

RentSafeTO Update Report

Date: March 27, 2026

To: Planning and Housing Committee

From: Interim Executive Director, Municipal Licensing and Standards

Wards: All

SUMMARY

Toronto Municipal Code Chapter 354, Apartment Buildings, outlines maintenance and operational standards for purpose-built rental buildings with three or more storeys and ten or more rental units. These standards are enforced through the City's RentSafeTO: Apartment Building Standards program, which aims to strengthen compliance with City bylaws, enhance tenant engagement and access to information, and promote proactive maintenance in apartment buildings to prevent the deterioration of critical housing stock.

At its meeting on April 17, 2024, City Council directed Municipal Licensing and Standards (MLS) to report back on several directives pertaining to the program, including the building evaluation tool, remedial action processes, and other program updates ([2024.PH11.8](#)). At its meeting on July 23, 2025, City Council further directed MLS to establish a colour-coded rating system and to report back in 2026 on an implementation plan for the system ([2025.MM32.23](#)). Bylaw amendments for the system were approved by Council on October 8, 2025, and will come into effect on June 15, 2026 ([2025.CC33.25](#)).

This report responds to Council direction by:

- Enhancing the design of the program's building evaluation tool, including amending risk level weightings of higher risk building evaluation categories, extending re-evaluation timelines, increasing score deductions for active violations, incorporating reactive scores into the program's audit threshold calculation, and changing the timing of audits and evaluations.
- Providing an update on the implementation of a colour-coded signage system for RentSafeTO, which will be in effect on June 15, 2026.
- Outlining the development of a remedial action framework to support MLS staff and prioritize addressing persistent non-compliance.
- Summarizing actions taken to respond to other outstanding directives.

This report also proposes amendments to Chapter 441, Fees and Charges, to support the implementation of the colour-coded signage system and MLS' remedial action framework.

RECOMMENDATIONS

The Interim Executive Director, Municipal Licensing and Standards recommends that:

1. City Council establish a fee for reissuing an apartment building colour-coded sign and amend Toronto Municipal Code Chapter 441, Fees and Charges, Appendix C – Schedule 12, Municipal Licensing and Standards by adding the following fee shown in the table below:

Ref.	Service Fee	Description	Category	Fee Basis	Fee	Annual Adj.
NEW	Private Properties	Apartment building colour-coded sign re-issuance	Full cost recovery	Each	Variable: \$42.73-\$46.81	Yes

2. City Council direct that the amendments to Toronto Municipal Chapter 441, Fees and Charges in Recommendation 1 come into effect on June 15, 2026.
3. City Council waive the fee in Recommendation 1 for the following social housing providers:
 - a. Toronto Community Housing Corporation;
 - b. Non-profit providers of assisted or social housing under a program administered by the City of Toronto; and
 - c. Dedicated supportive housing providers funded by the Province of Ontario.
4. City Council authorize the Executive Director, Municipal Licensing and Standards, to waive the fee in Recommendation 1 on a case-by-case basis.
5. City Council amend the fees related to undertaking remedial work in Toronto Municipal Code Chapter 441, Fees and Charges, Appendix C – Schedule 12, Municipal Licensing and Standards by amending the fees and annual adjustments as shown in bold in the table below:

Ref.	Service Fee	Description	Category	Fee Basis	Fee	Annual Adj.
61	Private Properties	Remedial work for contracts up to \$500	Full Cost Recovery	Per remedial work	\$100.00	Yes

Ref.	Service Fee	Description	Category	Fee Basis	Fee	Annual Adj.
62	Private Properties	Remedial work for contracts ranging from \$501-\$1,000	Full Cost Recovery	Per remedial work	\$200.00	Yes
63	Private Properties	Remedial work for contracts ranging from \$1,001-\$2,000	Full Cost Recovery	Per remedial work	\$400.00	Yes
64	Private Properties	Remedial work for contracts ranging from \$2,001-\$5,000	Full Cost Recovery	Per remedial work	\$1,000.00	Yes
65	Private Properties	Remedial work for contracts ranging from \$5,001-\$10,000	Full Cost Recovery	Per remedial work	\$2,000.00	Yes
66	Private Properties	Remedial work for contracts over \$10,000	Full Cost Recovery	Per remedial work	Variable: 20% of contract cost	Yes

6. City Council direct that the amendments to Toronto Municipal Chapter 441, Fees and Charges in Recommendation 5 come into effect immediately.
7. City Council direct the Executive Director, Municipal Licensing and Standards to monitor the implementation of changes made to the RentSafeTO program, including changes to the building evaluation tool and colour-coded signage system and include data about colour-coded signage in future iterations of the RentSafeTO Annual report.
8. City Council direct the Executive Director, Municipal Licensing and Standards to continue ongoing tenant education and engagement through RentSafeTO to promote awareness of building maintenance standards, program updates, and the rights and responsibilities of tenants and building owners and operators.

FINANCIAL IMPACT

This report recommends amending Chapter 441, Fees and Charges, to create a new cost-recovery fee to be used by RentSafeTO for the re-issuance of colour-coded signs, and to increase fees related to remedial work. The proposed cost recovery fee for re-

issuance ranges from \$42.73 to \$46.81, depending on whether 1, 2 or 3 signs are being replaced. This fee would be waived for social housing providers or at the discretion of the Executive Director, Municipal Licensing and Standards in cases where lost and/or damaged signs are caused by recurring tenant activity. This fee is proposed to come into effect on June 15, 2026.

To support MLS' expansion of remedial action, staff propose updates to fees associated with remedial work. The proposed cost recovery fees would be increased to ensure that they cover 20% of contract costs (applied to the upper limit of contract cost ranges) and would be subject to annual inflationary adjustments. As the fee for contract costs above \$10,000 has no upper cost limit, this fee would be variable. This fee is proposed to come into effect immediately. There are no additional financial implications that result from the adoption of this staff report, or beyond what has already been approved in the 2026 budget.

As program changes are implemented, staff will monitor demands on City resources and request additional resources through future budget processes as required. The Chief Financial Officer and Treasurer has reviewed this report and agrees with the Financial Impact section.

EQUITY IMPACT

Access to good quality and safe housing is an important determinant of health and improves the social and economic status of an individual. Toronto City Council adopted the [Toronto Housing Charter](#), which, among other principles, highlights the importance of a resident's right to housing that is maintained in a state of good repair and fosters their ability to participate in decision-making processes that affect their communities. The aging state of Toronto's publicly and privately-owned high-rise buildings has been identified as a critical concern for both tenants and property owners through the City's HousingTO 2020-2030 Action Plan.

According to the City of Toronto's Housing Data Book ([Data Book](#)) published in March 2023, the majority (66%) of Toronto's purpose-built rental housing stock – mainly apartments with 20 or more units – was built between 1960 and 1979. The Data Book notes that almost half (48%) of Toronto households rent their homes and the demographic of the City's renters include equity-deserving populations such as newcomers, people belonging to racialized groups, and households with very low to moderate incomes that cannot afford to buy a home in Toronto's housing market.

RentSafeTO seeks to positively impact lower-income and vulnerable individuals and families by ensuring apartment building owners and operators comply with building maintenance standards, thereby improving living conditions within apartment buildings. The program has the potential to increase the opportunity for lower-income and vulnerable individuals and families to access safe, healthy, and adequate housing.

DECISION HISTORY

On March 25 and 26, 2026, City Council adopted Item EX29.14 – Cracking Down on Bad Landlords, which directed various City divisions to improve cross-divisional data and coordination, implement policies for problem buildings, coordinate remedial action at 500 Dawes Road, provide a roster of contracts, improve communication to tenants regarding enforcement actions at their buildings, and requested amendments to Ontario’s Building Code Act.

<https://secure.toronto.ca/council/agenda-item.do?item=2026.EX29.14>

On October 8 and 9, 2025, City Council adopted Item CC33.25 – Introducing Colour-Coded Signage for RentSafeTO, which approved amendments to Chapter 354, Apartment Buildings, related to colour-coded signage and clarified MLS’ authority to provide a rating system for buildings.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.CC33.25>

On July 23 and 24, 2025, City Council adopted Item MM32.23 - Taking Action to Protect Tenants, which directed MLS to report back on the establishment of a colour-coded rating system for RentSafeTO buildings.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.MM32.23>

On April 17 and 18, 2024, City Council adopted Item PH11.8 – RentSafeTO Program Update Report, which approved amendments to Chapter 354, Apartment Buildings related to COVID-19 measures, notification boards, pest treatments, targeted engagement, audit fees and inspections.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.PH11.8>

On March 25, 2022, the Planning and Housing Committee adopted Item PH32.4 - RentSafeTO Update Report, which directed MLS to report back on the Evaluation Tool Redesign, tenant engagement, bylaw enforcement training and procedures, fee changes and a jurisdictional scan of comparative frameworks.

<https://secure.toronto.ca/council/agenda-item.do?item=2022.PH32.4>

On December 16, 17 and 18, 2020, City Council adopted Item PH19.6 - RentSafeTO (Apartment Building Standards): Colour-coded Rating System, Bylaw Amendments, and Program Updates, which approved amendments to Chapter 354, Apartment Buildings and Chapter 441, Fees and Charges and responded to directives related to insurance, increased fines, remedial action, standard operating procedures and service standards, administrative penalties, tenant engagement, and N2 forms.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.PH19.6>

On November 27, 2019, City Council adopted Item PH10.4 - Amendments to Chapter 354, Apartment Buildings, and Progress Update on RentSafeTO, which directed MLS to create a colour-coded rating system for apartment buildings, evaluate the feasibility of expanding the criteria for building evaluations, and report back on service standards, remedial action, administrative penalties, and increased set fines.

<https://secure.toronto.ca/council/agenda-item.do?item=2019.PH10.4>

COMMENTS

1. Background

This report outlines updates on the RentSafeTO building evaluation tool, implementation of colour-coded signage, and revised framework for remedial action. These updates aim to improve the accuracy and fairness of building scores, implement a clear colour-coded signage system that accurately reflects Toronto's building stock, and increase transparency and consistency in the use of remedial action. The program was last updated in 2023 to ensure the tool prioritized issues with a greater impact on the health and safety of tenants and that ongoing and in-unit violations were factored into a building's total RentSafeTO score ([2020.PH19.6](#)).

RentSafeTO is a bylaw enforcement program authorized under Chapter 354, Apartment Buildings that aims to strengthen compliance with City bylaws, enhance tenant engagement and access to information, and promote proactive building maintenance from building owners and operators. The program applies to purpose-built rental buildings that have 3 or more storeys and 10 or more units. RentSafeTO was first introduced in 2017 and currently applies to approximately 3,600 apartment buildings and 326,000 rental units in Toronto. The program conducts building evaluations and scoring, building audits, tenant engagement, and responds to complaints. If a building does not meet minimum maintenance standards, Bylaw Enforcement Officers (BEOs) can use enforcement actions, such as issuing an Order to Comply (hereinafter Order) or Notice of Violation (hereinafter Notice), to bring buildings into compliance, which may result in reduced building scores. If a building does not meet minimum maintenance standards, Bylaw Enforcement Officers (BEOs) can use enforcement actions, such as issuing an Order or Notice, to bring buildings into compliance, which may result in reduced building scores.

Any Orders or Notices that apply to a common area of a RentSafeTO-registered building (issued under Chapter 629, Property Standards, Chapter 485, Graffiti or Chapter 844, Waste Collection) must be posted on the required Tenant Notification Board. In addition, notices of appeal under the Building Code Act, 1992 (BCA) and information related to Ontario Fire Code violations must also be posted. These postings provide tenants with access to important information about building conditions and compliance. Orders and Notices may also be viewed through the RentSafeTO Interactive Building Score Map.

An overview of the program's 2025 actions undertaken by staff is provided below. Additional information, including annual reports on RentSafeTO, is available on the program's [webpage](#).

- Conducted 1,772 building evaluations and 55 building audits with an average building evaluation score of 90.1%.
- Knocked on 11,532 units across 93 buildings.
- Conducted 208 engagements with approximately 5,623 members of the public.

- Received 24,373 webpage views and engaged over 4.7 million people through ads and social media posts as part of the RentSafeTO public education campaign (October 2024 to December 2025).
- Closed 94.5% of 11,518 service requests received; 630 (5.4%) service requests remained open as of December 31, 2025.
- Responded to 98% of emergency service requests within 24 hours and 98% of non-emergency service requests within 5 days.
- Issued 1,788 Orders and 262 Notices as a result of 311 service requests.
- Issued 122 Orders and Notices as a result of building audits.
- Fines for violations totalled \$175,990.

As of January 2026, the City supports RentSafeTO with 62 staff including 1 Manager, 6 Supervisors, 3 Support Assistants, 1 Engagement Lead, and 51 BEOs. BEOs proactively conduct building evaluations of all registered apartment buildings, as well as building audits where necessary. Further, BEOs address service requests received through 311 for in-unit and common area building issues and conduct tenant engagement initiatives led by the RentSafeTO Engagement Lead. As part of the 2026 budget process, 11 new staff will be added in 2026 to support RentSafeTO ([2026.MPB38.1](#)). The recruitment for these positions is underway.

2. Public and Stakeholder Engagement

To inform recommendations in the report, public and stakeholder engagement was conducted from November 2025 to March 2026, which included a public survey, 10 lobby visits, and 10 consultations with various groups totalling 819 participants. Key insights from the survey, stakeholder discussions and public engagement sessions:

Building Evaluation Tool Updates

- Perception that the current scoring system does not reflect actual building conditions and buildings selected for audits do not reflect the worst-performing buildings; 40% of survey respondents indicated their building score felt too high.
- Many felt evaluations categories were clear but raised concerns about weighting; 41% of survey respondents supported higher weight for some categories.
- Suggestion for scores to reflect building size and age, and issue frequency; 30% of survey respondents did not believe score deductions were fair.
- Suggestion that in-unit issues should have a larger impact on scores.
- Perception of coordination issues across City divisions and suggestions for a more integration to strengthen referral pathways and improve outcomes.

Implementation of Colour-Coded Signage

- Support for the signage increasing transparency, but some concerns about sign maintenance and the stigmatization of tenants in buildings with a red sign.
- 69% of survey respondents agreed with the proposed sign designs; however, some requested more detail such as score percentage and last inspection date.
- Suggestion that moving to a lower colour category should lead to clear enforcement actions and tenant notification.

- Emphasized the need for clear definitions for the meaning of each colour, tenant education, accessible signage, and proper placement at building entrances.
- Mixed opinions on colour score ranges and whether they accurately reflect building conditions; 63% survey respondents supported the proposed ranges.

Remedial Action

- Emphasized the need for consistent and transparent use of remedial action, and requested clear triggers, measurable criteria, and better communication.
- Suggestion for earlier and more frequent use of remedial action for high-risk or chronic issues.

Communication with the City

- Suggestion to improve communication between the City, building owners, and tenants, as this enhances trust and transparency.
- Suggestion for increased tenant engagement opportunities, including more proactive outreach and stronger mechanisms for tenant feedback.

Additional details about engagement activities can be found in Attachment 1.

3. Building Evaluation Tool Updates

3.1) Program Changes

Staff are currently implementing program changes that aim to improve the fairness and accuracy of building scores, to make scores more reflective of building conditions, and to increase tenant engagement activities. A summary of changes is included in Table 3.

Building Evaluations and Scoring

RentSafeTO buildings are evaluated every two years. During an evaluation, common areas are assessed using 50 categories that are split into three risk levels: high, moderate and cosmetic. Each category is scored on a scale of 1 to 3 and weighted according to their health and safety risk, with high-risk categories carrying the most weight. Of the 50 categories, there are 17 high risk categories, 23 moderate risk categories, and 10 cosmetic categories. High risk categories capture building components that pose direct health and safety concerns, moderate risk categories capture components that, if left unaddressed, could result in health and safety risks, and cosmetic categories capture components that affect the visual appearance of the property but do not affect the core functionality of a building. The total of these weighted scores forms the *proactive building score*, which can range from 0 to 100%.

In Q2 2027, RentSafeTO-registered buildings will continue to be evaluated against 50 categories, reorganized under the existing three risk levels and reweighted to give more weight to high-risk issues. Risk levels weightings have been changed (Table 1) and several categories have been reclassified to better reflect their risk (Table 2).

Table 1: Risk Levels and Associated Weightings

Risk Level	No. of Categories	Weighting	Change from Previous
High	19	4.5%	Increased from 3%
Moderate	19	1.5%	Decreased from 2%
Cosmetic	12	0.5%	No change

Table 2: Reclassification of Building Evaluation Categories

Items	Previous Risk Level	New Risk Level	Rationale
Lobby, hallway and stairwell lighting	Moderate	High	To reflect their impact on visibility and overall safety.
Hallway walls and ceilings; building cleanliness; handrail and guard maintenance	Cosmetic	Moderate	To reflect their role in maintaining safe, clean, and functional areas that affect daily use.
Clothing drop boxes, elevator cosmetics, mail receptacles	Moderate	Cosmetic	To reduce the impact of categories that generally pose lower risks to health and safety.
Electrical Safety Plan*, Vital Services Plan	Moderate	Cosmetic	To classify all documentation-related categories as cosmetic as they are administrative in nature. <i>*While the Electrical Safety Plan is administrative from the City's role, key components are overseen by external bodies (e.g. Electrical Safety Authority, Technical Standards and Safety Authority, Fire Services, etc.).</i>

Additionally, the cleaning and maintenance logs have been consolidated into a single cosmetic category and a new cosmetic category for colour-coded signage was added (see Section 4 for more information on the colour-coded signage system).

Reactive Score Deductions

Ongoing and in-unit issues are incorporated into a building's overall score to address concerns that arise between building evaluations (beyond responding to service

requests). If a building is issued an Order or Notice (e.g. for non-compliance with Chapter 354, Chapter 629 and other City bylaws), a 1% deduction is applied for a minimum of 30 days or until compliance is achieved. If a building is issued an Emergency Order, under Section 15.7 of the BCA, a 2% deduction is applied for a minimum of 4 months or until compliance is achieved. These deductions form the *reactive building score*. The current building score is calculated by subtracting the *reactive building score* from the *proactive building score*.

In Q2 2027, the percentage impact of each Order or Notice on a building's score will be increased. Under the updated reactive scoring system, if a building is issued an Order or Notice, a 2% deduction will be applied (increased from 1%). If a building is issued an Emergency Order, a 3% deduction will be applied (increased from 2%). Furthermore, an additional 0.25% deduction will be applied for every 30 days that an Order or Notice remains open, and will compound over time. These changes increase the impact that Orders and Notices (particularly those that go unresolved for a longer period of time) have on reactive scores, making overall building scores more reflective of building conditions and in-unit issues and encouraging building owners and operators to resolve issues in a timely manner.

Audit Threshold

For the lowest scoring buildings, staff will conduct an audit. An audit is a comprehensive inspection of all common areas and exterior grounds, as well as an opportunity to educate tenants about the RentSafeTO program and how to report building issues. Currently, buildings with proactive scores in the bottom 2.5 percentile are audited.

In Q4 2026, the audit threshold will continue to be calculated using the bottom 2.5 percentile; however, it will be calculated using a building's total score (including both proactive and reactive scores), which means in-unit issues will be considered in determining which buildings are audited. In addition, in Q4 2027, for buildings evaluated in a given year, audits will be triggered by either the bottom 2.5 percentile of a building's total score or buildings in the red colour category, whichever results in a higher number of audits.

Building Re-Evaluations

Currently, building owners and operators may request a re-evaluation within 15 days of their building evaluation if they are unsatisfied with their score. Starting on June 15, 2026, re-evaluations can be requested year-round, to provide an incentive for building owners and operators to complete repairs and address violations and increase their score throughout the year. Re-evaluations completed before the calculation of the audit threshold will count when determining which buildings are selected for an audit. Re-evaluations completed after the threshold calculation will update the building score but will not affect audit selection for that cycle. Each re-evaluation will continue to be subject to a \$370.99 fee charged to the building owner.

Targeted Engagement

As a result of reactive scoring, if a building's score is reduced by 5% or more for two consecutive months, targeted engagement is undertaken at the building. When this

occurs, staff attend the building, set up an information booth with program resources, and conduct door-to-door visits to speak with tenants and identify any in-unit issues and complaints. Effective June 15, 2026, buildings that fall into the red category for two or more months will also trigger targeted engagement. The 5% threshold will be reviewed beginning in Q1 2027 to align with broader program changes. Staff will continue to monitor thresholds to ensure there are sufficient resources to manage the number of increased engagements.

Timing of Building Audits and Evaluations

Currently, building evaluations typically occur between June and November, with audits taking place the following spring, between March and May, resulting in a fourth-month gap over the winter. To close this gap and improve the effectiveness of audits, evaluations will now take place in the spring and summer, and audits in the summer and fall. This change will be phased in to support the transition and will result in two audit cycles occurring in 2028 (subject to any delays caused by internal technology system updates), making it a more resource-intensive year as the program adjusts to the new schedule.

Table 3: Summary of Building Evaluation Tool and Audit Process Changes

	Current Process	New Process
Categories	50	50
Rating Scale	1 to 3	1 to 3
Weighting	High Risk (3%) Moderate Risk (2%) Cosmetic (0.5%)	High Risk (4.5%) Moderate Risk (1.5%) Cosmetic (0.5%)
Building Evaluations	Every 2 years	Every 2 years
Re-evaluations	Up to 15 days after a building evaluation	Year-round
Audits	All buildings with proactive score in the bottom 2.5 percentile	All buildings with overall score in the bottom 2.5 percentile OR all red buildings (whichever results in more audits)

	Current Process	New Process
Reactive Scoring	<p>In-unit violations factored into building scores:</p> <ul style="list-style-type: none"> • Order to Comply/Notice of Violation (1% deduction for a minimum of 30 days) • Emergency Orders (2% deduction for a minimum of 4 months) 	<p>In-unit violations factored into building scores:</p> <ul style="list-style-type: none"> • Order to Comply/Notice of Violation (2% deduction for a minimum of 30 days) • Emergency Orders (3% deduction for a minimum of 4 months) • Compounding deductions (0.25% deduction every 30 days an Order or Notice stays open)
Targeted Engagement	<p>Targeted engagement for buildings that drop 5% for 2 or more months</p>	<p>Targeted engagement for buildings that drop 5% for 2 or more months OR into the red category for 2 or more months</p>

3.2) Operational Impacts

Changes to the building evaluation and audit process will not change MLS’ existing enforcement approach. BEOs will continue to follow MLS’ progressive enforcement model, which prioritizes achieving voluntary compliance through an education-first approach, and escalate to further enforcement measures where necessary. The program updates will strengthen MLS’ ability to prioritize audits by more accurately identifying buildings with in-unit, recurring and high-risk issues.

Tenants would still report maintenance issues to the building owner or operator first. If the issue is not addressed in a timely or effective manner, tenants should contact 311 to submit a service request. A BEO would then be assigned to investigate the request. Where a violation is confirmed and compliance is not achieved through education, the BEO would determine the appropriate response, which may include issuing an Order or Notice. Following the issuance of an Order or Notice, the BEO would re-attend the property to confirm if the violation has been resolved. If compliance is not achieved, the BEO would determine next steps, which may include laying charges.

3.3) Implementation

The RentSafeTO changes outlined in this report will be phased in from 2026-2028 to ensure a smooth operational transition. Table 4 summarizes the key changes and their planned implementation timeline.

Table 4: Summary of Upcoming RentSafeTO Changes and Implementation Timelines

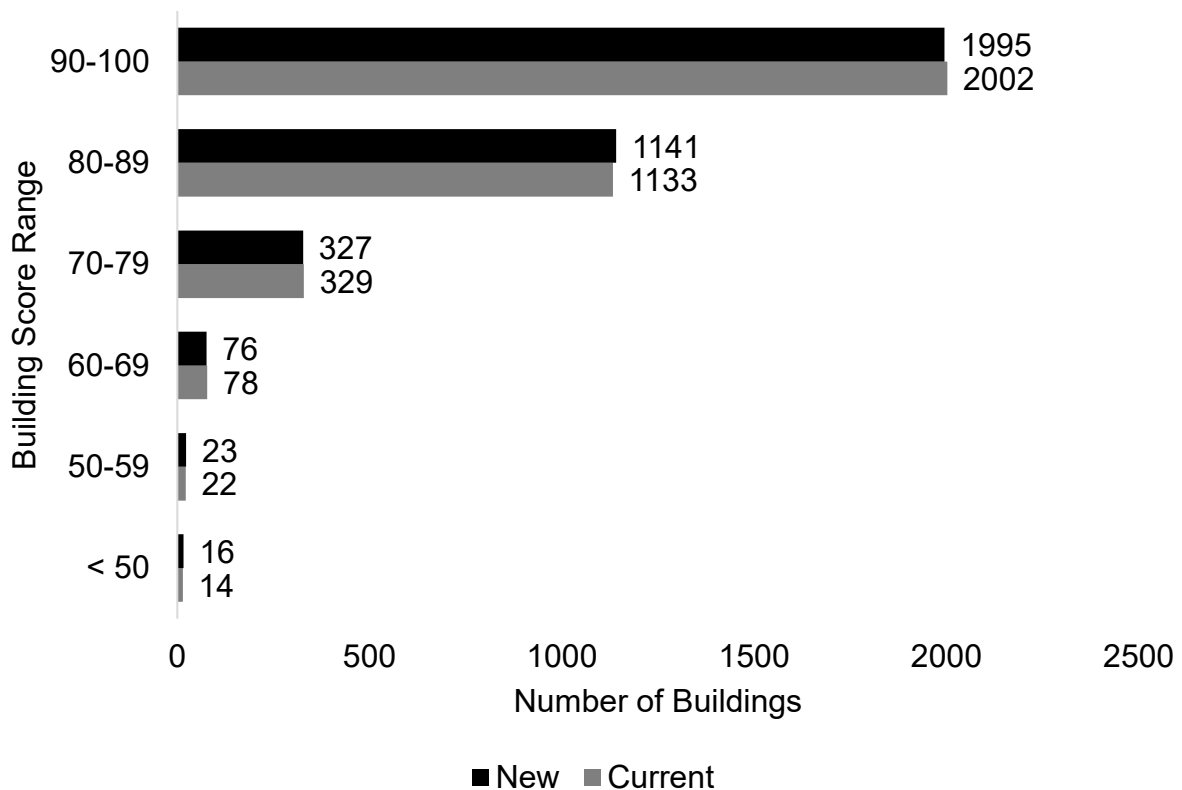
Change/Action	Implementation Timeline
Remove 15-day request window for building re-evaluations	June 15, 2026 (aligned with implementation of colour-coded signage)
Implement targeted engagement for buildings that fall into the red colour category for 2+ months	June 15, 2026
Incorporate reactive scoring into the calculation of the audit threshold (bottom 2.5 percentile)	Q4 2026
Review percentage targeted engagement threshold (i.e. 5% for 2+ months)	Q1 2027
Re-categorize 50 building evaluation categories and re-weight risk levels	Q2 2027
Increase and add compounding reactive score deductions	Q2 2027
Update audit threshold: Bottom 2.5 percentile (including reactive scoring) OR all red buildings (whichever results in more audits)	Q4 2027
Implement new evaluation and audit timeline	Begins in Q1 2028; fully phased in by Q4 2029

MLS will work with the Communications division to implement a comprehensive communication plan to inform building owners and operators, tenants, and the public of the program upcoming changes. This will include updates to the RentSafeTO website, RentSafeTO Interactive Building Score Map, Open Data, targeted communications to registered building owners and operators, and educational materials for tenants and the greater public.

3.4) Impact of Changes

Overall, program changes are expected to result in lower building scores, and an increase in the number of audits, targeted engagements and building re-evaluations. To measure the potential impact of these changes, recommended evaluation tool weightings and larger reactive score deductions were applied to existing building scores. The projected impact of the updated evaluation tool on building scores is illustrated below in Figure 1. The extent and exact impact of the changes will become clearer as data is collected following implementation.

Figure 1: Distribution of Total Building Scores (2024-2025) Under New and Current Evaluation Tool



As changes are implemented, staff will monitor the impact of cumulative program changes on proactive and reactive scores, the number of buildings triggering targeted engagement, the volume of requests for re-evaluations, and the volume of service requests. This monitoring will be used to assess whether further refinements to the program are needed.

Potential resource impacts of the program changes will be mitigated by the 11 new staff for RentSafeTO that were approved through the 2026 budget process, with any additional staffing needs to be requested through future-year budget processes.

4. Implementation of Colour-Coded Signage

4.1) Previous Work

In July 2025, City Council directed MLS to establish a colour-coded rating system based on the dynamic building evaluation score ([MM32.23](#)), which includes the initial building evaluation score (*proactive score*) and any temporary score deductions (*reactive score*). In October 2025, staff brought forward a report with the necessary bylaw amendments to Chapter 354 ([CC33.25](#)). Council directed staff to report back in 2026 regarding implementation of the colour-coded signage and to begin phasing in changes by June 15, 2026.




4.2) Colour-Coded Approach

As adopted by City Council, beginning on June 15, 2026, building owners and operators will be required to:

- 1) Post colour-coded signage in a conspicuous location near the entrance of each building
- 2) Replace signage within 14 calendar days of receiving notice of a colour category change
- 3) Inform tenants and prospective tenants of a building's colour category before signing a lease, on the signing on a lease, annually, and upon request.

The colour-coded signage system will assign apartment buildings one of three colours (red, yellow, or green), based on a building's dynamic score. Based on 2024-2025 data and the building evaluation tool updates, the colour score ranges outlined below would result in approximately 2,714 green buildings (76%), 749 yellow buildings (21%) and 115 red buildings (3%). Score ranges were selected based on historical data and to balance accountability and fairness, ensuring that the signage accurately reflects the diversity of building conditions across Toronto while clearly distinguishing between different levels of building performance. The colour-coded signage system enhances program transparency by building on existing requirements under Chapter 354, including the posting of Orders, Notices, appeals and evaluation scores on the Tenant Notification Board, as well as informing prospective tenants about RentSafeTO. Table 5 below summarizes the score ranges, category definitions, and corresponding colours and symbols for each category.

Table 5: Colour-Coded Categories

Score Range	Category Name and Definition	Colour	Symbol
0-69%	Needs Significant Improvement: This building meets <i>few</i> City of Toronto minimum building maintenance standards and may have <i>several</i> violations.	Red	
70-84%	Needs Improvement: This building meets <i>some</i> City of Toronto minimum building maintenance standards and may have <i>some</i> violations.	Yellow	
85-100%	Satisfactory: This building meets <i>most or all</i> City of Toronto minimum building maintenance standards and may have <i>few or no</i> violations.	Green	

Staff in MLS consulted with Toronto Public Health, Technology Services and Communications to identify best practices and receive advice on creating informative and accessible signs. Visualizations of the signs are included in Attachment 2, and include the following components:

- Category name and symbol
- Information on what the colour category means
- Information on how to contact the City if building issues arise
- Information on how to learn more about RentSafeTO
- QR code linked to the RentSafeTO Interactive Building Score Map

The implementation of the colour-coded signage system presents several challenges, as outlined in previous reports ([PH10.4](#) and [PH19.6](#)) and as raised during the 2026 stakeholder consultations. The proposed design and approach to the signage aim to address some of these challenges and can be using clear and proactive communication. Potential challenges include:

- The risk of stigmatizing tenants in buildings categorized as yellow or red
- Ensuring colour score ranges accurately reflect the range of building conditions across Toronto
- Managing public perception and expectations of the signage system, including potential misinterpretations of the signage
- Limited scope of the system as it does not address all properties or safety issues, and MLS does not have the authority to close buildings with poor ratings

As the audit threshold will be updated to use both proactive and reactive scores, a building's score and colour category will determine whether it is included in the pool of audited buildings. Buildings in the red category or below the audit threshold on the date of calculation and will be selected for an audit.

4.3) Operational Impacts

The implementation of colour-coded signage is not expected to significantly change the day-to-day operations of RentSafeTO. Once a building evaluation has been conducted and a score determined, the apartment building owner or operator will be issued a detailed evaluation score sheet. They will be able to check their score via the RentSafeTO Portal or Interactive Building Score Map to confirm their colour category, at which point they will be required to post the signage near the entrance of their building. Staff will only formally notify building owners and operators of their colour category on implementation (i.e. June 2026) and if and when it changes. Under the updated building evaluation tool, re-evaluations will be available by request year-round and will result in buildings moving between colour categories as conditions change (see section 3.1).

As RentSafeTO continues to evolve, there may be future operational impacts. The colour-coded signage system and associated score ranges may be further updated in 2027 as part of ongoing program changes. Staff will monitor the program's impact on building scores, maintain ongoing engagement with tenants, and provide clear communication about the system's purpose and operations to serve as an effective tool for improving building conditions.

4.4) Implementation

The colour-coded signage system will be implemented on June 15, 2026. Leading up to this date and throughout 2026, staff will communicate all changes and new requirements to RentSafeTO-registered building owners and operators, tenants and the

public. All three signs (red, yellow and green) will be distributed in advance to building owners and operators, along with clear instructions on where to post them and when they must be updated.

If a building's colour category changes, owners and operators will have 14 calendar days to replace their sign, after which a BEO will follow up to confirm compliance. Tenants and members of the public can contact 311 to report missing or inaccurate signs. MLS will work with the Communications division to run a public education campaign with paid ads to inform building owners and operators, tenants, and the public of the new signage system and the meaning of each sign.

The RentSafeTO Interactive Building Score Map and Open Data will be updated daily to reflect the colour-coded system. Map pins will show which colour rating each building has been given and filters for each colour category will be made available. The *View Details* page will be enhanced to include the building's current colour category and more information about the colour-coded framework.

Through this report, staff are proposing a variable signage reissuance fee ranging from \$42.73 to \$46.81, depending on the number of signs that need to be replaced. This fee is cost recovery and accounts for staff time and materials required to distribute replacement signage. Staff are also proposing that the reissuance fee be waived for social housing providers and, where appropriate, in cases where lost and/or damaged signs are caused by recurring tenant activity. The decision to waive fees would be delegated to the Executive Director, Municipal Licensing and Standards.

5. Remedial Action Framework

The City has several enforcement tools available when a property is in violation of a bylaw. Remedial action is a tool of last resort that allows the City to complete the necessary work to bring a property into compliance and recover the associated costs by adding them to the property owner's tax bill.

The authority to use remedial action comes from several statutes, including Section 386 of the City of Toronto Act, 2006 (COTA) and Section 15.4 of the BCA. For Orders issued pursuant to Chapter 629, remedial action may only be taken under Section 15.4 of the BCA after an Order has been issued and confirmed/deemed final, either because the appeal period has expired or all appeals have been exhausted.

At its meeting on April 17 and 18, 2024, City Council adopted [PH11.8](#) and directed MLS to report back on several items pertaining to remedial action and related process changes. Council subsequently adopted [CC30.3](#) on May 21 and 22, 2025, which directed staff to implement the Ombudsman's recommendations stemming from the City's response to a vital services outage in a multi-tenant home. The Ombudsman's recommendations included further guidance on when MLS should consider the use of remedial action to address vital service outages.

Feedback during stakeholder consultations in 2026 reinforced the importance of remedial action as a tool that must be used carefully, transparently, and proportionally. Participants identified a lack of clarity around when and how remedial action is initiated

and called for clearer criteria, improved communication, and greater overall transparency in the use of remedial action.

This section examines: operational changes that have been made to respond to the findings of the Ombudsman's report and stakeholder feedback; changes that have been made to MLS enforcement processes and systems to improve transparency around how and when remedial action is considered; and examples of specific cases where remedial should and should not be considered under the new framework. It also provides additional context by reviewing the historical application of remedial action and examining the risks and constraints that informed MLS's updated operational approach.

5.1) Remedial Action within MLS' Enforcement Model

MLS follows a progressive enforcement model that emphasizes achieving compliance through education, clear communication, and the use of Orders and Notices. Progressive enforcement typically proceeds from education and warnings, often done simultaneously, to the issuance of an Order or Notice, to, where necessary, formal charges under applicable bylaws. Where formal charges have not achieved compliance, additional or escalated charges may be used. Inspection fees authorized under Chapter 441, Fees and Charges, may be applied during this process. Note that these fees are cost-recovery and are not considered part of progressive enforcement.

Remedial action is a separate authority provided under specific bylaws that permits the City to enter a property and carry out required work under case-specific scenarios. Remedial action is a distinct statutory mechanism used in accordance with MLS' policies, procedures, and enforcement framework and may be used after other enforcement approaches have been attempted. It is important to note that remedial action does not change a property owner's continued duty to comply with the Toronto Municipal Code. The responsibility to comply with City bylaws always remains with the property owner, at their own cost.

Enforcement will not always follow an exact linear sequence (e.g. education, Order, charge), as the course of action is dependent on the context-specific facts observed by the attending BEO. In most cases, education is MLS' most effective enforcement measure to gain compliance, as the violation can be resolved without needing to proceed with costly and potentially lengthy enforcement action. However, where a BEO deems education alone will not result in compliance, or that an issue requires accelerated action for context-specific reasons, they can issue an Order or lay charges. In cases that pose an urgent threat to health and safety, such as a vital service disruption, property owners can also be compelled to implement stopgap measures such as providing temporary heaters during repairs.

In cases where BEOs identify an immediate safety risk, cannot identify the property owner responsible for correcting the deficiency, and/or do not believe enforcement action will lead to the necessary corrective action, they have the authority to initiate steps toward remedial action. Remedial action involves a City-procured contractor undertaking work on private property to address a bylaw contravention in cases where the property owner has not complied with an Order. The cost of remedial action is

added to a property owner's property tax bill, along with corresponding administrative fees (e.g. minimum of \$166.88 for a standard inspection, hourly minimums of \$97.65 for an inspection related to remedial action, \$89.45 for the coordination of remedial action, plus an administration fee of 20% of contract costs, subject to annual inflation adjustments).

As remedial action is a more significant intervention than issuing an Order, Notice, or laying a charge, there are additional checks and balances in place to ensure remedial action is being used responsibly, especially when used to remedy property standards violations.

For Orders issued pursuant to City of Toronto Act bylaws, remedial action can be taken if the person required to remedy the issue fails to do so. However, provincial legislation further limits when the City may use remedial action to address a Property Standards bylaw violation. In these cases, remedial action can only occur after an Order has been issued to the property owner, the Order has been confirmed or deemed confirmed, and the owner has still failed to comply.

While the BCA permits the City to issue an Emergency Order, which allows for an accelerated compliance timeline and the accelerated use of remedial action, this tool is available only where a property standards violation poses an immediate danger to health or safety of a person. An Emergency Order must be confirmed by a Judge of the Superior Court, creating an extremely high threshold for use. The vast majority of property standards service requests will not meet the conditions required to use Emergency Order powers.

5.2) Risks and Challenges

While remedial action provides an important safeguard in exceptional circumstances, increasing its use presents significant operational, financial, legal, and policy risks that warrant careful consideration.

Resources

Remedial action is substantially more resource-intensive than conventional enforcement actions. Legislative and operational requirements mandate that City staff is present for the entire duration of remedial work conducted by a contractor on private property. This time commitment far exceeds that associated with education, inspections, or the issuance of Orders and Notices. Even with cost-recovery fees in place, a material increase in remedial action could place considerable strain on staff capacity and reduce the amount of time BEOs are in the field, investigating complaints. Over time, this could undermine MLS' ability to respond efficiently to service requests and conduct compliance monitoring activities (such as RentSafeTO).

Efficacy

When considering enforcement actions, BEOs consider the efficacy of any action based on the issue, and the likelihood that the action will result in compliance. Specifically, remedial action is not equally effective across all types of by-law violations. It is generally better suited to isolated or acute issues, such as securing a vacant property where an owner is absent or unresponsive. It may be less successful when addressing

cyclical issues, for example ongoing pest infestations or chronic property maintenance failures. In these cases, remedial work may address the immediate symptom without resolving the underlying cause, leading to repeated intervention with limited sustainable improvements.

Operational Limitations

Remedial action introduces complexities that extend well beyond traditional by-law enforcement. MLS' core expertise lies in inspection, compliance, and enforcement. MLS does not have staff expertise in property management or construction and has limited contract administration experience. Undertaking remedial work requires engagement with contractors and tenants, quality control, risk management, and coordination across service lines and divisions. An expanded use of this authority may necessitate dedicated staffing with specialized skills, additional supervisory oversight, and more comprehensive governance frameworks, all of which would carry further resource and administrative implications and further undermine the fundamental principle of property owner accountability.

Legal Risks

Legal and financial risks could arise when remedial action is used for violations involving life-safety concerns or major building systems. Large-scale repairs, such as roof replacements or remediation following water damage, can generate substantial costs and increase the City's exposure to liability. When the City acts as an intermediary in building repairs, it may also be drawn into disputes regarding workmanship, unforeseen conditions, or the scope of necessary repairs, particularly where work might lead to tenant displacement.

Reputation and Public Trust

If City-directed repairs are perceived as inadequate, excessively delayed, or as expanding beyond the original scope of a complaint (e.g. requiring access to additional units) this could lead to public criticism and controversy. Such outcomes risk undermining confidence in MLS and the City's regulatory role more broadly.

Implications of the RTA

The Residential Tenancies Act, 2006 (RTA) establishes requirements around rent increases and evictions related to repairs and renovations. Building owners and operators may apply for Above Guideline Increases (AGI) in specific circumstances, including: 1) extraordinary increases in municipal taxes and charges, 2) eligible capital expenditures, and 3) operating costs related to security services. Any AGIs resulting from remedial work is subject to the requirements of the RTA, as interpreted by the Landlord and Tenant Board (LTB). In addition, under Chapter 662, Licensing of Rental Renovations, landlords must apply for a Rental Renovation Licence to undertake renovations or repairs that require tenants to move out of a rental unit where an N13 eviction notice is issued.

In summary, while remedial action is an essential enforcement authority in certain circumstances, its use presents operational, financial, legal, and policy risks. These

risks were carefully considered in the development of the decision-making tools highlighted in subsequent sections.

5.3) Historical Use

Historically, MLS has generally limited the use of remedial action to cases where BEOs cannot identify the relevant property owner within a reasonable amount of time. Such service requests are often connected to abandoned properties, where ownership and property management information can be difficult to confirm in a timely manner. The rationale for applying remedial action in these circumstances is that standard progressive enforcement will never result in compliance when there is an absentee property owner.

This historical pattern is reflected in data from 2024 and 2025, where remedial action was used approximately 254 times, across the following categories:

- 32% - Property Standards (primarily external damage to abandoned properties)
- 32% - Turfgrass and Prohibited Plants (primarily unkempt lawns at abandoned properties)
- 21% - Waste / Illegal Dumping
- 14% - Graffiti (hateful/discriminatory messages in public view)

When examining the past use of remedial action by MLS, there are several factors that are generally present:

1. The violation is tied to a property with an absentee or non-contactable owner;
2. It is an unambiguous violation, the blame for which can be clearly attributed to the property owner (i.e. it is not an issue that could be interpreted as a shared responsibility with another party such as a tenant or neighbour);
3. There is sufficient timeline flexibility to ensure proper checks and balances can be applied, including confirming the Order and escalating the file for legal review where relevant;
4. Once confirmed, the infraction can be quickly remedied by a contractor with limited disruption to occupants of neighbouring units/properties; and
5. Past use addressed nuisance and safety issues affecting neighbouring properties and addressed issues that did not require repeat intervention.

The following section provides an overview of MLS' new remedial action framework, and highlights the continuous improvements that are being made to respond to the Ombudsman's report, and to support City policy objectives within the Toronto Housing Charter and [HousingTO 2020-2030 Action Plan](#).

5.4) Broadening the Use of Remedial Action

Going forward, MLS will be broadening the use of remedial action, consistent with a commitment to progressive enforcement, which emphasizes education and voluntary compliance as the most effective and efficient means of achieving long-term results in almost all cases.

This new approach represents a results-focused shift in how MLS deploys remedial action within the enforcement continuum. It introduces decision-making criteria that:

- a. Centres decisions regarding the use of remedial action around tenant and public safety considerations, and
- b. Prioritizes addressing persistent non-compliance and bad-faith owners and operators.

MLS enforcement staff use a series of Standard Operating Procedures (SOPs) and checklists to guide enforcement activity. These SOPs and checklists have been reviewed, and criteria specific to when and how remedial action can and should be used is being added to these documents. These new criteria embody a revised guiding principle for determining when remedial action should be considered. Staff are integrating these criteria into the decision-making processes and systems used by BEOs as well as reviewing existing SOPs for general investigations and the priority response model to identify opportunities for improvement.

MLS is also enhancing its remedial action training program to prioritize gaining voluntary compliance by emphasizing proper communication, appropriate legal service of documents, de-escalation techniques, and other best practices. Training will also be revised to ensure Priority 1 files are consistently flagged for consideration of remedial action. Updated training modules for managers, supervisors, and BEOs will emphasize how Priority 1 designations should trigger heightened scrutiny of potential health, safety, and displacement risks. This includes refreshed instruction on property standards, vital services, and pest management to support more clear and consistent decision-making. These training updates will help ensure that complex files receive timely escalation and that remedial action is considered whenever circumstances warrant intervention. Updated training is being created and will first be implemented for RentSafeTO BEOs and expanded to remaining MLS teams.

Remedial action should be considered in situations where the risks, conditions, or history of non-compliance are such that relying solely on progressive enforcement may not achieve timely compliance. In these cases, remedial action may be used in addition to escalated enforcement measures such as issuing charges. This ensures that the City can protect tenants and the public while simultaneously holding non-compliant property owners accountable under applicable bylaws. In addition, staff are exploring enhanced strategies to inform and update tenants about remedial action taking place at their building.

Cases Suitable for Remedial Action

Situations where remedial action may be appropriate include:

- Acute risks to the health or safety of tenants or the broader public.
- A documented history of persistent non-compliance by the property manager or owner, including at other properties they own or manage.
- Evidence that non-repair may be malicious or intended to displace tenants, rather than due to logistical challenges.
- Presence of vulnerable residents, which may include but is not limited to:
 - Children and seniors;

- Individuals with health complications; and/or
- Residents lacking financial or familial resources to relocate if necessary.
- Instances where the property owner is acting in bad faith or exhibiting behaviour that prevents or interferes with enforcement efforts, including providing contradictory or inaccurate information.
- Instances where the property owner is absent or non-contactable.
- For RentSafeTO-registered buildings, whether the building has a low building score (e.g., a “red” designation under the new colour-coded system).

Cases Not Suitable for Remedial Action

Regardless of the above factors, provincial legislation dictates that remedial action cannot be used when:

- An Order is within the statutory appeal period or being actively appealed to the Property Standards Committee (PSC).
- The PSC has granted a compliance extension to the property owner.
- An Order is being challenged before the courts.

It is important to underscore that BEOs are required to exercise professional judgment when responding to complaints, conducting inspections, and determining enforcement actions, including assessing the need for remedial action. Staff rely on divisional policies, procedures, and frameworks, and apply their discretion in conjunction with these guiding documents to take enforcement action based on the evidence available. All enforcement decisions are reviewed with a supervisor prior to implementation. This approach allows officers to respond appropriately and intends to create consistency across MLS in the way remedial action decisions are made.

Broadening the use of remedial action will enable the City to address critical service disruptions and chronic violations more effectively, reducing the risk of tenant displacement and safeguarding public health and safety. By using a standardized set of criteria, MLS can close enforcement gaps identified by the Ombudsman and internal reviews, while maintaining a balanced approach that respects property rights and minimizes unnecessary intervention. The framework is also designed to address bad faith building owners and operators who repeatedly fail to comply with building maintenance standards. In these cases, remedial action provides a mechanism to resolve persistent violations when other enforcement actions have not been effective. The framework incorporates a 20% surcharge on remedial work to recover MLS costs and deter dependence on remedial action. The objective is not to escalate to the use of this tool unnecessarily, but to make considered decisions about when the use of remedial action can safeguard tenants and the broader public.

As per Item [2026.EX29.14](#), staff are applying the criteria and principles of the remedial action framework to the enforcement and coordination actions and work at 500 Dawes Road. Staff consistently engage tenants at 500 Dawes Road through door-knocking, which is the most effective method of engagement to coordinate MLS’ response to building maintenance, property standards, and pest issues. Staff are also establishing an interdivisional enforcement and operations table which will bring together MLS, Housing Secretariat, Toronto Building, Toronto Fire Services and other divisions to enhance coordination on identifying, triaging and responding to rental properties facing

compliance issues. This table will focus on RentSafeTO buildings and aims to 1) identify properties requiring enhanced coordination and enforcement, 2) document, evaluate and communicate coordinated enforcement actions to relevant stakeholders, and 3) conduct a broader review of interdivisional operational practices and procedures.

5.5) Operationalizing the New Remedial Action Framework

Additional Contracts: to support the use of remedial action, MLS has active blanket contracts for general trades and minor building repairs, waste removal, boarding, fencing, draining of stagnant water, cutting of long grass, and graffiti removal. MLS may also use blanket contracts held by other City divisions to undertake required emergency repairs including roofing, and HVAC installation and maintenance. If work requires a contractor that is not covered under the scope of any current corporate contracts, the City's Procurement Policy enables divisions to issue Divisional Purchase Orders (DPOs) to retain contractors, through a competitive 3-quote process. MLS is also initiating a competitive request for quotation (RFQ) process to procure contractors for pest abatement and mold remediation. As directed by Council ([2025.CC30.3](#) and [2026.EX29.14](#)) a roster of contractors for MLS' Rental Standards Services team is provided in Attachment 3. MLS will continue to assess whether additional contracts are needed to support effective remedial action.

Budget Requirements: Remedial action is conducted on a cost recovery basis. The City pays the initial cost associated with repairs and staff supervision, which are charged back to the property owner through their property tax bill. As a result, there may be a time delay between when the City pays the initial cost and when it is recovered from the property owner; however, costs for remedial action do not place pressure on MLS' operating budget. As it is a recovered cost, a specific allocation for "remedial action" does not appear as a line item within the MLS budget. Through this report, staff are proposing increasing cost recovery fees for remedial action to 20% of contract costs (applied to the upper limit of contract cost ranges) to support the broadened use of remedial action.

As noted in the risk section above, an increase in the use of remedial action could change workload and utilization enough that MLS may need more, or differently allocated, staff. If this were to occur, MLS management would analyze the impact and propose staffing and budget adjustments through future budget submissions.

6. Other Outstanding RentSafeTO-related Directives

MLS was directed ([2024.PH11.8](#)) to report on:

- A. Service standards that provide timelines to bring building owners and operators into compliance with City bylaws from the date an Order is issued, including guidelines for when fines and remedial actions are employed.
- B. Allocating more of the program budget to door-to-door tenant engagement, advice on how tenants can participate in RentSafeTO, and a review of in-unit inspections.
- C. Report on the feasibility of incorporating levied fines into the program's public reporting.

- D. Review procedures for when BEOs could extend time for compliance with an Order.
- E. Report on how RentSafeTO BEOs are trained to rate building elements consistently and how ongoing training will be provided to ensure BEOs are able to recognize and refer matters outside their enforcement purview.
- F. Report on a framework to introduce administrative penalties.

A. Service Standards

Upon investigation, if an Order or Notice is issued, building owners or operators are given a certain number of days to comply (immediately to 3 days for Priority 1 Orders and 5-30 days for Priority 2 and Priority 3 Orders). A BEO will re-inspect the property when the Order or Notice compliance timeline has expired. A BEO may inspect a property prior to its expiration if a building owner or operator advises that compliance has been achieved. If a re-inspection confirms that compliance has not been achieved, the BEO may issue a re-inspection fee and may proceed with escalating enforcement.

B. Program Budget and Door-to-Door Tenant Engagement

MLS will continue to expand tenant engagement efforts and improve responsiveness to service requests by expanding RentSafeTO outreach and increasing communication to support awareness of program changes. Through the 2026 budget process, 11 additional staff were approved to support these efforts. Ongoing engagement will also be included as part of the RentSafeTO annual advertising campaign. Tenants are encouraged to continue participating in the program by reporting issues through 311. Additionally, materials on the City of Toronto website can be translated into many languages using built-in translation tools, and members of the public can contact 311 to get information about City services in more than 180 languages.

C. Report on Feasibility of Incorporating Levied Fines

In 2025, MLS submitted 95 Part 1 and 71 Part 3 charges to the courts. Of these, 75 Part 1 charges were resolved, resulting in \$30,290 in fines, and 35 Part 3 charges were resolved, resulting in \$145,700 in fines. This information is published in every annual RentSafeTO report, and is available on the program's [webpage](#).

D. Review of Procedures for Extending Time for Compliance

Time for compliance for property standards and related complaints is 30 days by default, to provide property owners with time to conduct repairs. However, internal procedures allow for BEOs to expedite that timeline when there is an associated safety risk. If building owners or operators requires more than 30 days to achieve compliance, they may submit an appeal to the Property Standards Committee, a quasi-judicial body that can assess the legitimacy of an extension request on a case-by-case basis. The City cannot overrule a PSC decision or directly influence the PSC process, as the PSC is an independent tribunal.

E. Staff Training

MLS is implementing enhanced Ontario Building Code and divisional referral training for both new and existing BEOs. For new BEOs, referral training will be expanded to include when, why and how referrals are made, the consequences of not referring, and

how to apply judgment in unclear scenarios. For existing BEOs, a new online training model is being developed to clarify when referrals are mandatory, how to use discretion, and the consequences of not referring, and will be incorporated into annual compliance training. For both new and existing BEOs, a referral job aid outlining the most common referral scenarios will be made available to support consistent referrals.

F. Administrative Penalties

MLS is currently conducting the necessary policy and legal analysis to finalize a list of bylaw violations that can be transitioned to an Administrative Penalty System (APS), including provisions within Chapter 354 and Chapter 629. The completion of this work is a divisional priority, and work is underway with partners in Court Services and Technology Services to develop a proposal to expand APS to MLS-related bylaws.

Introducing APS for property standards, and associated bylaws, would provide a faster, locally managed alternative to the traditional court system. APS would shift violations related to certain municipal bylaws out of the Provincial Offences Court and into a municipally led process involving screening and hearing officers, similar to what is currently used for parking and red-light camera violations.

With specific regard to property standards, a penalty notice would not be subject to the 14-day waiting period to have an Order to Comply confirmed/deemed confirmed. Combined with e-ticketing capabilities, this would enable BEOs to issue monetary penalties (i.e. penalty notices) on the spot to property owners and managers for bylaw contraventions. APS also allows for the possibility of escalating penalties, meaning the City could pursue stiffer financial penalties for second and third offences, where appropriate. Finally, penalty amounts for APS are established by Council through the enabling bylaw.

7. Next Steps

RentSafeTO has multiple initiatives planned or underway in 2026, including:

Initiative	Status
Initiating changes to support the implementation of the updated building evaluation process planned for early 2027	Underway
Implementing colour-coded signage	Underway
Continuing implementation of the remedial action framework	Underway
Developing a public education campaign to communicate program changes	Underway
Policy review of APS for bylaws enforced by MLS; development of implementation plan.	Underway

Initiative	Status
Conducting 1,841 building evaluations	Planned
Conducting audits based on 2025 evaluation results	Planned

Throughout 2026 and 2027, staff will monitor the implementation and effectiveness of program changes, including updates to the building evaluation process, the introduction of colour-coded signage, and the remedial action framework. Staff will also review the definition of “Apartment Building” under Chapter 354 and the inclusion of the term “purpose-built”. As the structure of rental units and buildings in Toronto continues to shift, staff want to ensure the scope of Chapter 354 is responsive to these changes and that there are appropriate protections for tenants.

This work will support the program’s mandate to strengthen enforcement of City bylaws, enhance tenant engagement and access to information, and promote proactive maintenance in apartment buildings to prevent the deterioration of critical housing stock.

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ATTACHMENTS

Attachment 1 – Stakeholder Engagement Summary and Survey Results
Attachment 2 – Colour-Coded Signage
Attachment 3 – Roster of Contractors for MLS’ Rental Standards Services (RSS) Team