

# RentSafeTO:

## Apartment Building Standards Program

**RentSafeTO: Apartment Building Standards** is a bylaw enforcement program that ensures owners and operators of apartment buildings in Toronto meet building maintenance standards.

The program applies to rental properties that have three or more storeys and 10 or more units. It does not apply to condominiums and residences that are privately owned.

Under RentSafeTO, building owners and operators must:

- register their buildings with the City, then renew annually
- have a process for tracking and responding to tenant service requests
- conduct regular inspections in common areas for cleanliness and pests
- have plans for maintenance, waste, cleaning and disruptions to vital services such as water, heat and electricity
- notify tenants of service disruptions
- undergo routine building evaluations
- Comply with all applicable City bylaws

Building owners and operators who do not comply with the City's bylaws can face enforcement.

### Available Online – View Building Evaluation Results

The City evaluates RentSafeTO buildings at least once every three years. During this process, staff inspect and evaluate the condition of common areas, mechanical and security systems, parking and exterior grounds. Visit [toronto.ca/RentSafeTO](https://toronto.ca/RentSafeTO) to view the results for your apartment.

## How do I get a problem fixed with my rental unit?

If you have an issue in your unit or common areas of your building, contact your building owner/operator first and submit a service request. Examples of issues can include broken windows and doors, low or no heat and pests.

Keep a copy of the service request for your records. Building owners are also required to track tenant service requests.



## How long will it take to fix the problem?

Building owners/operators must respond to urgent requests within 24 hours. Requests are urgent if they are related to the disruption of vital services:

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

Non-urgent requests must be responded to within seven days. Examples include minor water damage or items that may be broken like cabinets or tiles.

## Issue still not addressed?

If there is no action from your landlord or if problems persist, contact 311. The service request will be sent to RentSafeTO staff who will conduct an investigation.

You can check the status of your request using the reference number provided to you by 311 at [toronto.ca/311](https://toronto.ca/311).