

Attachment 7: Ten Most Recent Priority 1 Service Requests (as of September 15, 2025) - Multi-Tenant Houses

Ward	File Type	What was Required?	How was the Service Request resolved?	Summary of any disclosable info on whether MLS considered remedial action	Reasons why MLS did or did not complete remedial work	Order / Notice issued?
(20) Scarborough Southwest	Low heat	The furnace was removed from the home and portable heaters were utilized as the only heating source for the tenants. Our bylaw requires a permanent heating source.	An Order to Comply to install a permanent heat source was issued. MLS has involved SPIDER, City Legal, ESA and other relevant parties to assist as there is a tenant living in what was previously the furnace room. The order has currently been appealed to the Superior Court. MLS is awaiting a decision.	MLS has engaged both external and internal contractors to determine the feasibility of performing remedial action by installing a permanent heat source. The obstacles that staff have run into are the electrical panel was found to be overloaded and therefore the potential permanent heat source install may pose a safety risk for the tenants. An order was subsequently issued once the electrical panel was found to be overloaded by the internal contractor for the City.	MLS continues to work with City Legal, ESA and SPIDER to address the remedial action but also being mindful of the risk to tenancy of the tenant living in the former furnace room by engaging necessary City of Toronto divisions (SPIDER, Housing Secretariat, SSHA).	3 Property Standards Order (PSO) Issued on: November 7, 2024 March 5, 2025, and July 2, 2025 1 Waste Notice Issued on: March 25, 2025 Rooming House Order issued on: February 19, 2025
(21) Scarborough Centre	Appliance	Freezer left on the front lawn with the door on.	Remedial undertaken by officer who removed the freezer door thus eliminating the hazard.	In accordance with Chapter 659, Refrigerators and Other Appliances, Abandoned, MLS officer removed the hazard by removing the door from the appliance.	MLS carried out remedial work by removing the door from the appliance	Resolved in >24 hours

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(04) Parkdale-High Park	Low Heat	Restore heat in the unit	Temporary space heater was provided to the tenant until property management was able to repair the heat due to a maintenance issue.	Temporary heating source was provided to the tenant, therefore, eliminating the existing safety issue, until property management was able to hire a contractor to repair the heat.	Officer followed up with tenant and property management to ensure work was being done and heat was being provided, until repairs were completed.	Resolved in >24 hours
(22) Scarborough-Agincourt	No hydro	Restore hydro by contacting owner and service provider.	Officer contacted the complainant, owner and the service provider. Hydro was shut off by Toronto Hydro due to unpaid bills by the previous tenant. Complainant reached out same day to advise hydro was restored. Officer attended next day and confirmed hydro was operational.	Hydro was restored after officer contacted the owner. Hydro was restored same day.	Hydro was restored.	Resolved in >24 hours
(18) Willowdale	No Heat	Restore heat in basement unit.	Officer contacted complainant and owner. The owner provided temporary space heaters in the meantime while contractor was called to address the heat issue.	Temporary heating source was provided to the tenant, therefore, eliminating the existing safety issue, until owner was able to hire a contractor to repair the heat.	Heat was restored.	Resolved in >24 hours

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(24) Scarborough-Guildwood	No Heat	Restore heat.	Officer attended the property to speak with complainant and take temperature readings. Readings showed temperatures all above the requirement of 21°C.	No violations observed, therefore remedial action not necessary.	No violations observed, therefore remedial action not necessary.	Resolved in >24 hours
(04) Parkdale-High Park	No water	Restore water	Officer contacted complainant, who indicated that water was restored shortly after submitting complaint.	Water was restored.	Water was restored.	Resolved in >24 hours
(04) Parkdale-High Park	No water	Restore water	Officer reached out to complainant who confirmed water was restored shortly after submitting complaint.	Water was restored.	Water was restored.	Resolved in >24 hours
(03) Etobicoke-Lakeshore	No water	Restore water	Officer attended the property the following day and observed water was restored. Complainant confirmed water returned to normal same day complaint was submitted.	Water was restored.	Water was restored.	Resolved in >24 hours

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(21) Scarborough Centre	No heat	Restore heat.	Officer reached out to complainant who indicated there was no heat. Officer reached out to owner who indicated some tenants felt it was too cold, and some felt it was too hot, so the owner provided the tenants who were cold, a space heater and turned off the heat. The officer advised the owner that the thermostat must be repaired, and the heat must remain on until May 15, as per the bylaws. The officer conducted a follow up inspection the next day and found the temperature to be above the minimum 21 C. The officer returned to conduct a second inspection and temperature readings were above 21 C.	Temporary heating source was provided to the tenant, eliminating the safety issue until the owner was able to turn on the heat.	Heat was restored.	Resolved in >24 hours