

RentSafeTO Updates

Municipal Licensing & Standards

Housing Rights Advisory Committee (HRAC)

February 20, 2026



Purpose

- Gather feedback on the RentSafeTO program, including the program's evaluation tool category weightings, audit threshold, targeted engagement, implementation of a new colour-coded signage system, and remedial action
- A staff report with program updates is scheduled to be discussed at Planning and Housing Committee on **April 14, 2026**

Council Directives

- In **April 2024**, Council directed staff to report back on updates to the program's building evaluation tool, remedial action processes, and other program updates ([2024.PH11.8](#)).
- In **October 2025**, City Council adopted bylaw amendments to implement colour-coded signage for RentSafeTO ([2025.MM32.23](#)). As of June 15, 2026, building owners will be required to:
 - Post signage near the entrance of each building
 - Replace signage within 14 days of receiving notice of a new colour
 - Inform tenants of the building's assigned colour

RentSafeTO Overview



- RentSafeTO is a **bylaw enforcement program** created in 2017 that outlines maintenance and operational standards that apartment building owners/operators must meet
- All purpose-built apartment buildings with **3 or more storeys and 10 or more units** must register with the program (approximately 3,600 buildings and 326,000 units)
- Dedicated City of Toronto RentSafeTO Bylaw Enforcement Officers conduct building evaluations and audits and respond to complaints
 - If a building does not meet required standards, enforcement actions can be used, including the issuance of orders, notices, tickets, fees, charges, and remedial action
- More information on the RentSafeTO program can be found at toronto.ca/RentSafeTO

Building Evaluations and Audits

- Every two years, each RentSafeTO building undergoes a **building evaluation**
 - During an evaluation, an officer inspects common areas and assigns a building a score based on 50 categories – each category is rated between 1 and 3 and is weighted by risk level (high, moderate or cosmetic)
- After evaluations, building scores are converted into a percentile ranking to show how they compare to other buildings within the program
- Buildings in the bottom **2.5 percentile** are selected for an **audit**
 - Audits include a comprehensive inspection of common areas and the issuance of Orders to Comply and/or Notices of Violation as well as tenant engagement (information booths, door knocking)
 - In 2024 and 2025, a total of 47 and 55 building audits were completed, respectively

Reactive Score Deductions

- If a building has unaddressed violations, the building's score is **temporarily reduced until compliance is achieved**:
 - For every Order or Notice, score is reduced by **1%** for a minimum of **30 days**
 - For every Emergency Order (e.g. low heat), score is reduced by **2%** for a minimum of **4 months**
- **2,050** orders and notices were issued in 2025 at RentSafeTO buildings
- If a building's score drops by **5%** for **2 consecutive months**, staff will conduct **targeted engagement**:
 - Staff will attend the building to engage tenants through an information booth and door-to-door visits, as well as provide educational materials and accept complaints for in-unit issues

We Would Like Your Feedback On...

1. **Proposed updates to the RentSafeTO building evaluation tool** – including category weightings, score deductions, and targeted engagement
2. **Implementation of a new colour-coded signage system being introduced in June 2026** – including thresholds, signage design, anticipated challenges, and communication of changes
3. **Considerations for a remedial action framework** – including in which situations and how often remedial action should be used



Potential Refinements to the Building Evaluation Process

Summary of Potential Refinements

- **Evaluation Category Weighting:** Place greater emphasis on higher-risk issues by (a) changing weighting levels - Cosmetic: **0.5%** / Moderate Risk: **1.5%** (currently 2%) / High Risk: **4.5%** (currently 3%) and (b) amending some category weightings
- **Reactive Scoring:** Consider larger score deductions per violation (2% per order/notice, 3% for emergency orders) and compounding deductions of 0.25% for every month an order is not resolved to ensure scores more accurately reflect building conditions
- **Targeted Engagement Threshold:** Review when targeted engagement should occur to ensure it aligns with changes to reactive scoring
- **Evaluation and Audit Cycles:** Review the timing of evaluations and audits to ensure audits occur closer to a building's evaluation



Proposed Implementation of Colour-Coded Signage

Proposed System

- The City is considering a **three-colour system** based on a building's dynamic score (proactive and reactive score)

0-69%	<u>Needs Significant Improvement</u> This building meets few City of Toronto building minimum maintenance standards and may have several violations.	Red
70-84%	<u>Needs Improvement</u> This building meets some City of Toronto building minimum maintenance standards and may have some violations.	Yellow
85-100%	<u>Satisfactory</u> This building meets most or all City of Toronto building minimum maintenance standards and may have few or no violations.	Green

Based on 2024-2025 data, this system would result in **2,717 green** buildings (76%), **748 yellow** buildings (21%) and **115 red** buildings (3%)

Draft Signage

 **RentSafeTO:** 
Apartment Building Standards Program

SATISFACTORY

Address:

This building meets most or all City of Toronto building maintenance standards and may have few or no unresolved issues.

This sign reflects the building's overall score, which includes any confirmed active bylaw violations.

If you have an issue with your building, talk to your landlord first. Call 311 if the issues persist.

**Want to know more about your building score?
Scan the QR code or visit**

toronto.ca/RentSafeTO



 **RentSafeTO:** 
Apartment Building Standards Program

NEEDS IMPROVEMENT

Address:

This building meets some City of Toronto building maintenance standards and may have some unresolved issues.

This sign reflects the building's overall score, which includes any confirmed active bylaw violations.

If you have an issue with your building, talk to your landlord first. Call 311 if the issues persist.

**Want to know more about your building score?
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 **RentSafeTO:** 
Apartment Building Standards Program

NEEDS SIGNIFICANT IMPROVEMENT

Address:

This building meets few City of Toronto building maintenance standards and may have several unresolved issues.

This sign reflects the building's overall score, which includes any confirmed active bylaw violations.

If you have an issue with your building, talk to your landlord first. Call 311 if the issues persist.

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Additional Details and Considerations

- Building owners may request a re-evaluation if not satisfied with their score and/or colour
- Building scores and colours updated daily on the RentSafeTO [Interactive Building Score Map](#)
- Signage must be easy for the public to understand, using clear colours and symbols
- Unlike DineSafe, a Red sign does *not* mean a building is being closed, unsafe to live in, or uninhabitable
 - **Red = several bylaw violations**
 - All buildings in the red when the audit threshold is calculated will be audited



Remedial Action Framework

Overview

Remedial action:

If a property owner fails to address a by-law violation, the City may hire a contractor to complete the necessary repair work, and the cost of the work is then added to the property owner's property tax bill

- Remedial action is used as a last resort and is considered in cases where other compliance measures have not been effective and/or there is an acute health and safety risk
- MLS is reviewing the use of remedial action with the goal of establishing a more robust framework to guide when bylaw officers consider its use, with a specific focus on protecting vulnerable tenants and resolving persistent non-compliance
 - The framework will more clearly identify when remedial action is appropriate and consider where it can improve the well-being of tenants/occupants and will be included in the April staff report

Considerations for Remedial Action

- Remedial action can be an effective way to address acute property standards issues and improve housing outcomes, particularly in cases where owners are absent, persistently non-compliant, or where there are health and safety risks
 - More complex issues would require a combination of ongoing enforcement (i.e. orders, charges) and conducting additional rounds of remedial action
- Alongside MLS' priority response model and RentSafeTO audits, remedial action can help advance the principles of the City's Housing Charter
- City staff must be physically onsite overseeing contractors, which requires significant time and resources, and diverts officers from work like investigations and building audits
- If repairs require access to multiple units, City contractors must provide notice and receive permission to enter private units
- Repairs may uncover additional issues, which could require relocating tenants

Next Steps

- Feedback will be used to inform a staff report expected at the **April 14, 2026**, meeting of the Planning and Housing Committee
- Staff will continue working with stakeholders to gather insights that will inform any proposed changes
- A public survey is open until **February 28, 2026**
 - Go to www.toronto.ca/rentsafeto and find the link at the top of the webpage
 - Scan the QR code with a smartphone



Appendix



What We've Heard So Far

- Mixed opinions on the effectiveness of colour-coded signage system, with some stakeholders wanting **stricter** or **more lenient** score ranges (i.e. Green sign = 85% and up)
- Agreement that some building scores do not reflect actual building conditions and emphasized the need for **more risk-sensitive scoring**
- Social housing providers noted **barriers related to funding and resources** required to meet requirements
- Mixed opinions on reactive score deductions, with tenants wanting **larger deductions** and building owners/operators wanting to **maintain current deductions**
- Agreement that remedial action is an important tool, however, concerns were raised around the **clarity and consistency** of when and how it is applied
- Additional feedback on the **lack of coordination** across City divisions when addressing building issues as well as the **need for clearer communication** and **more engagement** opportunities

Summary of Changes to the RentSafeTO Building Evaluation Tool

	Previous (2020-22)	Current (since 2023)	Proposed Changes
Categories	20	50	50
Scoring	Rating scale 1-5	Rating scale 1-3	Rating scale 1-3
Weighting	N/A	<ul style="list-style-type: none"> High (3%) Moderate (2%) Cosmetic (0.5%) 	<ul style="list-style-type: none"> High (4.5%) Moderate (1.5%) Cosmetic (0.5%)
Evaluations	<ul style="list-style-type: none"> Every year (<66%) Every 2 years (66-86%) Every 3 years (>86%) 	Every 2 years (re-evaluations available 15 days after their initial evaluation)	Every 2 years (re-evaluations available year-round)
Audits	Buildings <50%	Buildings <2.5 percentile	Buildings <2.5 percentile (with reactive scores)
Reactive Scoring	In-unit violations not factored into building's overall score	<ul style="list-style-type: none"> Orders/Notices (-1% for a minimum of 30 days) Emergency Orders (-2% for a minimum of 4 months) 	<ul style="list-style-type: none"> Orders/Notices (-2% for a minimum of 30 days) Emergency Orders (-3% for a minimum of 4 months) Compounding deductions (-0.25% per month)
Targeted Engagement	N/A	Engagement when score drops 5% for 2+ months	Engagement when score drops 5% or into the Red category for 2+ months
Colour-Coded Signage	N/A	N/A	<ul style="list-style-type: none"> Red (0-69%), Yellow (70-84%) and Green (85-100%) 14 days to replace signage after a change in colour