

Attachment 1 - Additional Background

MLS' Priority Response Model and Vital Service Outage Data

As noted in the Ombudsman's report, MLS uses a Priority Response Model to prioritize service requests, which considers the severity of the issue and outlines a timeline for staff to make initial contact with the complainant. MLS categorizes vital services outages and no heat as "Priority 1" service requests, the highest level of urgency. In Priority 1 cases for vital services, staff are to make initial contact with the complainant as soon as possible and inspect the location/property no later than 24 hours after the service request is received.

If there is a violation, the assigned Bylaw Enforcement Officer (BEO) is expected to issue a Notice of Violation or Order to Comply detailing the violation and timeline for compliance. BEOs consider the applicable bylaw and statutory authority, as well as the circumstances of the case, when issuing Notices of Violations or Orders to Comply. Timelines for compliance will often depend on these factors. For no-heat cases, the expected timeline for compliance may be immediate where delay would endanger health or safety. For other vital services, the expected timeline for compliance may be 1-3 days, depending on the circumstances. Despite enforcement action, some vital service disruptions may be prolonged and relocation, either temporary or permanent, may occur.

On average, MLS receives approximately 1,200 service requests annually related to vital services disruptions, and about 10% of these cases present a heightened risk of tenant displacement based on the time required to resolve the disruption. In cross referencing data, MLS estimates that since 2023, approximately 31 service requests related to vital service disruptions were associated with an MTH (licensed, in the process of being licensed, or a suspected unlicensed MTH).

Additional data identifies that since 2023, 15 referrals to TEM's ESS program involved MTHs (out of a total 92 ESS incidents).

	Vital Service SRs	Resolved with education, no orders/charges required	Orders/Notices issued	Charges
2023	933	905	28	0
2024	1,709	1631	78	9
2025 (to Sept 30)	993	874	119	6

Eviction Prevention in the Community (EPIC) Data

In 2023, EPIC supported 26 displaced households through the TEM-EPIC protocol, of which 4 were in an MTH. In 2024, 80 displaced households were supported, 57 of which were in an MTH. Of those served in 2024, two thirds of the households supported by EPIC were able to return to their former address or to secure new housing in under 60 days.

Program Provided by WoodGreen Community Services

From 2017 until October 2022, WoodGreen Community Services was funded by the City to provide short-term supports to tenants displaced from multi-tenant houses or other shared accommodation as a result of an emergency closure. Under a contract with the City, WoodGreen supported the Office of Emergency Management (now TEM) protocol by providing assistance to tenants displaced due to fire or emergency closure. WoodGreen offered rehousing supports and case management to vulnerable tenants, including support with accessing income, applying for housing, mediation with landlords, and connections to legal services, with the aim of supporting tenants to move into permanent housing.

In October 2022, the contract with WoodGreen was ended, and the Housing Secretariat's EPIC program assumed responsibility for providing case management supports to households displaced when TEM ESS is activated.