

Attachment 4: Summary of Service Request and Charge Data

Notes:

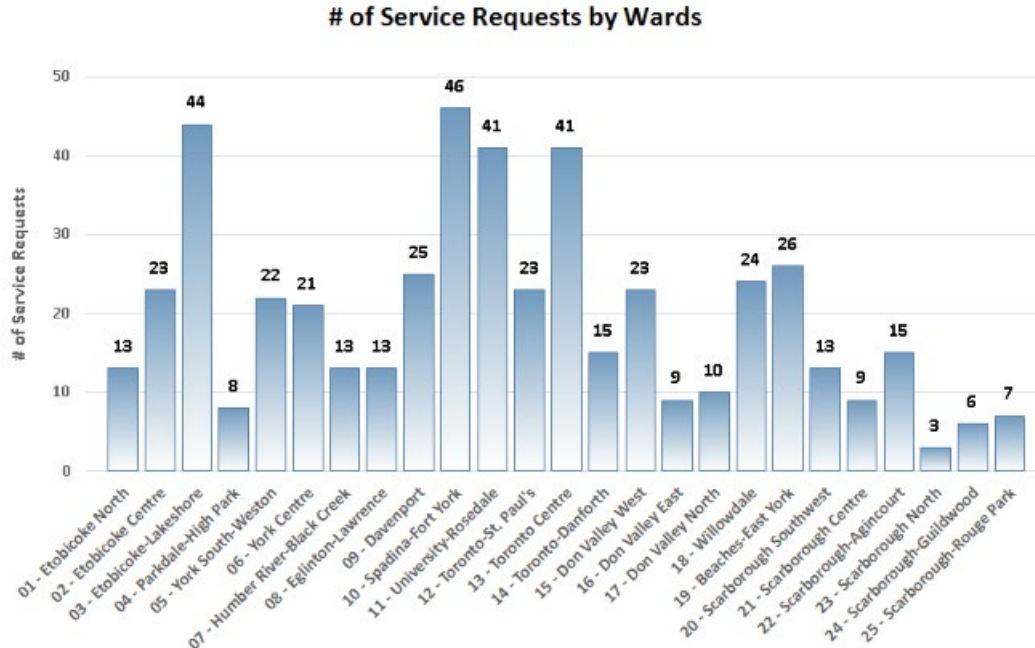
- An air conditioning service request can indicate the cooling equipment (as provided by the property owner) is either operational and not maintaining a maximum temperature of 26°C or is not operational and unable to maintain a maximum temperature of 26°C

Table 1: Property Standards – Service Requests re: Air Conditioning

Property Standards – Service Requests re: Air Conditioning					
2020	2021	2022	2023	2024	2025 (to Oct 14)
9	6	6	6	124	493*

**The significant increase in service requests can be attributed to a combination of increased summer temperatures, public education about the option to make a 311 service request including social media outreach, and increased public awareness of measures the City is considering to address extreme indoor temperatures.*

Graph 1: 2025 Service Requests re: Air Conditioning by Ward



As of July 2024, the City also collects data on calls to 311 about rental units that are too hot when the property owner does not equip the dwelling unit with A/C. In these cases, the City is not able to take enforcement action as it is not a requirement for a landlord to provide A/C, however it helps the City understand where tenants are facing issues and in planning for the implementation of the maximum indoor temperature regulation.

Table 2: Non-Enforceable Excessive Heat Service Request Report

Non-Enforceable Excessive Heat Service Request Report	
2024	2025
13	15

Table 3: Summary of Orders Issued under Chapter 629 from 2019 - 2025

Orders	2019	2020	2021	2022	2023	2024	2025
Excessive Heat in a Rental Unit with AC	0	0	0	0	0	5	36**

Table 4: Summary of Charges Issued under Chapter 629 from 2019 - 2025

Charges	2019	2020	2021	2022	2023	2024	2025
	0	0	0	0	0	0	1**

**The 2025 values for Tables 3 and 4 are updated as of November 18, 2025.