

Attachment 1: MLS Licensing and Enforcement Data

Table of Contents

Background..... 2

Licensing Data 2

Registrations 2

Applications 2

Issuance 5

Renewals 5

Enforcement Data 6

Licensed Multi-Tenant Houses 6

 Complaints by Ward and Type 6

 Outcomes 7

 Licensing Inspections 8

Suspected Unlicensed Multi-Tenant Houses 9

 Complaints by Ward and Type 10

 Outcomes 11

Background

The following data were collected by Municipal Licensing and Standards (MLS) between **March 31, 2024, and July 31, 2025**. They reflect activity under the City’s new multi-tenant house regulatory framework, including registrations, licence applications, licence issuances, renewals, complaints, inspections, and enforcement actions.

Licensing Data¹

Registrations

Registration is the first step operators complete in the City’s online licensing portal to indicate their intent to operate a multi-tenant house under the framework. It is not a formal licence application but gives the City a broad picture of potential uptake and a way to contact prospective licensees. Registrants include both first-time applicants and operators who previously held licences under legacy bylaws.

MTH Registrations	Count
Total Registrations	762
• First-time applicants	403
• Operators previously licensed under legacy bylaws	359
Approved Registration Requests	607

A total of 762 total registrations were submitted, including 403 first-time applicants and 359 operators previously licensed under legacy bylaws. Of these, 155 (20%) were declined through staff review, as they were either duplicate submissions or registrations that were inaccurate or contained incomplete information (such as invalid property addresses or placeholder names).

Data note: Property addresses are not collected at registration, so this information is not available at the ward level.

Applications

Licence applications are formal submissions required to legally operate a multi-tenant house.

¹ Licensing data (active, inactive, and in-progress licences) are also published on the City’s Open Data Portal and are available at [Multi-Tenant \(Rooming\) House Licences - City of Toronto Open Data Portal](#).

Licence Application Status	Type A (Standard MTH)	Type B (Personal Care MTH)	Total
Total Applications Submitted ²	347	51	398
• Complete Applications	229	29	258
• Withdrawn / Did Not Meet Criteria	18	2	20
• In Process / Pending Operator Input	100	20	120

A total of 398 applications were submitted (347 Type A, 51 Type B) by both first-time applicants and operators who previously held licences under legacy bylaws. Of these, 258 (65%) are complete, 20 (5%) were withdrawn (mostly ineligible or duplicate cases), and 120 (30%) remain in process pending operator input or minor clarifications.

Applications by Ward and Application Status

Ward Name	Complete	In Process	Withdrawn/ Does Not Meet Criteria	Total
01-Etobicoke North	2	-	-	2
02-Etobicoke Centre	-	1	-	1
03-Etobicoke-Lakeshore	2	-	-	2
04-Parkdale-High Park	83	28	2	113
05-York South-Weston	-	1	1	2
06-York Centre	1	4	-	5
07-Humber River-Black Creek	-	4	-	4
08-Eglinton-Lawrence	-	1	1	2

² A complete application is one that has met all submission requirements. The application may have already resulted in a licence (and it therefore counted under Licences Issued) or it may still be in the payment or inspection stage prior to issuance. Most withdrawn applications were either for properties that do not meet the definition of a multi-tenant house (e.g. due to number of rooms) or were submitted in error for property types not subject to Chapter 575. Withdrawals can only be made by the applicant and typically occur when the operator decides not to proceed or withdraws a duplicate application for the same property. In process applications generally involve minor outstanding requirements, such as document updates or clarifications. These are not considered incomplete but remain under active review.

Ward Name	Complete	In Process	Withdrawn/ Does Not Meet Criteria	Total
09-Davenport	19	5	2	26
10-Spadina-Fort York	8	2	-	10
11-University-Rosedale	52	14	2	68
12-Toronto-St. Paul's	2	1	3	6
13-Toronto Centre	62	23	4	89
14-Toronto-Danforth	18	7	3	28
17-Don Valley North	-	1	-	1
18-Willowdale	-	1	-	1
19-Beaches-East York	7	1	-	8
20-Scarborough Southwest	-	4	-	4
21-Scarborough Centre	1	1	1	3
22-Scarborough-Agincourt	-	3	-	3
23-Scarborough North	-	4	-	4
24-Scarborough-Guildwood	-	8	1	9
25-Scarborough-Rouge Park	1	6	-	7
Total	258	120	20	398

Most applications were concentrated in three wards: Ward 04 Parkdale-High Park (113), Ward 13 Toronto Centre (89), and Ward 11 University-Rosedale (68). Together these wards account for 67% of all applications. This geographic concentration generally reflects the historical distribution of MTHs under legacy bylaws. A smaller number of applications were submitted in wards where multi-tenant houses were not historically permitted under legacy bylaws, corresponding to residential areas in the former cities of North York, Scarborough and parts of East York. These include a total of 30 applications from Wards 20-25 (Scarborough), 12 applications from Wards 6,7,8, 17 and 18 (North York), and 8 applications from Ward 19 (East York).³

³ Prior to the introduction of the city-wide framework, zoning only permitted MTHs in the former City of Toronto and parts of the former Cities of Etobicoke and York. Because former-municipality boundaries do not align precisely with current ward boundaries, Ward 19 (Beaches-East York) includes areas that were and were not historically permitted. As such, counts for this Ward are approximate and should be interpreted as indicative rather than definitive. While parts of the former City of Etobicoke contained limited permissions for MTHs, these permissions were not city-wide and varied by zone. Because the extent of those permissions cannot be clearly correlated with current ward boundaries, Etobicoke Wards (1-3) are excluded from the count of applications originating from historically non-permitted areas.

Issuance

Licence issuance refers to licences granted under the framework once an application has been reviewed, and the operator demonstrated compliance with all applicable requirements. For Type A (standard) licences, this includes zoning, building, and fire code compliance. For Type B (personal care) licences, additional criteria apply related to care services and tenant needs.

Licences Issued by Ward and Type

Ward Name	Type A (Standard MTH)	Type B (Personal Care MTH)	Total
03-Etobicoke-Lakeshore	1	1	2
04-Parkdale-High Park	57	11	68
09-Davenport	11	2	13
10-Spadina-Fort York	4	-	4
11-University-Rosedale	34	-	34
12-Toronto-St. Paul's	-	1	1
13-Toronto Centre	33	4	37
14-Toronto-Danforth	16	-	16
19-Beaches-East York	4	1	5 ⁴
Total	160	20	180

A total of 180 licences have been issued: 160 Type A and 20 Type B. Most were concentrated in three wards: Ward 04 - Parkdale-High Park (68 licences), Ward 11 - University-Rosedale (34 licences), and Ward 13 - Toronto Centre (37 licences). Together, these account for nearly 80% of all licences issued.

In addition, 9 licences issued under legacy bylaws remain valid until expiry, bringing the total number of active licenses to 189.⁵

Renewals

Licence renewals are submitted by operators who already hold a licence under the new framework and are seeking a second term. They are not included in the licencing counts referenced above.

⁴ All licences issues in Ward 19 were for properties previously licensed under the legacy bylaws.

⁵ These licences were issued under legacy bylaws and remain valid until their original expiry dates. Some operators have since transitioned to licences under the new framework, while others continue to operate under their existing licences until renewal is required.

Renewal Applications By Ward and Type

Ward Name	Type A (Standard MTH)	Type B (Personal Care MTH)	Total Renewals
04-Parkdale-High Park	15	2	17
09-Davenport	6	1	7
11-University-Rosedale	13	0	13
13-Toronto Centre	8	1	9
14-Toronto-Danforth	4	0	4
19-Beaches-East York	3	0	3
Total	49	4	53

A total of 53 renewal applications were submitted: 49 Type A and 4 Type B. Most came from three wards: Ward 04 - Parkdale-High Park (17), Ward 11 - University-Rosedale (13), and Ward 13 - Toronto Centre (9), which together account for about 75% of all renewals.

Enforcement Data

Licensed Multi-Tenant Houses

The City received 310 complaints related to licensed multi-tenant houses during the reporting period. All complaints were investigated, with enforcement actions taken where required.

Complaints by Ward and Type

Wards	Adequate Heat	Property Standards	Multi-Tenant House	Snow and Ice	Waste	Zoning	Total
01-Etobicoke North			1				1
02-Etobicoke Centre		1					1
03-Etobicoke-Lakeshore		2					2
04-Parkdale-High Park	6	114	21	4	7	1	153
05-York South-Weston						1	1

Wards	Adequate Heat	Property Standards	Multi-Tenant House	Snow and Ice	Waste	Zoning	Total
06-York Centre		2			1		3
07-Humber River-Black Creek							0
09-Davenport		9			1	3	13
10-Spadina-Fort York		9	4				13
11-University-Rosedale	2	31	8		2	1	44
13-Toronto Centre		35	14	1	10	1	61
14-Toronto-Danforth		1	1		3		5
19-Beaches-East York		5	2				7
Total	8	209	51	5	24	7	304⁶

Most complaints were related to property standards (209), with Ward 04 - Parkdale-High Park accounting for more than half of these (114), followed by Ward 13 - Toronto Centre (35) and Ward 11 - University-Rosedale (31). Complaints related to multi-tenant house issues (51) were also concentrated in Wards 04, 13, and 11.

Outcomes

Of the 310 complaints investigated, 250 were closed either because compliance was achieved or because no bylaw infraction was found. Most of these were in Ward 04 - Parkdale-High Park (123), followed by Ward 13 - Toronto Centre (48) and Ward 11 - University-Rosedale (34), with much smaller numbers across other wards.

13 Orders to Comply were issued for property standards complaints (11 in Ward 04, and one each in Wards 10 and 11), along with one notice (Ward 11).

Overall, enforcement activities for licensed multi-tenant houses were concentrated in Wards 04, 13, and 11, with relatively low volumes in other wards.

⁶ Categories that are not included are the following: Fence (1 complaint, Ward 7); Graffiti (1 complaint each in Wards 10 and 13); Yard maintenance (2 complaints, Ward 4; 1 complaint, Ward 11). Total excluded: 6

Wards	Closed	Order Issued	Inspection Request Letter Issued	Inspection Rescheduled	Total
01-Etobicoke North	1				1
02-Etobicoke Centre	1				1
03-Etobicoke-Lakeshore	2				2
04-Parkdale-High Park	123	11	2	19	155
05-York South-Weston	1				1
06-York Centre	3				3
07-Humber River-Black Creek	1				1
09-Davenport	13				13
10-Spadina-Fort York	10	1		3	14
11-University-Rosedale	34	2		9	45
13-Toronto Centre	48			14	62
14-Toronto-Danforth	4			1	5
19-Beaches-East York	6			1	7
Total	247	14	2	47	310

Licensing Inspections

Annual inspections are required as part of the licensing process. Every property applying for an MTH licence or a licence renewal is inspected to confirm compliance with property standards, health and safety, and occupancy rules.

A total of 254 annual inspections were completed during the reporting period: 219 for initial applications and 35 for licence renewals.

MLS also inspects properties that previously held a licence under legacy bylaws but did not apply under the new framework, to determine if they are still operating as multi-tenant houses. A total of 199 such inspections were conducted, resulting in 40 orders to comply for operating without a licence. Of these, 19 have been complied with (i.e. the operator has since submitted a complete application and obtained a licence). 21 orders remain open, including those still within their compliance window pending follow-up inspection. Part 1 charges have been laid in two of the open orders for non-compliance.

Suspected Unlicensed Multi-Tenant Houses

The City received complaints (service requests) related to 2,118 unique addresses suspected of operating as unlicensed multi-tenant house (city-wide, all bylaw areas).⁷ The breakdown of complaints by bylaw category is as follows:

Bylaw Category	Total
Adequate Heat	8
Appliance (Emergency)	1
Fences (all other) non-emergency	1
Graffiti	4
Yard Maintenance	8
Property Standards	267
Multi-Tenant House	1209
Snow and Ice	2
Waste	21
Zoning	597
Total	2118

The majority of complaints were related to suspected unlicensed multi-tenant houses with 1,209 complaints, representing 57% of all cases. This was followed by zoning matters (597 complaints, 28%) and property standards (267 complaints, 13%)⁸. While all complaints are investigated, many are not substantiated for reasons such as insufficient evidence or because no bylaw infraction was found.

⁷ Figures related to suspected unlicensed multi-tenant houses should be interpreted with caution as these properties are often transient and their status can change over time. A property that meets the definition of an unlicensed multi-tenant house at one point may not be unlicensed or may no longer fall under the bylaw at another. As a result, the number of complaints and confirmed unlicensed properties will vary over time and should be viewed as a reflection of conditions at a specific point rather than as a fixed total. This is particularly the case for seasonal properties in areas with large student populations, where occupancy patterns shift throughout the year.

⁸ As these data are from the early phase of implementation, some miscoding of complaints into categories may have occurred. These figures should therefore be read as indicative rather than definitive.

Complaints by Ward and Type (Suspected Unlicensed Multi-Tenant Houses)

Wards	Adequate Heat	Yard Maintenance	Property Standards	Multi-Tenant House	Waste	Zoning	Total
01-Etobicoke North			5	85		34	124
02-Etobicoke Centre				33		14	47
03-Etobicoke-Lakeshore			1	33		14	48
04-Parkdale-High Park	2	1	65	34	2	6	110
05-York South Weston			6	34		20	60
06-York Centre		1	1	52		21	75
07-Humber River-Black Creek			7	59	1	35	102
08-Eglinton-Lawrence			8	24	1	18	51
09-Davenport			14	68	3	15	100
10-Spadina-Fort York			1	22	1	8	32
11-University-Rosedale	3	1	30	56	3	17	110
12-Toronto-St. Paul's			2	17		8	27
13-Toronto Centre			30	43	4	3	80
14-Toronto Danforth			9	36	1	8	54
15- Don Valley West				10		10	20
16-Don Valley East			3	18		5	26
17-Don Valley North	1	1	10	46	1	33	92
18-Willowdale			10	60		35	105
19-Beaches-East York			6	22		10	38
20-Scarborough Southwest		3	17	177	1	98	296
21-Scarborough Centre	1		6	58		29	94
22-Scarborough Agincourt			6	54		41	101
23-Scarborough-North			5	40	1	19	65
24- Scarborough-Guildwood	1	1	13	55	1	52	123
25-Scarborough-Rouge Park			12	73	1	44	130

Wards	Adequate Heat	Yard Maintenance	Property Standards	Multi-Tenant House	Waste	Zoning	Total
Total	8	8	267	1209	21	597	2110 ⁹

At the ward level, complaint volumes varied significantly. Ward 20 - Scarborough Southwest had the highest number (297), driven by 177 multi-tenant house complaints and 98 zoning complaints. Other high-volume wards included Ward 25 - Scarborough-Rouge Park (131 total, with 73 multi-tenant house and 44 zoning complaints), Ward 24 Scarborough-Guildwood (123 total, with 55 multi-tenant house and 52 zoning complaints), and Ward 1 - Etobicoke North (124 total, with 85 multi-tenant house and 34 zoning complaints).

Outcomes

Starting in September 2024, the City began issuing Orders to Comply under the Multi-Tenant Houses Bylaw to confirmed unlicensed operators. To date, 2,870 investigations have been initiated, reflecting multiple service requests for some properties. A total of 274 Orders to Comply have been issued, corresponding to 269 unique properties confirmed to be operating without a licence. Of these orders, 133 have been closed. Another 141 orders remain outstanding, representing cases where compliance has not yet been achieved.

Wards	Orders Issued	Orders Closed	Orders Open
01-Etobicoke North	9	7	2
02-Etobicoke Centre	5	4	1
03-Etobicoke-Lakeshore	6	5	1
04-Parkdale-High Park	1	0	1
05-York South Weston	2	2	0
06-York Centre	12	6	6
07-Humber River-Black Creek	7	3	4

⁹ Categories not included in this table are *Appliance (Emergency)*, *Fences*, *Graffiti*, and *Snow and Ice*, which together account for a total of eight complaints: one Appliance complaint in Ward 21, one Fence complaint in Ward 25, four Graffiti complaints (one each in Wards 10, 11, 13, and 20), and two Snow and Ice complaints (one each in Wards 4 and 19).

Wards	Orders Issued	Orders Closed	Orders Open
08-Eglinton-Lawrence	3	3	0
09-Davenport	8	5	3
10-Spadina-Fort York	16	1	15
11-University-Rosedale	14	6	8
12-Toronto-St. Paul's	5	2	3
13-Toronto Centre	6	1	5
14-Toronto Danforth	11	5	6
15- Don Valley West	1	1	0
17-Don Valley North	15	7	8
18-Willowdale	12	9	3
19-Beaches-East York	8	7	1
20-Scarborough Southwest	28	11	17
21-Scarborough Centre	21	12	9
22-Scarborough Agincourt	21	8	13
23-Scarborough–North	14	4	10
24- Scarborough-Guildwood	30	12	18
25-Scarborough-Rouge Park	19	12	7
Total	274	133	141