



April 13, 2026

Toronto City Hall
100 Queen Street West
Toronto, ON M5H 2N2

PH29.4 - RentSafeTO Update Report

To Chair Perks, and members of the Planning and Housing Committee:

Established in Thorncliffe Park in the 1980s, the Leaside Towers Tenants Association of Thorncliffe Park (LTTA) is a volunteer, resident-led group that represents over 2,500 Torontonians residing at 85 and 95 Thorncliffe Park Drive on concerns relating to their rental apartment tenancies, as well as matters of broader importance to the community.

The LTTA requests Municipal Licensing and Standards be directed to report to the Committee in Q1 2027 on the changes required to municipal by-laws, and provincial legislation if applicable, to allow tenants to receive important information related to their tenancies from building owners/operators, and from the City of Toronto (including RentSafeTO), directly to their apartment units and/or email addresses, while continuing to maintain a Tenant Information Board in a common area.

The tenant information boards at Leaside Towers, a pair of 44-storey twin towers in Thorncliffe Park, are located off to one side of the lobby area of each building and contains information that is useful to tenants.

Unfortunately, most tenants do not enter or exit through the lobby and have never seen the boards. Most use either the B1 parking level or B2 parking level, while others use one of our property's many side doors.

As a long-established tenants association, we must report most Leaside Towers tenants do not know the tenant information board exists, how it can help them, or even what their rights are. Our experience cannot be unique.

The LTTA believes the City of Toronto needs to make effective communication to tenants a priority, ahead of the convenience of building owner/operators.

Building owners/operators already provide tenants with written notice when entry is required into their units, for lease renewal, and for a variety of other matters.

Building owners/operators can do it for the information included on the tenant information board, and generally for information that is important to tenants, but the City of Toronto must make it a legal requirement.

The LTTA would like to see the following items required to be provided directly to individual prospective tenants and individual tenants before a lease is signed, at the time of lease renewal, and/or on an annual basis at a minimum:

1. Information on the RentSafeTO program, including the score of the apartment building and the evaluation used to determine that rating.
2. A one-page contact information sheet from the building owner/operator including but not limited to: staff phone numbers and email addresses including superintendent and security guard, website address, hours of operation, emergency after-hours contact information, as well as information about when to contact 211, 311, 511, 911, and Toronto Police non-emergency. Updated and distributed whenever changes occur.
3. Information about how to use the building owner/operator's pest control program.
4. Information about the building owner/operator's fire safety plan, including plans for evacuation.
5. Voluntary Contact List form – To ensure prospective tenants and tenants can be included in a voluntary list of tenants who require additional assistance during periods of evacuation or temporary discontinuance of vital services.
6. Voluntary Pet Identification form – To ensure the pets of prospective tenants and tenants can be included in a voluntary list for assistance during periods of evacuation or temporary discontinuance of vital services.

The above list is not exhaustive.

The LTTA also requests that, in addition to being posted to the tenant information board, individual tenants directly receive:

- Under Chapter 354, orders and notices issued under Chapter 629, 485, 844 that apply to common areas.
- Any notice of appeal in relation to common areas (including times and dates of appeals).
- Information related to violations of the Ontario Fire Code.
- Dates of upcoming audits (30 days in advance).

To reiterate, the LTTA is requesting that individual prospective tenants and individual tenants receive important information about their tenancy directly to their apartment units and/or to their email addresses, while continuing to maintain a tenant information board in a common area.



Over the longer-term, we encourage the City of Toronto to:

- Implement voluntary registration of tenants to receive communications about their apartment building directly from the City of Toronto. Available to tenants at any time, including at initial lease or renewal.
- Implement apartment building webpages on the City of Toronto website for tenants to have easier access to information (e.g. www.toronto.ca/85ThorncliffeParkDrive).
- Explore AI, and other technologies, to improve RentSafeTO communications and service to tenants.

In the meantime, the LTTA asks the Committee to ensure that important information gets delivered directly into the hands of tenants.

Thank you,

Jason Ash, Co-chair
Leaside Towers Tenants Association

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