



RentSafeTO:

Apartment Building Standards Program

The RentSafeTO: Apartment Building Standards Program imposes standards for owners and operators of apartment buildings across Toronto. The program took effect on July 1, 2017 and applies to 30% of Toronto's residents who live in approximately 3,500 apartment buildings across the city.

Part of an audit and enforcement system, the program imposes standards on how building owners operate their building and communicate with their tenants.

The purpose of the program is to:

- Ensure tenants are informed of repairs/maintenance that have an impact on their homes
- Clearly lay out property owner's obligations
- Help inform tenants and prospective tenants of information concerning a building's maintenance and upkeep
- Promote preventative maintenance in apartment buildings to prevent deterioration of standards

The requirements apply to rental properties that are three or more storeys high and have 10 or more units. Building owners must:

- Register their buildings with the City annually
- Have a process for tracking and responding to tenant service requests
- Conduct regular inspections in common areas for cleanliness and pests
- Notify tenants of service disruptions

Building owners face substantially increased fines for not complying with the bylaw.

To learn more about the program, visit

toronto.ca/RentSafeTO

How do I get a problem fixed in my rental unit?

If you have issues with the physical condition of the property that you are renting (taps that don't work, heat isn't working, broken window) or the common areas of your building, submit a service request to your property manager or building owner.

Keep a copy for your records. Building owners are now required to track tenant service requests.

How long will it take to fix the problem?

A property manager must respond to urgent requests within 24 hours. Requests are urgent if they are related to the disruption of any of the following vital services:

- electricity
- gas
- heat
- hot or cold water
- breach of building security or problems with the outside of the building.

Non-urgent requests must be responded to within seven (7) days.

Issue still not addressed?

If the issue has not been addressed in the time indicated above, call 311 to submit a service request or online at toronto.ca/311.

Once a service request is filed with 311, a Bylaw Enforcement Officer will inspect the property and then take the appropriate action.

You can check the status of your investigation using the reference number provided to you by 311 at toronto.ca/311.



More information: toronto.ca/RentSafeTO