



RentSafeTO

Apartment Building Standards Program

Building Owner Handbook

LAST UPDATED: November 16, 2020

Note:

This handbook provides owners and operators with an overview of the Apartment Buildings Bylaw (Toronto Municipal Code, Chapter 354, Apartment Buildings) and is intended to help them comply with it. Owners and operators should not rely only on this handbook to ensure their compliance. The handbook summarizes key Apartment Buildings Bylaw requirements, but it does not cover every circumstance that may occur or every requirement that may apply. Owners and operators should review the Apartment Buildings By-law themselves and consider seeking their own legal or other professional advice with respect to their compliance.

In the event of conflict between this handbook and the Apartment Buildings Bylaw or any other applicable By-law or legislation, the Apartment Buildings Bylaw or the applicable Bylaw or legislation applies.

Contact Information:

RentSafeTO: Apartment Building Standards Program

1530 Markham Road, 3rd Floor

Toronto, ON M1B 3G2

416-396-7228

RentSafeTO@toronto.ca

For the most up-to-date information, visit toronto.ca/RentSafeTO.

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INTRODUCTION

RentSafeTO: Apartment Building Standards is a registration and enforcement program for apartment buildings in Toronto. The program applies to all residential rental apartment buildings that have three or more storeys and 10 or more apartment units. The [Apartment Buildings Bylaw](#) (Toronto Municipal Code, Chapter 354, Apartment Buildings) sets out standards for apartment building owners and operators and requires registration to be renewed annually. A list of some laws and related legislation is provided in the "Applicable Laws" section of this handbook.

RentSafeTO seeks to ensure that residents of Toronto have a clean, safe, and secure place to call home by:

- Strengthening the enforcement of City bylaws;
- Enhancing tenant engagement and access to information; and
- Promoting preventative maintenance in apartment buildings.

Building owners are required to:

- Register their building annually with the City and renew the registration each year;
- Track and respond to all tenant service requests;
- Install and keep up-to-date a Tenant Notification Board in a central location of the building;
- Establish and maintain records related to the operations of the building;
- Develop and implement a cleaning plan to ensure buildings are clean and safe;
- Take actions to remove pests from their building;
- Develop and maintain operational plans for waste management and capital planning;
- Establish an Electrical Maintenance Plan with a Licensed Electrical Contractor;
- Develop and maintain a Vital Service Disruption Plan for the building;
- Use licensed contractors for mechanical systems repairs; and
- Address all outstanding issues with a unit prior to renting to a new tenant.

Contacting the City

If you have questions about any requirements under the RentSafeTO program, please e-mail RentSafeTO@toronto.ca or call 416-396-7228 during business hours. Outside of business hours, please contact 3-1-1 (toronto.ca/311).

The City occasionally sends emails with important information about the RentSafeTO program to apartment building owners, such as yourself. We recommend providing at least one active email address during the registration/renewal process so that you receive these notices.

Information regarding COVID-19

Please see Appendix 13 for requirements during the COVID-19 pandemic.

REGISTERING YOUR APARTMENT BUILDING

Every apartment building that is three or more storeys tall and has 10 or more apartment units must be registered with the City of Toronto. If you own more than one apartment building, you must register each building separately. Incomplete applications will not be processed. All information collected will be maintained as public record.

Register and renew online through the [RentSafeTO registration and renewal webpage](#).

Cost

The annual registration fee is subject to an annual increase each year in accordance with the City's User Fee Policy. Please see the [Fees and Charges Bylaw](#) (Toronto Municipal Code, Chapter 441, Fees and Charges) for the most up-to-date information. For 2020, the registration and renewal fee was \$11.24 per residential unit.

Information accuracy

It is contrary to the bylaw to provide inaccurate information. If information is inaccurate, the City will notify the owner. The owner will have 14 days to correct this information or the building registration will be considered void.

Changes in ownership

If building ownership changes, written notice must be provided to the City within 30 days. You can either email RentSafeTO@toronto.ca or mail your notice to:

RentSafeTO: Apartment Building Standards Program
Municipal Licensing and Standards
1530 Markham Road, 3rd Floor
Toronto, ON M1B 3G4

STEP 1: SET UP YOUR ACCOUNT

You will receive a letter with an individual login and PIN. Use this to register your building using the online portal on the [registration and renewal webpage](#). To request a letter with a login and PIN, please contact the RentSafeTO team for support.

When you log in, you will need to name up to two individuals as primary contacts for each building. The primary contacts can be anyone (including yourself) who will be responsible for communicating with the City, updating building information, and paying the registration fees.

STEP 2: COMPLETE YOUR REGISTRATION

After you have logged into your RentSafeTO account, complete your building's registration by providing building details and paying the per-unit fee. A bill will be generated after registration is complete.

Your registration is not complete until payment is received and processed. You will be able to save and print a copy of your building registration form.

Renewals

Once registered, owners are required to renew their registration every year by July 31. Renewals will be mailed to you 30 days prior to the payment deadline. You can view your invoice and make payment using a major credit card once you have logged into the online portal. Visa Debit is not supported at this time.

New registrations

Log into your RentSafeTO account and complete the online registration. A bill will be generated after all details have been provided and payment can be made using a major credit card. Visa Debit is not supported online at this time. It is recommended that you provide at least one active email address so that City can send you timely updates about the RentSafeTO program.

In-person payments and wire transfers

Online payment through the RentSafeTO portal is the preferred method of payment. However, cash or cheque (payable to City of Toronto, Treasurer) is accepted by mail or in person at:

Revenue Services, PPFA
55 John Street (19th Floor)
Toronto, ON M5V 3C6
ATTN: Finance (RentSafeTO).

Quote the invoice number on your cheque. If you would like to send a wire transfer, email ppfarsu@toronto.ca to set up an account.

If you require assistance during the registration or renewal process, please contact the RentSafeTO team for support.

Provide at least one active email address during the registration/renewal process so that City can send you timely updates about the RentSafeTO program.

TENANT SERVICE REQUESTS

Every apartment building owner must establish a process for receiving and tracking tenant requests for repairs and other issues (such as graffiti, long grass and weeds, litter, and waste). Your process must meet the standards specified in the [Apartment Buildings Bylaw](#).

Requirements for Tracking Service Requests

You must keep a record of all tenant requests (including your responses to each service request) for 24 months. These records must be made available to City staff upon request. An example of a service request form has been provided in Appendix 1. Each service request must include, at minimum:

- Date and time of service request;
- Location of issue (including unit number);
- Nature of issue;
- Tenant name and contact information;
- Whether the request is urgent or non-urgent; and
- The response and action taken by building owner.

Urgent service requests must be responded to within 24 hours. Non-urgent service requests must be responded to within seven days. Requests are urgent if they are related to the disruption of any of the following vital services:

- Electricity;
- Gas;
- Heat;
- Hot or cold water; or
- Breach of building security, suite security, or building envelopes.

Develop a process to receive, respond to, and track tenant service requests. The City can ask you to produce a record of tenant requests and your responses.

TENANT NOTIFICATION BOARD REQUIREMENTS

You must post and maintain a Tenant Notification Board in a central location in your apartment building. This is an important tool to provide tenants with accurate and up-to-date information about the building, including ongoing maintenance, service disruptions, and cleaning. A sample tenant notification board layout is provided on the RentSafeTO for Building Owners webpage.

Information about the requirements for your Tenant Notification Board are summarized below. Toronto City Council may choose to amend the bylaw or City staff may require further materials be posted which could impact what information must be on the Tenant Notification Board. Consult the [Apartment Buildings Bylaw](#) and toronto.ca/RentSafeTO for the most up-to-date requirements.

Note: in 2017, the City issued an [Interpretation Bulletin on Notification Board Requirements](#).

1. Information about RentSafeTO

You must post information about the RentSafeTO program and inform tenants that they can contact the RentSafeTO team by calling 311. Download the [RentSafeTO: Apartment Building Standards Program brochure](#) and post both pages on your Tenant Notification Board for your tenants.

2. Details about the most recent building evaluation

You need to post copies of the most recent building evaluation result received from the City on the Tenant Notification Board. You can print a copy of the most recent evaluation letter through the [RentSafeTO Online Portal](#).

3. Planned or unplanned service disruptions

Information about all planned or unplanned service disruptions must be posted on the Tenant Notification Board. This includes heat, water, security systems, electricity, and elevators. Details must include: what is out of service, how long it will be out of service, and which units are affected.

See Appendix 2 for an example of a service disruption notice.

4. Emergency contact information

Emergency contact information including, at minimum, the name, address, and phone number (available 24 hours) of the owner or property manager must be posted on the Tenant Notification Board. Lettering must be at least 12.7 mm high. The phone number provided must not have a charge-back fee.

See Appendix 3 for an example of an emergency contact information sign.

5. Nearest cooling locations

You must post information about the location of an air-conditioned place in the building (and of other locations on the property) that offer relief from uncomfortably warm indoor temperatures, including a cooling room or shaded area. In addition, you must post the name, address, and map to the nearest location of a publicly accessible air-conditioned location. You can find a list of locations online at toronto.ca/health/keepcool. See Appendix 4 for an example of a summer heat safety notice.

You may want to also review Toronto Public Health's relief advice online on the [Hot Weather Plan for Landlords](#) webpage.

6. Upcoming building audits

You must post information about all upcoming building audits. The City of Toronto will notify you if an audit is scheduled for your building. You must post a notice that includes the date of the audit by Municipal Licensing and Standards at least 30 days before the audit. The City will provide you with the notice that must be posted. The notice will include details about how a tenant can submit an investigation request to the City's RentSafeTO enforcement team.

7. Major capital projects

You must post information about all major capital projects. The notice must include: name of the project, how long it will take, and which units will be affected. Capital elements include (but are not limited to): roof, elevators, façade, windows, mechanical systems, underground garage, interior flooring, interior wall finish, guards, and handrails.

See Appendix 5 for an example of a major capital repair notice.

8. Pest inspections and treatments

You must post information about all pest control treatment activities. This includes, at minimum:

- The date of the treatment;
- The name of the licensed pest management operator doing the treatment;
- The type of the treatment; and
- Pest management plans, including:
 - documentation of pest control services and schedule;
 - service standards and product; and
 - information related to pest control activity.

9. Cleaning plan

Requirements for the cleaning plan are provided in the [Apartment Buildings Bylaw](#) and include a detailed list of all common areas in the apartment building and a schedule for the frequency of the cleaning services for those common areas.

See Appendix 6 for an example of a cleaning schedule for common areas.

10. City-issued Notices and Orders

You must post a copy of all Notices and Orders issued by the City for common areas of the buildings concerning property standards, graffiti, waste, as well as Orders issued by Toronto Fire Services.

11. Property standards order appeals

You must post notices of any appeal to an Order made under section 15.2 of the Building Code Act, 1992 (Property Standards Bylaw - Toronto Municipal Code, Chapter 629, Property Standards) in relation to a common area of an apartment building, including the time and dates of any scheduled appeals. If an appeal has been submitted to the Property Standards Appeal Committee (PSAC), you must post a notification on your Tenant Notification Board, as well as confirmation that the appeal has been received by the City. Information on the PSAC can be found online at toronto.ca/council.

TENANT NOTIFICATION BOARD CHECKLIST

Requirement	Yes
1. Information about RentSafeTO	<input type="checkbox"/>
2. Details about the most recent building evaluation	<input type="checkbox"/>
3. Planned and unplanned service disruptions	<input type="checkbox"/>
4. Emergency contact information	<input type="checkbox"/>
5. Nearest cooling locations	<input type="checkbox"/>
6. Upcoming building audits	<input type="checkbox"/>
7. Major capital projects	<input type="checkbox"/>
8. Pest inspections and treatments	<input type="checkbox"/>
9. Cleaning plan	<input type="checkbox"/>
10. City-issued Notices and Orders, including Fire Code violations	<input type="checkbox"/>
11. Property standards Order appeals	<input type="checkbox"/>

RECORD KEEPING

As a building owner, you are responsible for creating and retaining all records necessary to show compliance with the [Apartment Buildings Bylaw](#). The bylaw has specific requirements for some types of records, as detailed below.

Records to be created and maintained

You must create and maintain the following records for two years (24 months):

1. **Tenant service requests**, as required in the Apartment Buildings Bylaw.
2. Logs of all **cleaning activities** including, but not limited to, the nature of the cleaning activity and the date and location on which it occurred (see Appendix 7 for an example of a cleaning log).
3. Logs of all activities relating to **waste management** including, but not limited to, the nature of the activity and the date and location on which it occurred.
4. Logs of all **pest inspections** (see Appendix 8 for an example of a pest inspection log); information to include:
 - a. the date and location of all proactive and reactive pest inspections;
 - b. the name of the pest management operator or exterminator licensed by the Ministry of the Environment retained to conduct inspections; and
 - c. the results of the inspection, including the recommended treatment, if any.
5. Logs of all **pest treatment activities**, including:
 - a. the date and location of treatment;
 - b. the name of the pest management operator or exterminator licensed by the Ministry of the Environment undertaking the treatment; and
 - c. the nature of the treatment.
6. Logs of **service and maintenance** conducted on fuel burning appliances, heating systems, cooling systems, electrical systems, ventilation systems and plumbing systems (see Appendix 9 for an example of a service and maintenance log); information to include:
 - a. the date and nature of service; and
 - b. the name of certified tradesperson who carried out the service or maintenance, if applicable.

Records to be provided upon request

The Apartment Buildings Bylaw requires you to provide certain records to tenants, prospective tenants, and/or members of the public upon request. These include:

- Records of pest inspections and pest treatment activities;
- A copy of the most recent building evaluation result document; and
- A copy of your state of good repair (capital maintenance) plan.

CLEANING PLAN

You must develop and implement a cleaning plan and keep records of cleaning activity to ensure buildings are clean and safe. You are required to inspect all common areas daily for cleanliness. See Appendix 6 and Appendix 7 for a cleaning plan and cleaning log examples.

Cleaning plan requirements

The plan must list all common areas and how often they will be cleaned, including, but not limited to:

- Lobbies and entrances;
- Hallways, corridors, and stairwells;
- Elevators;
- Laundry rooms;
- Lights;
- Common area washrooms;
- Garbage chute rooms, compactor room, and enclosure(s);
- Recreation rooms;
- Exterior property; and
- Items or equipment in these common areas, such as counters, washers and dryers, garbage chutes, sinks, and toilets.

Emergency cleaning situations

In an emergency situation (for example, a chemical spill, biohazard waste, or any situation that cause the common areas to be visible dirty), you must state how and when the emergency will be resolved and keep a copy for your records. Include:

- The process and details of how the common area will be cleaned up; and
- How many hours it will take to clean up.

Building owner obligations

- Keep a copy of the cleaning plan and have it available for inspection upon request.
- Post a copy of this plan on the tenant notification board.
- Keep all records to demonstrate compliance with the plan.

**Keep a copy of this cleaning plan
as part of record-keeping obligations.**

PEST MANAGEMENT

You are required to take timely actions to remove pests, such as rodents, vermin, insects and bedbugs, from your building.

Pest inspection requirements

- All common areas (inside and outside) must be inspected at least once every 30 days.
- If a service request (complaint) is received about pests, the area must be inspected within 72 hours.

If pests are found

- You must hire a pest management operator licensed by the Ministry of the Environment.
- Take action to:
 - prevent the spread of the pests into other portions of the property; and
 - exterminate the pests in all areas where the presence of the pests is detected.
- Do not hide the presence of pests.
- You cannot rent to a new tenant if you are aware of pests in the rental unit.
- Make pest inspection and treatment records available to tenants and prospective tenants.
- Post a copy of the pest management plan on the Tenant Notification Board including:
 - documentation of pest control services and schedule;
 - service standards and product; and
 - information related to pest control activity.

Keep a copy of all pest inspections and treatment as part of record-keeping obligations.

WASTE MANAGEMENT PLAN

Create a plan for your building and maintain any information and records necessary to demonstrate that you are following that plan. You can learn about waste collection for multi-unit dwellings online at toronto.ca/waste.

Waste management plan requirements

In this plan, include the information on how you will comply with the City's garbage, recycling, and organics storage and disposal requirements outlined in the [Property Standards Bylaw](#) and with mandatory waste diversion requirements.

Waste diversion

As an apartment building owner, the bylaw requires you to:

1. Post garbage, recycling, and, if applicable, organics diversion information (for example, accepted items and location of collection bins) in a common area. You must post waste diversion literature in at least one common area that addresses, among other things, diversion items accepted and the location of collection bins; and
2. Identify clearly with stickers or posters the correct place to deposit garbage, recycling, and, if applicable, organic materials.

Examples of waste diversion literature are provided in Appendix 10 and Appendix 11. Please [contact 311](#) to get the latest print resources to promote waste reduction and reuse, and get information on how to participate in waste diversion programs.

**Keep a copy of this waste management plan
as part of record-keeping obligations.**

CAPITAL PLAN

You must maintain a state of good repair plan (often called a capital plan) to include a five-year forecast of major building repairs. Details should include when the element (see list below) is expected to be replaced or updated. An example of a capital plan is provided in Appendix 12.

You must make your capital plan available to current or prospective tenants upon request.

Examples of capital elements

Under the Apartment Buildings Bylaw, capital element include (but are not limited to) the following:

- Roofs;
- Elevators;
- Building facades;
- Windows;
- Major mechanical and air treatment systems;
- Garages;
- Interior flooring and wall finishes;
- Balconies;
- Guardrails;
- Stairwells and stairwell handrails; and
- Building access and emergency exit doors.

**City staff and tenants (current or prospective)
can request a copy of this plan at any time.**

ELECTRICAL MAINTENANCE PLAN

You are required to develop an Electrical Maintenance Plan with a Licensed Electrical Contractor. Tips on how to create a plan can be found on the [ESA \(Electrical Safety Authority\) website](#).

You are responsible for ensuring that your Electrical Maintenance Plan remains up-to-date. In addition, you must maintain any information and records to show that you have complied with the plan and have them available when requested.

VITAL SERVICE DISRUPTIONS

Vital services are essential services that you must provide to keep tenants healthy and safe. Vital services include hot and cold water, fuel, electricity, natural gas, and heat. A vital service disruption is an event where any of these services is disrupted.

Creating a vital service disruption plan

You are required to develop and maintain a Vital Service Disruption Plan for your building. This plan must be implemented when there is an unplanned vital service disruption in your building.

Download the [Vital Service Disruption Plan Form](#) and complete this for each registered apartment building in Toronto. The form provides minimum requirements for the Plan, including the timeframes in which you must take specific actions. You must use the City-issued form template to complete your Plan. A [Guidance Document](#) is also available to help you complete the form. Failure to develop, maintain and implement this plan during a vital service disruption is a chargeable offence under the Apartment Buildings Bylaw.

Voluntary tenant contact list

You are required to maintain a contact list of tenants who voluntarily self-identify as requiring assistance during evacuations or a temporary discontinuance of a vital services. A sample [Voluntary Tenant Contact List](#) has been created to help you.

Keep the list securely to protect the privacy of the tenants and ensure you can easily find it during an emergency.

CONTRACTORS FOR MAINTENANCE

When servicing certain systems in your building, you must use a certified tradesperson where required by law, such as servicing heat, ventilation, air conditioning, and plumbing systems.

There are certain trades where certification is legally required to practice (termed Compulsory). Go to the [Ontario Skilled Trades webpage](#) to find out more.

Examples of compulsory trades

- Electricians;
- Plumbers;
- Air conditioning and heating systems mechanics;
- Sprinkler and fire protection installers; and
- Boiler mechanics.

Maintenance types requiring logs

You must keep logs of service and maintenance conducted on:

- Fuel burning appliances, such as furnaces and boilers;
- Heating systems;
- Cooling systems; and
- Ventilation systems and plumbing systems.

**City staff and tenants (current or prospective)
can request a copy of these records at any time.**

RENTING TO NEW TENANTS

You cannot rent a unit to a new tenant if there are any outstanding issues with that unit, including:

- Outstanding property standard Orders for the unit;
- Suspension of fuel (oil or propane), electricity, gas, heat, or hot or cold water in the apartment building; and
- Presence of pests in the rental unit.

In addition, you must inform each new tenant about the City's RentSafeTO program when signing a lease agreement. Provide a copy of the [RentSafeTO: Apartment Building Standards Program brochure](#) to every new tenant.

Current tenants

The Apartment Buildings Bylaw requires you to provide information about the RentSafeTO program annually to all current tenants. We recommend providing a copy of the [RentSafeTO: Apartment Building Standards Program brochure](#). Keep a record of what you sent, when you sent it, and who you sent it to so that you can demonstrate compliance with this part of the bylaw when asked by the City.

BUILDING EVALUATIONS

City staff will visit your apartment building periodically to conduct evaluations and inspections of your building. Building owners may or may not be notified in advance. There is no cost to you for a City-initiated RentSafeTO building evaluation.

During the building evaluation, a Bylaw Enforcement Officer will complete a full inspection of the apartment building, including but not limited to:

- **Amenities:** such as laundry rooms, swimming pools, and recreational areas.
- **Common areas:** including the lobby, stairwells, and hallways (state of floors, walls, windows, and ceilings).
- **Elevators:** including availability, maintenance, and condition of cab.
- **Exterior building:** including condition of cladding/bricks/paint, flashing, and drain pipes.
- **Exterior grounds:** including condition of walkways and retaining walls, maintenance of grass, trees, and shrubs, and presence of garbage.
- **Garbage and recycling management:** including chutes, storage, and screening.
- **Lighting:** including condition of fixtures and confirming all common areas are well-lit.
- **Mandatory plans:** including, but not limited to, cleaning plan, electrical maintenance plan, state of good repair plan (capital plan), waste management plan, and vital service disruption plan.
- **Mechanical systems:** such as heating and ventilation.
- **Parking facilities and garages:** including lighting, condition of paint and pavement, and signage.
- **Security systems:** such as cameras, self-closing external doors, and intercom systems.
- **Tenant Notification Board:** including compliance with section 354-3.2 of Chapter 354, Apartment Buildings.
- **Overall cleanliness of the building and common areas.**

The building owner will be provided with a report of the inspection findings and the building evaluation score. The overall evaluation score will determine next steps for City action. For example, a full audit will be undertaken for a low-scoring building. If this happens, the building owner will be notified when a full building audit is scheduled to occur.

It is important to note that your building's evaluation score is made public, including through the [City of Toronto's Open Data portal](#). Details about the most recent building evaluation must be posted on the Tenant Notification Board.

All apartment buildings are evaluated and given an evaluation score. The evaluation score is used by the City to determine if a full audit is required. The evaluation score is made public.

BUILDING AUDITS

A building audit differs from a building evaluation. A full audit includes a comprehensive inspection of all common areas from rooftop to basement, as well as underground elements (such as parking garages) and exterior grounds. The overall evaluation score will be used to determine if a full building audit is required.

You will receive a notice from the City if your building will be subject to an audit. There are requirements for you to post specific audit-related information on your Tenant Notification Board, as explained earlier in this handbook.

Note: Apartment building owners are responsible for the cost of the building audit (see below).

Building audits also include a tenant engagement process to inform tenants about the RentSafeTO enforcement program and to receive investigation requests from tenants for issues in their unit or elsewhere in the building. Units may be inspected during the audit for tenants who file investigation requests through the tenant notification process.

Depending on the result of the building audit, the City may issue Property Standards Order(s) and/or other applicable documentation, such as Notice(s) of Violation and/or charges.

Audit fees

Please see the [Fees and Charges Bylaw](#) (Toronto Municipal Code, Chapter 441, Fees and Charges) for the most up-to-date information. For 2020, the audit administrative fee was \$1,907.74 and the audit inspection fee was \$115.31 per hour, per officer. The City will issue you an invoice and, if these fees are not paid within 90 days, late penalties will be applied and the outstanding will be added to the property tax bill. All audit fees are subject to an increase each year in accordance with the City's User Fee Policy.

Note: Audit fees are subject to late penalties. If not paid after 90 days, the fee will be added to the property tax bill.

FINES AND PENALTIES

If an apartment building owner does not comply with a City-issued Order to correct a bylaw contravention, the City has the authority to do the remedial work at the expense of the property owner. The cost of this work will be added to the property tax bill.

In addition, if you do not follow the requirements outlined in the Apartment Buildings Bylaw, or any other applicable bylaw, there are general fines that City can issue. These include:

- A set fine ticket between \$100 and \$1,000 depending on the nature of the offence; and
- A court summons, which includes a date to appear in court before a Justice of the Peace, where, if convicted, fines can be up to \$100,000.

The [Apartment Building Bylaw](#) has offences for which convicted building owners can be assessed higher maximum fines. This includes:

- Continuing fines for each day that the offence continues to a maximum of \$10,000 per day; and
- The potential for escalating fines for second and subsequent convictions for the same offence.

These fines are applicable to private landlords, as well as non-profit and social housing providers.

APPLICABLE LAWS

City of Toronto authority

The City of Toronto can conduct inspections, issue Orders, undertake remedial action (bring the property into compliance and apply the outstanding amounts to the property tax bill) and take additional enforcement actions under the *City of Toronto Act, 2006*. Landlords must follow all applicable laws, some of which are listed below.

Related Legislation

Legislation	Jurisdiction	Purpose	Enabling Legislation
Toronto Municipal Code Chapter 629, Property Standards	Municipal	Sets out quality standards for apartment buildings (and all other buildings).	Building Code Act
Toronto Municipal Code Chapter 354, Apartment Buildings	Municipal	Sets out management standards for apartment building owners/operators and requires registration.	City of Toronto Act, 2006
Residential Tenancies Act	Provincial	Creates a rental housing system that protects tenants, helps landlords and promotes investment in Ontario's rental housing market.	Not applicable
Toronto Municipal Code Chapter 548, Litter and Dumping	Municipal	Sets out standards for waste, litter, and debris.	City of Toronto Act, 2006
Toronto Municipal Code Chapter 447, Fences	Municipal	Sets out standards for fences and swimming pool enclosures.	City of Toronto Act, 2006
Toronto Municipal Code Chapter 485, Graffiti	Municipal	Sets out standards for Graffiti.	City of Toronto Act, 2006
Toronto Municipal Code Chapter 835, Vital Services	Municipal	Sets out standards to ensure vital services (electricity, water, gas) are maintained.	City of Toronto Act, 2006
Toronto Municipal Code Chapter 497, Heat	Municipal	Sets out standards for minimum heat temperatures for rented premises.	City of Toronto Act, 2006
Toronto Municipal Code Chapter 489, Long Grass and Weeds	Municipal	Sets out standards for maintenance of long grass and weeds	City of Toronto Act, 2006
Toronto Municipal Code Chapter 844, Waste Collection, Residential Properties	Municipal	Sets out standards for residential waste collection.	City of Toronto Act, 2006

APPENDIX

Appendix 1:

Tenant Service Request Form Example

Tenant Service Request Form	
Date of tenant service request:	Time:
Tenant Name:	
Phone:	Email:
Building Address:	Unit Number:
<p>You may come in to do the requested repair:</p> <p><input type="checkbox"/> any time <input type="checkbox"/> if you call first <input type="checkbox"/> with 24 hours' notice</p>	
<p>Type of Service Request:</p> <p> <input type="checkbox"/> Electricity <input type="checkbox"/> Heat <input type="checkbox"/> Hot or cold water <input type="checkbox"/> Safety and security - suite or building <input type="checkbox"/> Gas <input type="checkbox"/> Other: _____ </p>	
Description of problem or repair needed:	
Tenant signature:	
Date of tenant signature:	
Description of action taken by building management:	
Date tenant service request closed or completed:	
Building management signature:	

Appendix 2:
Service Disruption Notice Example

SERVICE DISRUPTION

[Insert Building Address]

WATER SHUT-OFF

Units Affected: _____

Date of water shut-off: _____

Between the hours of: _____ a.m./p.m. and _____ a.m./p.m.

THIS SERVICE INTERRUPTION IS:

- ☐ **Planned**
- ☐ **Unplanned**

Due to an emergency, we temporarily do not have water running in the building. Our professional contractor will be here on **[DATE]**.

We expect to have water restored by: _____ a.m./p.m. on [DATE].

We apologize for this inconvenience. Please contact your superintendent at **[EMAIL]** or **[PHONE]** if you require assistance.

Thank you,
[Company Name/Logo]

Date: _____

Time: _____ a.m./p.m.

Appendix 3:

Emergency Contact Information Sign Example

Property Manager

Jane Doe

99 Queen St

416-555-1234

(Available 24 hours)

Appendix 4: Summer Heat Safety Notice Example

Summer Heat Safety Notice

During hot weather, residents are encouraged to take steps to keep cool. The nearest Emergency Cooling Centre is located:

Building Name: _____

Address: _____

Visit toronto.ca/keepcool or call 311 for information about the City's Emergency Cooling Centres, including operating times. Emergency Cooling Centres are only open on days when Environment and Climate Change Canada issues a Heat Warning.

Download the WeatherCAN app to obtain up-to-date information on the issuance of Heat Warning.

The cool room in this building is located:

Tips to beat the heat:

- Drink lots of cool water even before you feel thirsty.
- Keep blinds or drapes closed to block out the sun during the day.
- Use a fan next to your window, to bring cooler air in from outside.
- Never leave a person or pet inside a parked car.
- Take cool showers or baths, or use cold wet towels to lower body temperature.
- Consult with your doctor or pharmacist on medications that increase your risk to heat.

**Call 311 for information about Emergency Cooling Centres
and cool spaces that are open to the public.**

Call 911 in case of an emergency.

Appendix 5:

Building Maintenance Notice Example

NOTICE: BUILDING MAINTENANCE AND REPAIRS

[Insert Building Address]

[Insert Name of Capital Project/Repair]

DETAILS OF CAPITAL PROJECT/REPAIR:

For example, roof, elevators, façade, windows, garage, balconies, mechanical systems, flooring, interior wall finish, handrails, etc.

Units Affected: _____

Start Date: _____

End Date: _____

We apologize for this inconvenience. Please contact your superintendent if you require assistance.

CONTACT INFORMATION:

Name: _____

Phone: _____

Email: _____

Thank you,
[Company Name/Logo]

Date: _____

Time: _____ a.m./p.m.

Appendix 6: Cleaning Schedule Example

Daily

Lobby and Entrances	Hallways, corridors, and stairwells	Elevators
<ul style="list-style-type: none"> Remove, separate, and dispose of all garbage and recyclables in designated containers Change garbage bags and clean garbage containers Vacuum and spot-clean all carpets, mats, and runners Clean intercom and all accessible windows and mirrors Clean fire alarm panel Sweep and wet-mop all tiled floors, using clean water with sanitizer Dust furniture, railings, fixtures, ledges, doors, and frames Clean mailbox area Check and replace any burnt-out light bulbs Report any damages to Superintendent 	<ul style="list-style-type: none"> Inspect all building stairwells, hallways, and corridors and remove, separate, and dispose of all garbage and recyclables in designated containers Remove and dispose of any bulk refuse Sweep, vacuum, and wet-mop area in front of elevators using clean water with sanitizer Spot-clean baseboards Spot-clean exit doors, walls, stairs, and carpets Remove cobwebs Report any damages to Superintendent 	<ul style="list-style-type: none"> Remove, separate, and dispose of all garbage and recyclables in designated containers Wipe and clean doors, walls, sensors, indicator panels, mirrors, rails, floor call buttons, door sensors, etc. Clean and vacuum vents and first floor elevator tracks Vacuum rugs, mats, and floors Sweep, wet-mop, spray, and buff tiled floors, using clean water with sanitizer Remove cobwebs Check ceiling lights and report any burnt-out bulbs to Superintendent Report any damage to Superintendent

Laundry rooms	Lights	Common area washrooms
<ul style="list-style-type: none"> Remove, separate, and dispose of all garbage and recyclables in designated containers Change garbage bags and wipe down receptacles Check and clean dryer lint traps, grills, etc. Remove cobwebs Spot-clean machines and walls Sweep and wet-mop floors, using clean water with sanitizer 	<ul style="list-style-type: none"> Check all building light fixtures (interior and exterior) Report burnt-out light bulbs or damaged fixtures to Superintendent 	<ul style="list-style-type: none"> Sweep and wet-mop floors, using clean water with sanitizer Clean and disinfect fixtures Clean mirrors Change garbage bags, wipe down and wash garbage cans (as needed) Clean and dust paper dispensers Refill paper products Report any damage to Superintendent

Laundry rooms	Lights	Common area washrooms
<ul style="list-style-type: none"> • Inspect washers and dryers for damage • Report any damage to Superintendent 		

Pest management	Garbage chute rooms (all floors)	Garbage compactor room and enclosure
<ul style="list-style-type: none"> • Inspect all garbage chute rooms, compactor room, and all common areas for infestation (including lobbies, laundry rooms, hallways, etc.) for infestation • Lock bulk enclosure areas at end of day to stop others from taking household items that might be bug infested • Report any damage and infestations to Superintendent 	<ul style="list-style-type: none"> • Remove and dispose of any and all bulk refuse • Clean, wash down, and disinfect garbage chute rooms (including walls, chute doors, floors, etc.) • Remove cobwebs • Sweep and wet-mop floors, using clean water with sanitizer • Report any damage to Superintendent 	<ul style="list-style-type: none"> • Remove, separate, and dispose of all garbage and recyclables in designated containers • Secure the bulk garbage enclosure area if occupied with disposed furniture to avoid pest contamination • Clean and secure recycling bin area

Recreation rooms	Exterior of property
<ul style="list-style-type: none"> • Remove, separate, and dispose of all garbage and recyclables in designated containers • Dust-mop floors • Wet-mop floors, using clean water with sanitizer • Change garbage bags, wipe down, and wash garbage cans (as needed) • Remove cobwebs • Clean kitchen areas • Report any damage to Superintendent 	<ul style="list-style-type: none"> • Remove garbage and recyclables from building grounds • Undertake snow and ice removal and perimeter salting (as needed) • Check and change bags in garbage containers • Check for any leaks, damage, and other hazardous conditions and take appropriate action to address the hazard(s) • Report all damage (including graffiti) and hazardous conditions to Superintendent

Weekly

Hallways, corridors, and stairwells	Elevators	Laundry rooms
<ul style="list-style-type: none"> Sweep or vacuum and wet-mop all hallways and corridors (as well as stairwells, if needed) 	<ul style="list-style-type: none"> Vacuum elevator tracks on all floors 	<ul style="list-style-type: none"> Clean all machines, walls, and countertops Sweep and wet-mop floors

Common area washrooms	Garbage chute rooms (each floor)	Garbage compactor room and enclosure (twice weekly)
<ul style="list-style-type: none"> Wipe down doors and frames 	<ul style="list-style-type: none"> Spray disinfecting solution inside of chute door/flap and scrape off all food and debris 	<ul style="list-style-type: none"> Wash garbage chute Wash and disinfect garbage compactor Remove cobwebs Sweep and wet-mop floors

Recreation rooms	Exterior of property
<ul style="list-style-type: none"> Clean windows, ceiling fans, and vents Sanitize equipment, including furniture 	<ul style="list-style-type: none"> Dust all accessible camera housings, horns, vents, etc.

Monthly

Lobby and entrances	Hallways, corridors, and stairwells
<ul style="list-style-type: none"> Wash all garbage containers Spray and buff tiled floors Vacuum and wipe grilles, vents, etc. 	<ul style="list-style-type: none"> Clean air circulation vents Dust all fixtures, grilles, and ledges Clean fire hose cabinets (inside and outside), Sweep and wet-mop stairwells Wipe and clean exit doors and frames Clean hose cabinets

Lights	Exterior of property
<ul style="list-style-type: none"> Remove and clean shades on all lights 	<ul style="list-style-type: none"> Wash and disinfect emptied compactor bins

Appendix 7: Cleaning Log Example

Daily Cleaning Activity Log		
Date:		
Building Address:		
Daily <input type="checkbox"/> Housekeeping routine <ul style="list-style-type: none"> • Lobby and entrances • Hallways, corridors and stairwells • Laundry rooms • Pest management • Common area washrooms • Garbage chute rooms • Recreation rooms • Lights • Elevators • Garbage compactor room and enclosure • Exterior of property <input type="checkbox"/> Property walk <input type="checkbox"/> Parking area <input type="checkbox"/> Grounds inspection <input type="checkbox"/> All entrance and exit doors close and latch	Weekly <input type="checkbox"/> Weekly cleaning routine <ul style="list-style-type: none"> • Hallways, corridors and stairwells • Laundry rooms • Common area washrooms • Garbage chute rooms • Elevators • Garbage compactor room and enclosure • Exterior of property <input type="checkbox"/> Preventative maintenance <input type="checkbox"/> Pest control booked	Monthly/Seasonal <input type="checkbox"/> Monthly cleaning routine <ul style="list-style-type: none"> • Lobby and entrances • Hallways, corridors and stairwells • Lights • Exterior of property <input type="checkbox"/> Health and safety inspection <input type="checkbox"/> Salt walks <input type="checkbox"/> Snow removal <input type="checkbox"/> Other
Unscheduled cleaning activity or emergency clean up:		
Notes:		

Appendix 8:

Pest Inspection and Treatment Log Example

Pest Inspection and Treatment Log	
Date of Pest Inspection:	
Building Address:	
Location within building (floors and units):	
Name of Licensed Pest Management Company:	
Phone:	Email:
Pest Inspection Results:	
Recommended Pest Treatment:	
Date of Treatment:	
Notes:	

Appendix 9:

Service and Maintenance Log Example

Building Appliances and Systems – Service and Maintenance Log	
Date of maintenance or service:	
Type of maintenance or service: <input type="checkbox"/> Fuel burning appliances <input type="checkbox"/> Heating system <input type="checkbox"/> Cooling system <input type="checkbox"/> Ventilation System <input type="checkbox"/> Plumbing	
Building Address:	
Name of Licensed Contractor:	
Phone:	Email:
Service or maintenance description:	
Notes:	


Appendix 10: Waste Diversion Example (Know Before You Throw!)

STOP! 	
These items DO NOT go in the Blue Bin (recycling)	Where they go
Black plastic <ul style="list-style-type: none"> Garbage bags Takeout food containers Black plant pots 	Garbage
Various plastic items <ul style="list-style-type: none"> Compostable plastic bags Bubble wrap Squeeze tubes for home and personal products (hair, body, etc.) Toys (consider donation if they are in good condition) 	Garbage
Some food packaging <ul style="list-style-type: none"> Food wrap (plastic or foil) Chip bags and candy wrappers Stand-up pouches Hot and cold beverage cups 	Garbage
Household items <ul style="list-style-type: none"> Drinking glasses, cups, dishes Pots and pans Window glass and mirrors Cassettes, CDs, DVDs Cables, cords, hoses, ropes Metal and plastic hangers Small appliances (e.g. blender, kettle, hair dryer) 	Donate if in good condition, otherwise these are garbage.
Clothing and other textiles <ul style="list-style-type: none"> Shoes Carpets and curtains Bedding 	Donate if in good condition, otherwise these are garbage.
Organic waste <ul style="list-style-type: none"> Food scraps Diapers and sanitary products Pet waste Tissues, paper towels and napkins 	Green Bin (organics)
Household Hazardous Waste (HHW) <ul style="list-style-type: none"> Propane tanks and cylinders Batteries Compact fluorescent light bulbs (CFLs) Paint Cleaners and chemicals Syringes and needles 	Drop-Off Depot, Community Environment Day or Toxic Taxi
Construction debris and metal items <ul style="list-style-type: none"> Tools Scrap metal Doors Countertops and cabinets Drywall 	Drop-Off Depot (not all items may be accepted at all Depots, check before you go)

Know before you throw!

Sorting waste can be complicated and it may vary from city to city. Use this guide to help you understand what goes where in the City of Toronto.

Follow these simple tips:

- Just because an item has a  (Mobius loop symbol) does not mean it's accepted in Toronto's Blue Bin recycling program. Check inside this guide or on Waste Wizard online to learn where it goes.
- Some items are made of multiple materials.** To check if paper is lined with plastic, do the rip test. If you see a plastic lining, the item goes in the Garbage Bin.
- In general, if plastic bags/overwrap are **"soft and stretchy"** they go in the Blue Bin (recycling). Exceptions to this are bubble wrap and plastic food wrap — these go in the Garbage Bin. **"Crinkly"** plastic bags/overwrap that are not stretchy go in the Garbage Bin.
- Some items are considered **household hazardous waste** (e.g. flammable, corrosive, explosive and poisonous items) and should never go in the Blue Bin (recycling) or Garbage Bin. These items should be taken to a Drop-off Depot or a Community Environment Day for proper disposal.
- Electronic waste** is collected separately at curbside and at apartment and condominium buildings.
- Think **reduce and reuse!** The less waste you produce, the less there is to manage.

Learn what to do with unwanted stuff.



SEARCH

Use our online search tool to find out what goes where.
toronto.ca/wastewizard



10-2017 Recycling Guide

Appendix 11: Waste Diversion Example (Put Waste In Its Place)

Put Waste in its Place

Blue Bin Recycling

- Rinse to remove food, liquid, product
- Put items in loose, not bagged (except for shredded paper)
- Use clear plastic bag only if necessary

Green Bin Organics

- Use regular plastic or paper bags to line bin
- Compostable bags are not necessary

Garbage Bin

- Please do not contaminate the Blue Bin (recycling) or the Green Bin (organics) with these items; these belong in the garbage.

Tips

- This poster is a quick reference. Not everything that goes in recycling, garbage or the Green Bin is listed here.
- Not sure where something goes? Check WASTE WIZARD (toronto.ca/wastewizard) or call 311.
- Visit toronto.ca/recycle for information in different languages.

Thank you for putting waste in the right place!

Updated: October 2017
Credit: Halton Region concept and selected photos

Call **3 1 1**

Appendix 12:

Capital Plan Example

Capital Element	Year of Future Repair/ Replacement or Upgrade	Details
Roof membrane, flashing or anchors		
Elevators		
Building Façade		
Windows		
Mechanical HVAC systems		
Underground Parking Garage		
Surface Parking Areas		
Interior Flooring		
Interior Wall Finishes (e.g., plaster, drywall, stucco, etc.)		
Balcony Guards		
Balcony Floors		
Interior Guards and Handrails		
Exterior Guards and Handrails		
Potable Water Supply System		
Building Sanitary Drainage System		
Building Stormwater Drainage System		
Interior Lighting System		
Exterior Lighting System		
Emergency Lighting System		
Emergency Power		
Fire Alarm System		
Standpipe and Sprinklers		
Laundry Room Equipment		
Garbage Rooms/Chutes		
Garbage Collection Equipment		
Exterior Landscaping and Fencing		
Security Systems		
Miscellaneous Items		

Appendix 13:

Requirements During the Covid-19 Pandemic

Health and safety measures

At its meeting on June 30, 2020, Toronto City Council adopted [Item MM22.19, Reducing the Risk from COVID-19 for Residents of Multi-Tenanted Buildings](#).

As a result, the Apartment Buildings By-law (Toronto Municipal Code, Chapter 354, Apartment Buildings) was temporarily amended to require apartment building owners and operators to undertake the following actions:

1. Provide hand hygiene stations or alcohol-based hand sanitizer in all open common areas;
2. Ensure non-essential common areas remain closed to be consistent with provincial restrictions;
3. Clean frequently-touched surfaces in all open common areas with common household cleaners and disinfectants twice daily and when visibly dirty; and
4. Post Toronto Public Health signage, as recommended by the Medical Officer of Health.

Apartment building owners and operators are encouraged to review the information provided for commercial and residential buildings on the City of Toronto's [COVID-19: Community and Workplace Settings webpage](#).

Additional information about your responsibilities under the by-law are provided below.

1. Providing hand hygiene stations or alcohol-based hand sanitizer

Apartment building owners and operators must provide hand hygiene stations or alcohol-based hand sanitizer in all common area rooms that remain open. These common areas include building entrances and laundry rooms. Hand hygiene stations (for example, sinks in laundry room) should encourage and support proper handwashing by keeping hand washing facilities in a state of good repair and stocked with soap and paper towels at all times.

More information about hand hygiene, including recommendations for alcohol-based hand sanitizer, can be found on Toronto Public Health's [Hand Hygiene webpage](#).

2. Ensuring non-essential common areas remain closed

The Government of Ontario has ordered the closure of and/or limited access to certain business or places to help protect the health and safety of the people of Ontario in response to the COVID-19 pandemic. Apartment building owners and operators must comply with these provincial orders and have also been encouraged to close and/or limit access to common areas that are similar to the businesses or places subject to the provincial orders.

Apartment building owners and operators now must ensure that all common areas (such as gyms, playrooms, and other high-traffic areas) are closed and/or access is limited as required by provincial orders or in the same manner as similar businesses or places are restricted to be consistent with provincial orders. Apartment building owners and operators are responsible for monitoring relevant provincial orders as they are amended, replaced, or new provincial orders are issued.

3. Cleaning frequently-touched surfaces in all open common areas

As part of the cleaning plan already required under the Apartment Building By-law, apartment building owners and operators must also include an updated schedule for cleaning frequently touched surfaces in common areas. These surfaces include: doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces, and keypads located in common areas. These areas must be cleaned with common household cleaners and disinfectants twice daily and when visibly dirty.

4. Posting Toronto Public Health signage

Toronto Public Health has published an online resource, titled "[COVID-19 Guidance for Commercial and Residential Buildings](#)". This resource includes recommendations to help reduce the risk of exposures to COVID-19 in buildings such as condominiums and apartment buildings. This document may be updated as the situation is rapidly changing, and new information becomes available. For more general information about COVID-19, visit toronto.ca/COVID19.

The temporary amendments to the Apartment Building By-law require apartment building owners and operators to post Toronto Public Health signage in their buildings.

Apartment building owners and operators must post the following signage:

- At building entrances, the "[What is Physical Distancing](#)" sign must be posted.
- In all elevators, the "[Physical Distancing on Elevators](#)" sign must be posted.
- In all common laundry areas, the "[Shared Laundry Rooms](#)" sign must be posted.

Please note that these signs are occasionally updated based on the latest public health advice and the hyperlink to the signs may become broken. If this happens, the latest version of these signs can be accessed through toronto.ca/COVID19.

Mandatory masks in common areas

To protect the health and safety of our communities, the City's [temporary bylaw](#) requires apartment building owners to have a policy requiring everyone to wear a mask or face covering while in enclosed common spaces, such as elevators, hallways, lobbies, laundry rooms, and any other shared facilities. Toronto Public Health has created a [sample policy for mandatory masks](#) to help apartment building owners comply with the bylaw.

In addition, apartment building owners are required to:

- Post signage at all entrances to enclosed common areas;
- Ensure that everyone working at the apartment building has been trained in the policy and bylaw; and
- Provide a copy of the policy for inspection by City Bylaw Enforcement Officers, if requested.

Please review the Toronto Public Health [guidance documents](#) for commercial and residential buildings. The City has created [signage](#) that building operators can print off and display in common areas. A [fact sheet](#) on how to properly and safely wear and care for a non-medical mask is also available on the City's website.