



FEDERATION OF  
METRO TENANTS'  
ASSOCIATIONS

**RE: [PH29.4 - RentSafeTO Update Report](#)**

The Federation of Metro Tenants Associations supports the initiative presented by the Interim Executive Director, Municipal Licensing and Standards to increase accountability for bad landlords in Toronto. Last year, [FMTA supported initiatives for the RentSafeTO Signage program](#) which will indicate to tenants whether a building passes inspection.

Our hotline and other services have received countless inquiries from tenants who have moved into a unit to find that the building is not in the state that was advertised to them by real estate agents and landlords. RentSafeTO's signage program, as an objective and external body, helps mitigate these situations by providing tenants with an easily understandable system that helps them make informed decisions. We believe that the colour-coded system supports these objectives, and have been actively supporting its implementation this past year.

We also support the Interim Executive Director, Municipal Licensing and Standards' recommendations on fees related to the undertaking of sign changes and remedial work to apartment complexes. In 2025 alone, our hotline service received 572 inquiries from tenants whose landlords had outright refused to make necessary repairs and 272 inquiries from tenants whose landlords made inadequate repairs. Additionally, 110 tenants reported that vital services had been interrupted and required immediate repair. In total, FMTA received 2,305 inquiries related to maintenance and repairs.

This data speaks to a situation in which tenants are left waiting for LTB orders and appeals while landlords use delay tactics to avoid making repairs when they are needed. Remedial action is an important component of rebalancing the scales in favour of tenants, and implementing these fees in a step in the right direction.

The percentage-based fee system for large jobs, which introduces a 20% scalable cost model, presents a higher cost exposure for landlords. Given the prevalence of building-wide issues that remain unaddressed such as at 500 Dawes, we see this as a very positive development.

However, much more needs to be done to address the overarching needs of tenants across Toronto—as our data demonstrates—as well as the stories we encounter on a daily basis, with those who live in buildings where neglect is the norm.

We support these recommendations and look forward to RentSafeTO's updates and increased emphasis on remedial action in the City's enforcement mechanisms.

Sincerely,

**Federation of Metro Tenants' Associations**

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