

Multi-tenant Housing Update

Housing Rights Advisory Committee
June 3, 2025



Agenda

- Council Directives
- Actions to date
- Data collection

Renter Rights in Multi-Tenant (Rooming) Houses



 **TORONTO**

3-1-1
Toronto's 24-hour service

Information for Renters

Multi-tenant (rooming) houses are buildings where four or more rooms are rented out to separate people. Tenants may share the kitchen and/or washroom but they do not live together as a single household.

The City will work collaboratively with landlords and will not close a multi-tenant house unless a serious fire or life safety risk is identified. For tenants who must leave their home due to fires or emergency evacuations, emergency social services can provide support, including short-term accommodation and access to essential items such as clothing and food. Tenants can call 311 for more information.

Your Rights in a Multi-Tenant House

- Most tenants are protected by Ontario's Residential Tenancies Act (RTA). These laws outline the rights and obligations of landlords and tenants. Your landlord cannot evict you without an official Eviction Notice. These notices **do not mean you need to move out**. If you receive an Eviction Notice from your landlord, get legal advice. You do not need to move out until your landlord files an eviction application with the Landlord and Tenant Board (LTB) and the LTB issues an **Order for Eviction**.
- If your landlord filed an eviction application against you, you can check with the LTB by emailing ltb@ontario.ca and ask for all notices about you and your apartment to be emailed to you. You are protected by the RTA even if your multi-tenant house is not licensed by the City. **Your landlord cannot evict you simply because the home is not licensed.**

Council Directives

City Council request the Deputy City Manager, Infrastructure Services, and the Deputy City Manager, Development and Growth Services, to report back to Planning and Housing Committee in the fourth quarter of 2024 and to inform the 2025 budget process with a report on supports for Multi-Tenant House property owners and the New Multi-Tenant Houses Renovation Program to Preserve and Improve Affordable Rental Homes, including **programs, resources and supports specifically for tenants in multi-tenant houses, including:**

1. a direct point support line for tenants facing displacement to access resources and supports, including exploration of tenant hub opportunities;
2. a summary guide of resources and programs available to tenants in multi-tenant housing facing displacement, with clear access information; and
3. consultation and engagement with the City of Toronto's Tenant Advisory Committee and Housing Rights Advisory Committee.

Report back to be included in MTH update report in fall 2025.



Summary Guide for MTH Tenants

[Brochure](#) created for tenants on renter rights, and resources and phone numbers. Copies shared with tenants in MTHs, community organizations, and enforcement and compliance divisions.



City Support Line

Tenants can call 311 for information on the framework, their rights, and City services and programs, including on maintenance, evictions, and other issues.



Legal Services Hotline

The City has funded the Canadian Centre for Housing Rights to provide a hotline for tenants to call to access free legal supports and referrals to legal aid clinics.



Direct and on-site support

The City has funded a Federation of Metro Tenants Association outreach worker to visit unlicensed MTHs in person and provide tenants with a direct contact number, advice on renter rights, and referrals to services.

Licensing & Enforcement Data Collection

For the 2025 fall report to City Council, and as per Council direction ([2023.CC2.1](#)), City staff will be reporting on the following data and information:

- Applications for new multi-tenant houses
- Unlicensed multi-tenant houses that were successfully brought into licensing compliance with City by-laws
- Licensed multi-tenant houses that are not meeting the property standards and what is the interdisciplinary enforcement approach needed to bring them into compliance
- Data and statistics by ward regarding complaints for both licensed and unlicensed multi-tenant houses plus complaint outcomes and resolution rates
- Adequate funding resources needed to meet the intended and timely implementation of the new regulatory licensing and enforcement framework

Tenant and Housing Funding Data Collection

City staff anticipate reporting on the following in the Fall 2025 report:

- Research by the Canadian Centre for Housing Rights on the impacts of the framework on tenant displacement.
- Overview of the work undertaken by TO Tenant Support program partners.
- Updates from City programs serving MTH tenants and landlords, including Eviction Prevention in the Community and the Renovation and Repair Program.

This may include quantitative aggregated data on number of cases, types of cases, supports needed, and types of services offered; including outcomes, where possible, as well as data gaps identified.

Discussion