiously gather information, determine facts, understand and apply the law impartially, and treat tenants with dignity. Unfortunately, the Ombudsman’s report revealed that actors within these institutions sought to arbitrarily disregard the law, deny tenant rights, delay and obfuscate processes, and empower a landlord who was in serious default of their obligations.

Whether enforcing property standards by-laws for rooming houses or large purpose-build residential apartment towers the City must do better and do so now.

Ryan Endoh

Chair,
Dawes ACORN Tenants’ Association

