

MULTI-TENANT (ROOMING) HOUSING CITY-WIDE FRAMEWORK DO-IT-YOURSELF (DIY) WORKSHOP TOOLKIT



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INTRODUCTION

The City is proposing a city-wide framework for the licensing and regulation of multi-tenant houses (commonly known as rooming houses). The intention is to encourage and regulate safe, liveable, well-maintained and affordable multi-tenant houses across the city.

The proposed regulatory framework has four parts:

1

Enhanced operator licensing requirements to promote health and safety

2

An enforcement and compliance program

3

City-wide zoning standards that permit the use across the city, and

4

Initiatives to support tenants and maintain affordability of housing

This kit has been designed for you to hold your own ‘Do-It-Yourself’ (DIY) Workshop with members of your community group or organization to give feedback on the proposed framework. It is one of several ways that the City of Toronto is engaging with Toronto communities on this new framework.

Visit www.Toronto.ca/MTHreview to learn more about the project and other ways to engage and shape the framework.

In this kit, you will be provided with tips, tricks and tools that will help you get the workshop started, ask questions, record your ideas and provide feedback for the City.

This kit includes:



How-To Guide (Pages 5 - 7)

To answer questions about to how use this toolkit.



Facilitation Guide (Pages 8 - 15)

For your individual use.



Parts 1 - 5 Activity Sections (Pages 16 - 59)

Including instructions, report forms, activity information and worksheet materials. Please prepare the materials before the start of the workshop and submit completed forms to LURA Consulting.

You may choose to only complete one or two sections, or you may choose to complete all of them. As the facilitator you can decide which sections are most relevant to your organization or group.



HOW-TO GUIDE

This DIY Workshop Kit has been developed for those community organizations or groups interested in hosting their own workshop to provide feedback on the proposed framework for multi-tenant housing in the city. The workshop is best suited for groups of 20 people (but may also be accommodated for more or less individuals).



What is the purpose of the workshop?

This workshop is meant to provide you and members of your organization, group, or community an opportunity to discuss the current regulations for multi-tenant housing in Toronto, share experiences, and provide feedback on the proposed framework. The feedback you help gather at this workshop will help shape the proposed enhancements to licensing and enforcement to encourage and regulate safe, liveable, well-maintained and affordable multi-tenant houses across the city.



Where should I hold the workshop?

In response to public health concerns related to COVID-19 and to promote social distancing, it is recommended that this workshop be held virtually or over the phone.

You can bring this workshop to a group that meets regularly or host your own gathering at a time of your choice that is convenient for the people you invite to be part of the workshop.



How is the toolkit structured?

The toolkit activities are divided into five parts, one for each of the four parts of the framework and an additional part to allow for additional feedback. Your organization or group may choose to complete the activities in all five sections or may opt to select specific sections to complete. The choice is entirely up to you and your group.



How long will the workshop take?

We encourage you to take as long as is needed to complete the workshop, but we suggest that the workshop take about 45 to 120 minutes, depending on the number of activities your group wishes to complete. The agenda for the workshop will look something like this:

Activity	Time
Technological Support	5 minutes
Introductions and Ice Breakers	5 minutes
Activities	50 – 90 minutes
Wrap-up	5 minutes

Feel free to adjust as you see fit - this is your workshop!



How do I get started?

The following pages provide step-by-step instructions – from how to facilitate the discussions, to what to do with all of the great ideas you hear. **Please review this document in full before hosting your workshop.**

How will the information that I send you from the workshop be used?

The City of Toronto is committed to a meaningful community engagement process to help develop the city-wide framework for multi-tenant (rooming) houses. This is an opportunity for your organization and community to provide feedback to shape the proposed enhancements to licensing and enforcement to encourage and regulate safe, liveable, well-maintained and affordable multi-tenant houses across the city.

All questions are optional. Your feedback will be reviewed by LURA Consulting, an independent third-party consultant that the City has hired to summarize all feedback and perspectives. LURA Consulting will share this feedback with the City through a summary report of the community engagement process to inform the development of the framework.



How do I return the information?

You can choose to submit the information from the workshop as written notes or you can type up your notes after or during your workshop. Once the workshop is complete, please make sure the notes (written or typed) from your workshop are provided to the LURA Consulting team. The package can be scanned and sent by email, or mailed to the office. If you require an alternative method to return the completed workshop materials, please let us know.

By email:

engagementMTH@lura.ca

By mail:

Toronto City Planning Division
c/o Carola Perez-Book
City Hall – Floor 19 East
100 Queen Street West
Toronto, ON M5H 2N2



FACILITATION GUIDE

Thank you for your commitment to help shape the City-wide framework for multi-tenant (rooming) houses and for taking the time to convene a workshop about this important form of housing in Toronto.

How to Prepare for the Workshop

As the workshop leader and facilitator, your job will be to:



Determine the best way of reaching your organization or group (i.e virtual meetings, phone calls);



Help discussions run smoothly and ensure that everyone who wants to speak has a chance to talk about their ideas;



Encourage your organization or group's community members and staff to participate;



Keep an environment of openness and respect so that all participants are comfortable sharing ideas;



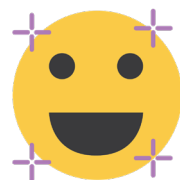
Provide participants the project information sheets and activity handouts to review in advance of the workshop;



Record the ideas shared by the participants during your workshop; and



Lead the workshops, and keep an eye on timing;



Have fun!



Provide technological support as needed to ensure that everyone can hear and provide input;

The checklist on the following page has been developed to help you prepare for your workshop.

Workshop Checklist



Determine the best way to reach your organization or group.

Choose a method that can accommodate everyone participating in your workshop. If there are limitations for your organization to meet virtually, consider other options such as conducting a discussion over the phone with individual members

When thinking about the best way to reach your organization, consider the following:

- Access to technology;
- Access to a reliable internet connection; and
- Comfort-levels with using technology.



Invite people to the workshop.

Make sure you let participants know the date, the start and end time of the workshop, and the platform you are using to run the meeting on. If you are meeting virtually, be sure to send out the online meeting URL in advance of the meeting. Assure participants that they do not need to be an expert or know any special information on licensing or zoning to participate. You can also give them a copy of the agenda if they are interested in more details.



Prepare your handouts.

Print one copy of this guide for your reference. Then, send one copy of the



information and worksheets for the chosen activities to each participant. **Please also, provide participants a copy of the project information sheet found on the project webpage to review in advance of the meeting.** You can offer to provide paper copies of the materials and writing utensils for participants or to fill out the materials on their behalf. If participants are filling out their own copies of the materials, be sure to instruct them on ways to return the completed materials to you. Options for returning materials are:

- Return (safely) in-person to facilitator;
- Scan each page and return to facilitator via email; or
- Take a photo of each page and return to facilitator via email or text.



Review the guide, the tools, and how to use them

If you are not able to print this package, email engagementMTH@lura.ca or call (416) 644-1803 to request one to be sent by mail to you!



Have materials on hand

Make sure you have pens for yourself and participants. Markers or coloured pencils are helpful as well (but are not necessary).

Tips for Hosting an Inclusive Workshop

Here are a few tips to help you as you create a safe virtual space for an engaging, enlightening and productive workshop:



Consider current COVID-19 protocols.

When considering how best to reach your community, please refer to **Toronto Public Health** for updated information and guidelines.



Familiarize yourself with the technology being used.

Test out the technology you intend to use before your workshop to iron out any technological issues that might arise. At the beginning of the meeting, take time to ensure that all participants are properly connected and familiar with the technology. Be patient and remember that everyone has varying levels of technical knowledge. Key features that should be outlined for participants on any platform include:

- Audio Controls;
- Video Controls (if meeting virtually); and
- Chat function (if required for meeting).



Create a welcoming atmosphere.

Thank everyone for coming, introduce yourself if the group doesn't know you, and generally keep the mood warm and inviting for group members to express their opinions. In a virtual meeting, invite participants to turn their cameras on, but also let them know that they are not required to do so if they are not comfortable.



Set the stage for the workshop.

Clearly explain the purpose of the workshop and why the City wants the community to provide feedback on the proposed framework.



Listen.

Listen to what participants have to say, this is their opportunity to voice their opinions and share their experiences and perspectives.



Emphasize that there are no “right” and “wrong” answers.

Everybody is different, and everyone will have a slightly different perspective on this topic. It is important to emphasize that everyone's voice counts, and that this is a feedback session so every answer is the right answer!



Reflect the mood you want to see.

Be positive, open-minded, and have fun with the experience!

Ice Breaker Activities

The members of your group may or may not already know each other. Even if they do, every workshop needs a bit of a warm-up or “ice-breaker” to get it going! After you have welcomed participants, introduce yourself, and give a few details about the purpose of the meeting. Here are a few ice-breaker ideas to get you started:

Go around the group and ask each person to answer:

What was the best thing that happened to you this week?

OR

Choose one word to describe their ideal concept of a “home”.

OR

Describe one thing that you like about [Insert Name of Organization/Group].

Participant Details Log

Fill in at start of the workshop.

Date: _____ **Time:** _____

Location: _____

Facilitator Name: _____

Facilitator Organization (if applicable): _____

Facilitator Email: _____

Facilitator Phone Number: _____

Total Participants (Number): _____

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All information below is voluntary/optional – Check all that apply. The demographic information will only be used to understand on a general level who we are hearing from.

[illegible]

Wrapping Up the Workshop

A great way to close the workshop is to go around the room and have each person in your group share one sentence on what they learned from the workshop. Questions that you can use to help include:

What did you learn today about multi-tenant housing in Toronto?

OR

What surprised you in today's conversation?

OR

What are you walking away from today's workshop with?

Thank everyone for taking the time to share their thoughts and stories.

Remind your group members of other ways that they can share input into this engagement process:

- By completing the online questionnaire at <https://chkmkt.com/MTHReview>; or by calling (647) 372-1733.
- Through public meetings (details on the website); and
- Signing up for email updates at [Toronto.ca/MTHreview](https://toronto.ca/MTHreview) to get updates on the project.

Once the workshop is complete, please make sure the notes from your workshop are provided to the engagement team at LURA Consulting.

By email:

engagementMTH@lura.ca

By mail:

Toronto City Planning Division
c/o Carola Perez-Book
City Hall – Floor 19 East
100 Queen Street West
Toronto, ON M5H 2N2

If you require an alternative method to return the completed workshop materials, please let us know.



PART 1: MULTI-TENANT HOUSE OPERATOR LICENSING REQUIREMENTS

The following is a two-part activity that offers participants the opportunity to provide feedback on the proposed multi-tenant house operator licensing requirements. As the facilitator, you can decide which sections are most relevant to your organization or group. You may choose to only complete Activity #1A or #1B, or may choose to complete both.

ACTIVITY #1A AND #1B – PROPOSED REQUIREMENTS: SUPPORT OR OPPOSE?

**Activity Goal:**

Understand support or opposition for proposed requirements and gain feedback on new ideas/suggestions.

**Time Required:**

Approximately 10 - 20 minutes.

**Print/Provide:**

1 copy of Information for Activity #1A, Information for Activity #1B, Worksheet #1A and Worksheet #1B to each participant.

**Actions:**

Provide each participant with their own copy of Information for Activity #1, Information for Activity #1B, Worksheet #1A and Worksheet #1B. Invite them to take five minutes to review the list of existing requirements and the list of proposed requirements on Information for Activity #1A. Participants can discuss, individually or as a group, each list and provide a checkmark to indicate what proposed requirements are supported on Worksheet #1A. There is also space beside each requirement to provide written feedback for additional comments. Next, encourage participants to indicate any new ideas that the City should consider and ask them to explain why these ideas are useful.

Repeat the same actions above using the information and worksheet for Activity #1B.



Ask participants to think about:

- What do these changes mean to me?
- How will these changes impact the existing multi-tenant housing in my neighbourhood?
- How will the changes impact potential future multi-tenant housing in my neighbourhood?
- Will the changes support improved living conditions for multi-tenant house tenants?
- Will multi-tenant house operators be able to meet the new requirements?



Facilitator Task:

As the facilitator, please collect participants' worksheet pages at the end of this DIY Workshop. If you are conducting these sessions over the phone individually, please fill out the pages on the participants behalf. Return all completed pages to LURA Consulting.



INFORMATION FOR ACTIVITY #1A: MULTI- TENANT HOUSE OPERATOR LICENSING REQUIREMENTS

The City is recommending a new and enhanced framework for the licensing and regulation of multi-tenant houses (including personal-care multi-tenant houses) in order to improve the living conditions for tenants, streamline applicable regulations to help operators better understand and comply with expected standards, and support neighbourhood integration.

Current requirements for operators of licensed multi-tenant houses include:

- **Designate an agent who will be contacted in emergencies** or with any inquiries about the operation of the multi-tenant house.
- **Post the following information for tenants at the entrance** of the multi-tenant house:
 - the multi-tenant house licence;
 - the name and contact details of the owner and agent;
 - the fire safety plan; and
 - details of any conditions on which the licence was granted.
- **Allow inspections** to ensure compliance with applicable bylaws and legislation.
- **Allow the City to provide notices to tenants.**
- **Maintain the multi-tenant house** in accordance with all applicable bylaws and legislation.
- **Notify the Municipal Licensing and Standards Division of any change** in ownership of any change in the contact information of the owner and agent.

More information about multi-tenant house requirements and standards is included in the **Multi-Tenant (Rooming) Houses: Owner Guide**.

Proposed new multi-tenant house requirements include:

- **Updated Definition of Multi-Tenant House** – to ensure consistency and clarity, and support prosecutions of non-compliant operators. The proposed licensing definition of a multi-tenant house is a building with four or more dwelling rooms that may have shared washroom and cooking facilities, where residents do not operate as a single housekeeping unit.
- **Floor Plans** – requiring operators to provide floor plans that include the relevant interior details of the premises (for example, the placement and use of various rooms) to City staff, to aid inspection and investigative efforts.
- **Zoning and Building Permit Review** – requiring all new multi-tenant house operator applicants to apply for, and obtain a zoning review and building permit where construction renovation and/or change of use approval is required, to demonstrate compliance with zoning bylaws and Building Code.
- **Electrical Evaluation** – requiring multi-tenant houses with 10 or more rooms or units to undertake an electrical evaluation by a licensed electrical contractor.
- **Property Standards** – requiring operators to develop a property management plan that includes waste management, pest management and a process for landlords to respond to tenant concerns.
- **Modernized Licensing Review Process** – modernizing the Rooming House Licensing Commission to improve transparency and accessibility. The Rooming House Licensing Commission considers applications for new licences and the renewal of existing licences for multi-tenant houses. The Commissioner may issue, suspend, renew, revoke, or place conditions on a multi-tenant house license.
- **Insurance and Cost Recovery** – exploring potential requirements for mandatory insurance, cost recovery fee for reaccommodation of tenants, and requiring a vital services disruption plan.
- **Updated Annual Multi-Tenant House Licensing Fees** - a per room licence fee of \$25 to \$50 is being considered. Current annual fees are \$100, \$200, or \$300 depending on the number of bedrooms, storeys, and whether owner lives in the house or it is owned by a non-profit organization.

WORKSHEET #1A - PROPOSED REQUIREMENTS FOR MULTI-TENANT (ROOMING) HOUSES: SUPPORT OR OPPOSE?

Instructions: Review the proposed licensing requirements for **standard multi-tenant (rooming) houses** in the tables below. Select which proposed requirements you support. You also have the option to provide any additional comments on the proposed requirements.

Once you have filled out the table, think about any additional ideas or suggestions that the City should consider. You may also wish to provide additional context for “why” the idea would be useful.

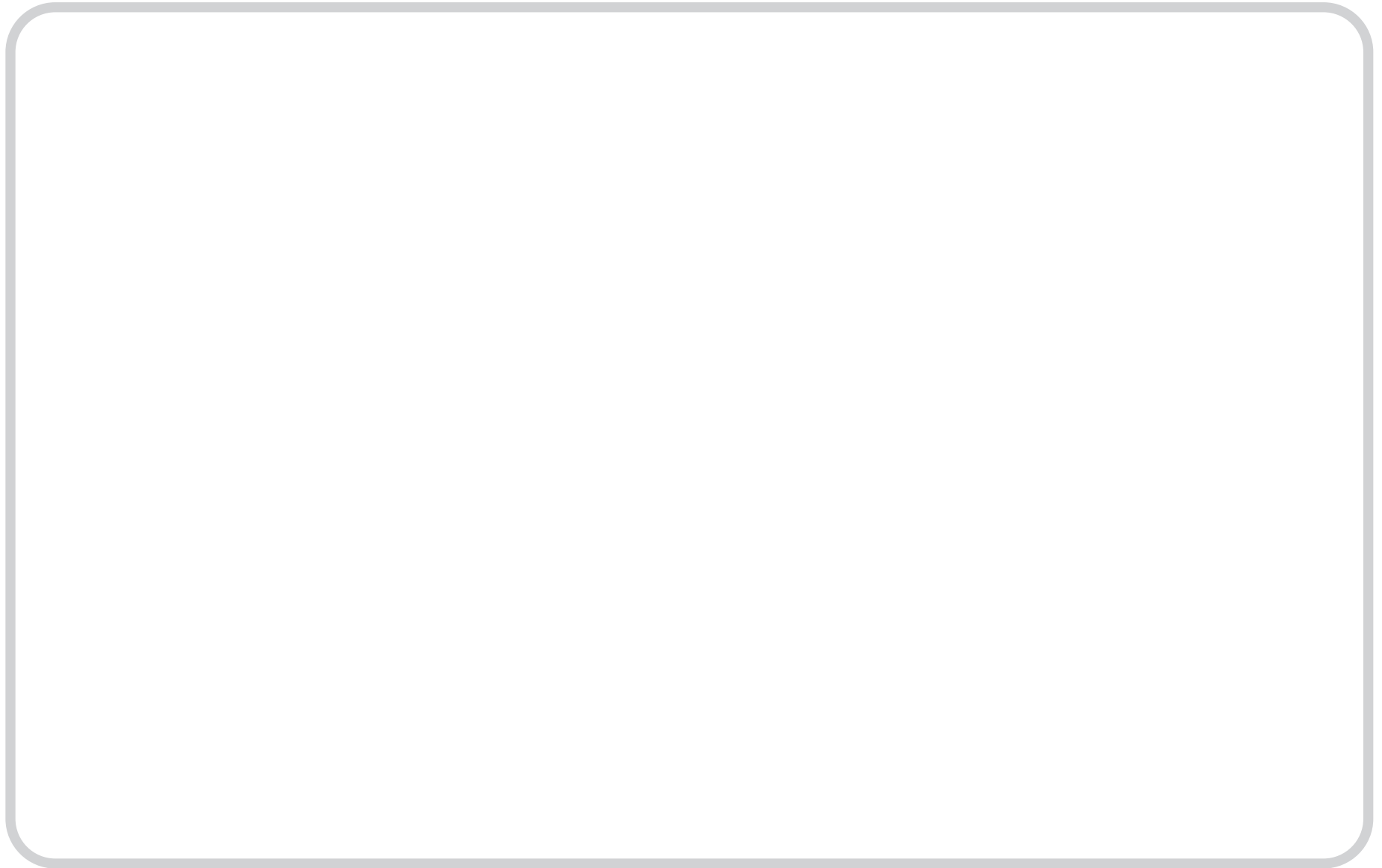
Proposed Requirements for Multi-Tenant Houses

Proposed Requirements	Support	Oppose	Additional Comments
Updated Definition of Multi-Tenant House – to ensure consistency and clarity, and support prosecutions of non-compliant operators. The proposed licensing definition of a multi-tenant house is a building with four or more dwelling rooms that may have shared washroom and cooking facilities, where residents do not operate as a single housekeeping unit.	<input type="checkbox"/>	<input type="checkbox"/>	
Floor Plans – requiring operators to provide floor plans that include the relevant interior details of the premises (for example, the placement and use of various rooms) to City staff, to aid inspection and investigative efforts.	<input type="checkbox"/>	<input type="checkbox"/>	

Proposed Requirements	Support	Oppose	Additional Comments
Zoning and Building Permit Review – requiring all new multi-tenant house operator applicants to apply for, and obtain a zoning review and building permit where construction renovation and/or change of use approval is required, to demonstrate compliance with zoning bylaws and Building Code.	<input type="checkbox"/>	<input type="checkbox"/>	
Electrical Evaluation – requiring multi-tenant houses with 10 or more rooms or units to undertake an electrical evaluation by a licensed electrical contractor.	<input type="checkbox"/>	<input type="checkbox"/>	
Property Standards – requiring operators to develop a property management plan that includes waste management, pest management and a process for landlords to respond to tenant concerns.	<input type="checkbox"/>	<input type="checkbox"/>	
Modernized Licensing Review Process – modernizing the Rooming House Licensing Commission to improve transparency and accessibility. The Rooming House Licensing Commission considers applications for new licences and the renewal of existing licences for multi-tenant houses. The Commissioner may issue, suspend, renew, revoke, or place conditions on a multi-tenant house license.	<input type="checkbox"/>	<input type="checkbox"/>	

Proposed Requirements	Support	Oppose	Additional Comments
Insurance and Cost Recovery – exploring potential requirements for mandatory insurance, cost recovery fee for reaccommodation of tenants, and requiring a vital services disruption plan.	<input type="checkbox"/>	<input type="checkbox"/>	
Updated Annual Multi-Tenant House Licensing Fees – a per room licence fee of \$25 to \$50 is being considered. Current annual fees are \$100, \$200, or \$300 depending on the number of bedrooms, storeys, and whether owner lives in the house or it is owned by a non-profit organization.	<input type="checkbox"/>	<input type="checkbox"/>	

Do you have any additional ideas for the City to consider? If yes, please explain why/how these ideas would be useful.



ACTIVITY #1B INFORMATION:

PERSONAL CARE MULTI-TENANT HOUSE OPERATOR LICENSING REQUIREMENTS

Personal care multi-tenant houses provide additional support services beyond a typical multi-tenant house. This may include: housekeeping, laundry, meal preparation, and medication storage and reminders.

Current requirements for operators of licenced personal care multi-tenant houses include:

- **Clean and sanitize** bathroom at least once each day and more frequently, if necessary. Make sure bathrooms have toilet paper, soap, waste bins, towels and hot air dryers.
- **Provide a minimum, locked storage space** for each resident in every bedroom.
- **Provide each resident clean towels, wash cloths and bed linen.** These must be changed at least once a week and when there is a new resident.
- **Provide laundry facilities:** have at least one washer and dryer for every 25 residents.
- **Adequately staff** house to meet operating requirements and occupancy standards at all times.
- **Have people in-charge 24 hours a day.**
- **Serve residents three meals and at least one snack every day,** ensuring meals are well-balanced according to Canada's Food Guide.
- **Provide special diets and nutritional supplements** to residents, if required. Menus must be available to residents and kept on file, available for inspection.
- **Ensure a house doctor is on call for emergencies** when residents' doctors are not available.
- **Keep all prescription drugs in locked drug cabinets or with residents.** Make sure prescription drugs are available only to the person they are prescribed to. Maintain a locked file containing the personal records of each resident.

More information about personal care multi-tenant house requirements and standards is also included in the **Multi-Tenant (Rooming) Houses: Owner Guide.**

Proposed new requirements for personal care multi-tenant houses include:

- **Training and qualification for operators and persons-in-charge** including minimum age requirement, minimum education and employment experience, current CPR and first-aid training, and Vulnerable Sector Screening.
- **Minimum standards for staffing, sanitation and cleaning** to ensure that residents have access to adequate supervision and care when needed.
- **Clearer expectations for tenant admittance** that requires operators to consider whether they can provide the appropriate level of personal-care for residents. Operators shall enter into written agreements with each resident, specifying all care services and meals that will be provided.
- **Specific standards for the safe storage and access to prescription drugs** to ensure that they are only available to those tenants for whom they have been prescribed, and as ordered by the prescriber.
- **Enhanced standards for meal plans and food premise inspections**, including mandatory reviews by a registered dietitian on an annual basis, and inspections to ensure premises comply with food safety requirements.
- **Requirements for operators to maintain records of emergencies** and incidents (for example, any fire or evacuation, death or serious injury, missing resident, or threat of violence towards staff or a tenant), and provide the records upon request to the City.
- **Requirement for operators to develop a safety plan** that describes procedures in place to support resident health and safety, including actions that will be taken in the case of an emergency.
- **Requirement to develop specific policies and procedures** related to resident admission, resident care, and cleaning and disinfecting. Policies and procedures shall be made available to residents and the City upon request.

WORKSHEET #1B - PROPOSED REQUIREMENTS FOR PERSONAL CARE MULTI-TENANT (ROOMING) HOUSES: SUPPORT OR OPPOSE?

Instructions: Review the proposed licensing requirements for personal care multi-tenant (rooming) houses on the following pages. Select which proposed requirements you support. You also have the option to provide any additional comments on the proposed requirements.

Once you have filled out the table, think about any additional ideas or suggestions that the City should consider. You may also wish to provide additional context for “why” the idea would be useful.

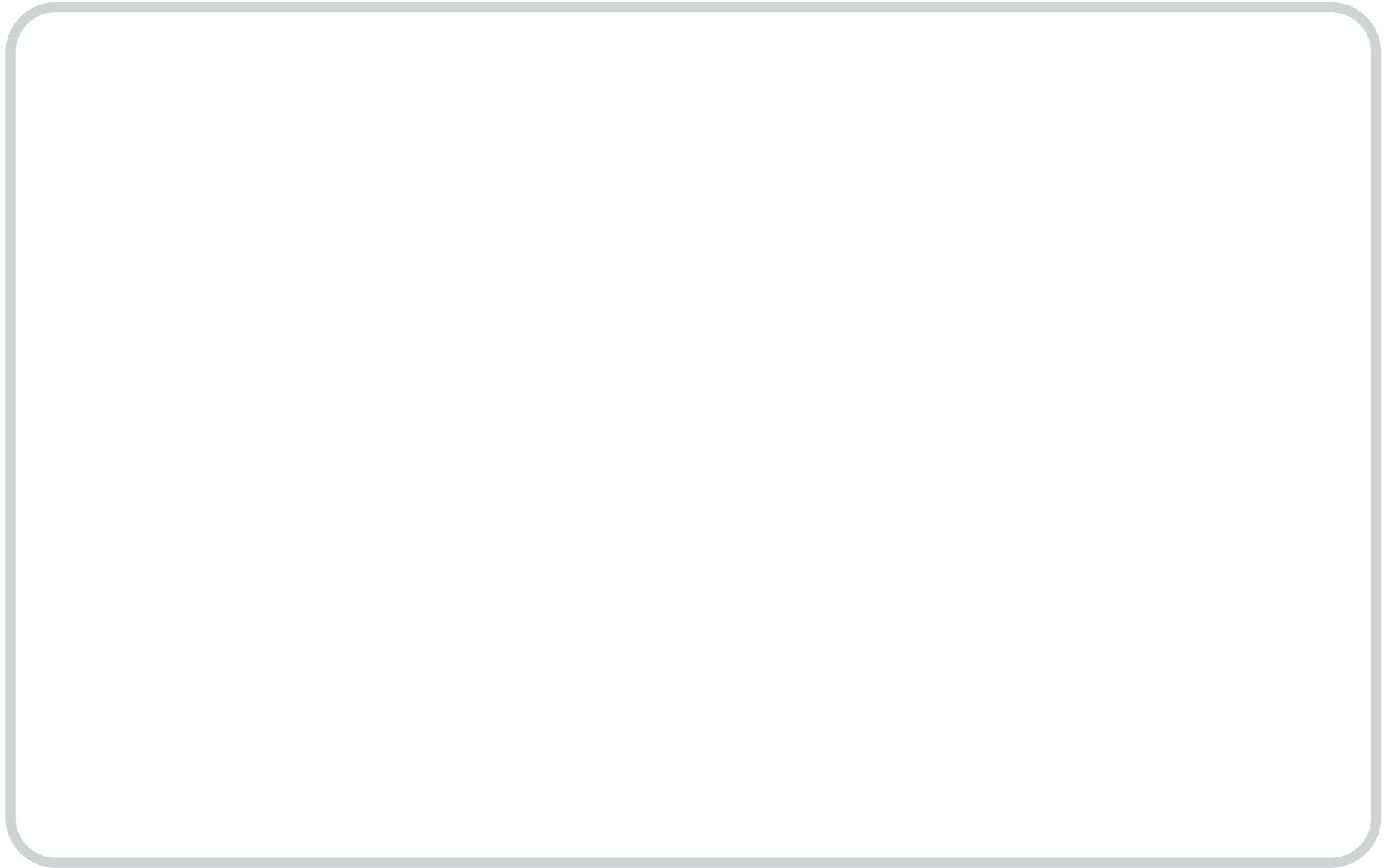
Proposed Requirements for Personal Care Multi-Tenant Houses

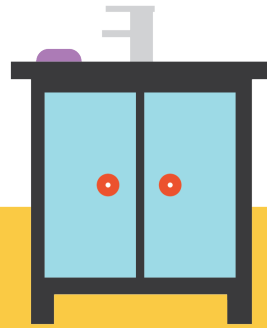
Proposed Requirement	Support	Oppose	Additional Comments
Training and qualification for operators and persons-in-charge including minimum age requirement, minimum education and employment experience, current CPR and first-aid training, and Vulnerable Sector Screening.	<input type="checkbox"/>	<input type="checkbox"/>	
Minimum standards for staffing, sanitation and cleaning to ensure that residents have access to adequate supervision and care when needed.	<input type="checkbox"/>	<input type="checkbox"/>	

Proposed Requirement	Support	Oppose	Additional Comments
Clearer expectations for tenant admittance that requires operators to consider whether they can provide the appropriate level of personal-care for residents. Operators shall enter into written agreements with each resident, specifying all care services and meals that will be provided.	<input type="checkbox"/>	<input type="checkbox"/>	
Specific standards for the safe storage and access to prescription drugs to ensure that they are only available to those tenants for whom they have been prescribed, and as ordered by the prescriber.	<input type="checkbox"/>	<input type="checkbox"/>	
Enhanced standards for meal plans and food premise inspections, including mandatory reviews by a registered dietitian on an annual basis, and inspections to ensure premises comply with food safety requirements.	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements for operators to maintain records of emergencies and incidents (for example, any fire or evacuation, death or serious injury, missing resident, or threat of violence towards staff or a tenant), and provide the records upon request to the City.	<input type="checkbox"/>	<input type="checkbox"/>	

Proposed Requirement	Support	Oppose	Additional Comments
Requirement for operators to develop a safety plan that describes procedures in place to support resident health and safety, including actions that will be taken in the case of an emergency.	<input type="checkbox"/>	<input type="checkbox"/>	
Requirement to develop specific policies and procedures related to resident admission, resident care, and cleaning and disinfecting. Policies and procedures shall be made available to residents and the City upon request.	<input type="checkbox"/>	<input type="checkbox"/>	

Do you have any additional ideas for the City to consider? If yes, please explain why/how these ideas would be useful.





PART 2: ENFORCEMENT AND COMPLIANCE PROGRAM

The following activity offers participants the opportunity to provide feedback on the enforcement and compliance program. As the facilitator, you can decide whether this section is relevant to your organization or group.

ACTIVITY #2 – EDUCATION AND OUTREACH IDEAS



Activity Goal:

Gain feedback and ideas about the education and outreach approach for the enforcement and compliance program.



Time Required:

Approximately 10-15 minutes.



Print/Provide:

1 copy of Information for Activity #2 to each participant.



Actions:

Allow participants some time to review Information for Activity #2 and to reflect on the questions below, then open the floor for a group discussion. Encourage all participants to speak, rather than allowing one or two participants to dominate the workshop. Remember, there are no “right” or “wrong” answers. Everyone’s opinion is valued.

**Ask participants to think about:**

- Who should be targeted for education and outreach about multi-tenant housing?
- What kind of education tools and resources are needed to help tenants, MTH owners/operators, and community members learn about by-law requirements, and get information about tenant rights, and the enforcement and complaints process?

**Facilitator Task:**

As the facilitator, **please keep notes from this discussion** and return them in the package you provide to LURA Consulting. Report forms are provided on the following pages to help guide your notetaking.



ACTIVITY #2 – EDUCATION AND OUTREACH IDEAS

Who should be targeted for education and outreach about multi-tenant housing?

What kind of education tools and resources are needed to help tenants, MTH owners/operators, and community members learn about by-law requirements, and get information about tenant rights, and the enforcement and complaints process?

INFORMATION FOR ACTIVITY #2: EDUCATION AND OUTREACH IDEAS

An inter-divisional team comprising of Municipal Licensing and Standards (MLS) enforcement team along with Toronto Fire Services, Toronto Building, Toronto Public Health and other divisional staff will work together to educate and support tenants, operators, owners, and communities in meeting the bylaw requirements and ensure their compliance and enforcement.

The proposed enforcement and compliance program will include a four-pillar approach:

1. **Collaboration and inter-divisional efforts**, made up of a dedicated Municipal Licensing and Standards Team (MLS) enforcement team along with Toronto Fire Services, Toronto Building, Toronto Public Health and other divisional staff as needed.
2. **Education and outreach** to identify unlicensed operators and notify them of bylaw requirements, and to provide education and support for tenants, operators, owners and communities on the process to submit a complaint.
3. **Compliance strategy** including annual inspections of licensed multi-tenant houses and investigations of unlicensed operators.
4. **Enforcement strategy** including increased fines, modernized housing tribunal and remedial action.



PART 3: CITY-WIDE ZONING STANDARDS

The following activity offers participants the opportunity to provide feedback on the existing and proposed zoning standards for multi-tenant housing and personal care multi-tenant housing. As the facilitator, you can decide whether this section is relevant to your organization or group.

ACTIVITY #3 – CITY-WIDE ZONING STANDARDS – SUPPORT OR OPPOSE?



Activity Goal:

Understand support or opposition for proposed zoning permissions and standards and gain feedback on new ideas/suggestions.



Time Required:

Approximately 10-20 minutes.



Print/Provide:

1 copy of Information for Activity #3, Worksheet #3A and Worksheet #3B to each participant.



Actions:

Provide each participant with their own copy of Information for Activity #3, Worksheet #3A and Worksheet #3B. Invite them to take five minutes to review the list of current and proposed zoning standards on Information for Activity #3. Participants can discuss, individually or as a group, each list and provide a checkmark to indicate what standards are supported on Worksheet #3A. There is also space beside each standard to provide written feedback for additional comments.

Next, ask participants to think about any issues or concerns that the City should consider for the city-wide zoning permissions and standards in each of the 4 geographic areas of the City. Invite them to add any issues or concerns to the spaces provided on Worksheet #3B.

Time permitted, you may ask participants to share a brief highlight/overview of their responses with the group.

After participants have filled out and/or discussed Worksheet #3A and Worksheet #3B, ask participants to reflect on the questions below, then open the floor for a group discussion. Encourage all participants to speak, rather than allowing one or two participants to dominate the workshop. Remember, there are no “right” or “wrong” answers. Everyone’s opinion is valued.



Ask the group to think about:

- Is the proposed city-wide zoning approach clear and easy to understand?
- Do you have any questions, concerns or additional feedback on the overall zoning approach?



Facilitator Task:

As the facilitator, please collect participants’ worksheet pages at the end of this DIY Workshop. If you are conducting these sessions over the phone individually, please fill out the pages on the participants behalf. **Please keep notes from the discussions** and return them in the package you provide to LURA Consulting. Report forms are provided on the following pages to help guide your notetaking.



ACTIVITY #3 – CITY-WIDE ZONING STANDARDS

Is the proposed city-wide zoning approach clear and easy to understand?

Do you have any questions, concerns or additional feedback on the overall zoning approach?

INFORMATION FOR

ACTIVITY #3: CITY-WIDE ZONING STANDARDS

The proposed zoning approach would introduce city-wide permissions for multi-tenant houses with zone-specific regulations (such as maximum number of rooms, minimum parking, minimum number of washrooms). It will also ensure the consistency, fairness and straight forward administration of the permissions through introducing new definitions for “multi-tenant housing” and “dwelling room.” The proposed approach supports the policies of provincial plans, is in keeping with the City’s Official Plan and it also furthers the City’s human rights-based approach to housing.

The following is a summary of the current zoning permissions for multi-tenant housing.

- **Former city of Toronto:** multi-tenant houses are permitted and need to be licenced.
- **Former city of York:** multi-tenant houses are permitted in some areas but do not need to be licenced
- **Former city of Etobicoke:** multi-tenant houses are permitted in some areas and need to be licensed
- **Former cities of East York, North York, Scarborough:** multi-tenant houses are not permitted

The following changes to the current zoning by-law are proposed:

- The proposed zoning strategy would introduce new definitions for “multi-tenant house” and “dwelling room”.
 - **Dwelling Room** – means a room used as living accommodation that is available for rent and that is not self-contained. A dwelling room may contain private sanitary facilities [washrooms] or cooking facilities, but not both.
 - **Multi-tenant House** – means a building with four or more dwelling rooms that may have shared common facilities for sanitary and/or cooking.

- It is proposed that multi-tenant houses be permitted in all zones that permit residential uses, subject to conditions. This would expand permissions across Toronto's residential and mixed-use neighbourhoods. The proposed maximum number of dwelling rooms in a multi-tenant house is:
 - Six rooms in low density residential neighbourhoods;
 - 12 rooms in higher density residential zones, such as apartment neighbourhoods;
 - 25 in mixed use zones (mostly found along mainstreets and in the downtown); and
 - No change is proposed for residential zones in the former city of Toronto.
- The City is proposing that multi-tenant houses must have a minimum of one sanitary facility (toilet, wash basin and a bath or shower) for every four dwelling rooms or part thereof.
- New parking rates are proposed based on the Policy Areas in the Zoning By-law (e.g., less parking is required for uses that are located in proximity to public transit). The proposed rates would require one or no parking spaces for a multi-tenant house with six rooms in areas of the city well-served by transit such as the downtown. Two parking spaces would be required for a multi-tenant house with six rooms in most other neighbourhoods.

Expanded city-wide zoning permissions will allow for more effective regulatory oversight by City staff, including proper licensing and proactive annual inspections to ensure Fire Code compliance, compliance with property and building maintenance standards and other health and safety issues, helping to ensure safer living conditions for tenants and increased compliance with property standards. Without city-wide zoning permissions, there are no opportunities for operators to obtain a license, building or apply for City programs, such as incentives.

WORKSHEET #3A – CITY-WIDE ZONING STANDARDS – SUPPORT OR OPPOSE?

Instructions: Review the proposed zoning changes on the following pages. Select which proposed changes you support or oppose. You also have the option to provide any additional comments on the proposed changes.

Proposed Zoning Standards

Proposed Zoning Standard	Support	Oppose	Additional Comments
<p>The proposed zoning strategy would introduce new and consistent definitions for “multi-tenant house” and “dwelling room”.</p> <p>Dwelling Room – means a room used as living accommodation that is available for rent and that is not self-contained. A dwelling room may contain private sanitary facilities or cooking facilities, but not both.</p> <p>Multi-tenant House – means a building with four or more dwelling rooms that may have shared common facilities for sanitary and cooking.</p>	<input type="checkbox"/>	<input type="checkbox"/>	

Proposed Zoning Standard	Support	Oppose	Additional Comments
<p>It is proposed that multi-tenant houses be permitted in all zones in Zoning By-law 569-2013 that permit residential uses, subject to conditions. The proposed maximum number of dwelling rooms in a multi-tenant house is:</p> <ul style="list-style-type: none"> Six rooms in low density residential neighbourhoods; 12 rooms in higher density residential zones, such as apartment neighbourhoods; 25 in mixed use zones (mostly found along mainstreets and in the downtown); and No change is proposed for residential zones in the former city of Toronto. 	<input type="checkbox"/>	<input type="checkbox"/>	
<p>The City is proposing that multi-tenant houses must have a minimum of one sanitary facility (toilet, wash basin and a bath or shower) for every four dwelling rooms or part thereof.</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>New parking rates would require one or no parking spaces for a multi-tenant house with six rooms in areas of the city well-served by transit such as the downtown. Two parking spaces would be required for a multi-tenant house with six rooms in most other neighbourhoods.</p>	<input type="checkbox"/>	<input type="checkbox"/>	

WORKSHEET #3B – ISSUES AND CONCERNS

Once you have filled out the table on Worksheet #3A, think about any issues or concerns that the City should consider for the city-wide zoning permissions and standards in each of the 4 geographic areas of the City. Add any issues or concerns to the space provided for each geographic area to the boxes below:

ETOBICOKE YORK

NORTH YORK

SCARBOROUGH

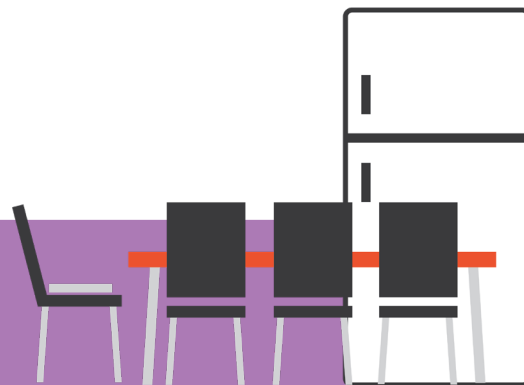
TORONTO AND EAST YORK

ETOBICOKE YORK

NORTH YORK

SCARBOROUGH

TORONTO AND EAST YORK



PART 4: INITIATIVES TO SUPPORT TENANTS

The following activity offers participants the opportunity to provide feedback on incentives to support tenants. As the facilitator, you can decide whether this section is relevant to your organization or group.

ACTIVITY #4 – TENANT SUPPORTS

**Activity Goal:**

Understand the needs of tenants and identify what supports/resources would be useful for them to advocate for themselves with confidence and protection.

**Time Required:**

Approximately 15-25 minutes.

**Print/Provide:**

1 copy of Information for Activity #4 and Worksheet #4.

**Actions:**

Provide each participant with their own copy of Information for Activity #4 and Worksheet #4 and invite them to take 5-10 minutes to creatively explain their experiences or perspectives with multi-tenant housing in the large blank box with writing or drawing. Responses can be provided in any form using words or images, depending on the participants preference. Participants should explain their writing or drawing with a statement in the text box below the larger blank box. Reassure participants that they don't have to be a professional artist if they choose to take a creative path with this activity! Just let the creative juices flow and put down whatever comes to mind, even just a few key words that relate to their experiences or perspectives with multi-tenant housing.

Ask participants to think about:

- If a tenant - their current or past experience in multi-tenant housing situation.
- If a non-tenant - their outside experience or understanding of multi-tenant housing.

After participants have completed the activity on Worksheet #4, allow them some time to reflect on the questions below, then open the floor for a 5-10 minute group discussion. Encourage all participants to speak, rather than allowing one or two participants to dominate the workshop. Remember, there are no “right” or “wrong” answers. Everyone’s opinion is valued.



Ask participants to think about:

- What supports do tenants need to understand their rights and responsibilities in a licensed multi-tenant housing? (e.g., a toolkit, someone to call to and complain, protections clearly laid out)
- What support would tenants need if there was a safety violation that required relocation?



Facilitator Task:

As the facilitator, please collect participants’ Worksheet #4 sheets at the end of this DIY Workshop and **please keep notes from the discussion** and return them in the package you provide to LURA Consulting. Report forms are provided on the following pages to help guide your notetaking.



ACTIVITY #4 – TENANT SUPPORTS

What supports do tenants need to understand their rights and responsibilities in a licensed MTH?

What support would tenants need if there was a safety violation that required relocation?

INFORMATION FOR ACTIVITY #4: INITIATIVES TO SUPPORT TENANTS

Multi-tenant houses are one of the most affordable options in the private rental market and are an important part of a full range of housing options. They serve a variety of individuals choosing, as a result of cost or simply as a preference, a congregate living environment.

An average bachelor apartment in Toronto is approximately \$1400/month while a room in a multi-tenant home ranges from \$400-\$700 per month.



Currently, only multi-tenant houses in the former cities of Toronto and Etobicoke are subject to a licensing regime. Outside of these areas, the City cannot use the tools provided by a licensing regime to protect the health and safety of tenants and to ensure well-managed housing.

The new framework will require that operators conform with the City's licensing requirements which in some cases would require renovation work. The City is taking the following actions to mitigate against these costs, increase certainty in the building permit process, as well as support tenants who may be at risk of becoming homeless:

- Toronto Building is developing a package of compliance options for operators to choose from to meet the Ontario Building Code requirements.
- The Housing Secretariat is looking at introducing incentive programs to support tenants' safety and security by maintaining affordability.
- Work with City divisions and community agencies to ensure that tenants have a place to go to (such as a shelter or temporary accommodation) if need arises.
- Provide information to tenants on community and government supports to find alternative housing and rent supports if needed.

WORKSHEET #4 – TENANT SUPPORTS

My multi-tenant housing experience/perspective:

A large, empty rectangular box with rounded corners and a light gray border, intended for a participant to write or draw their response to the prompt.

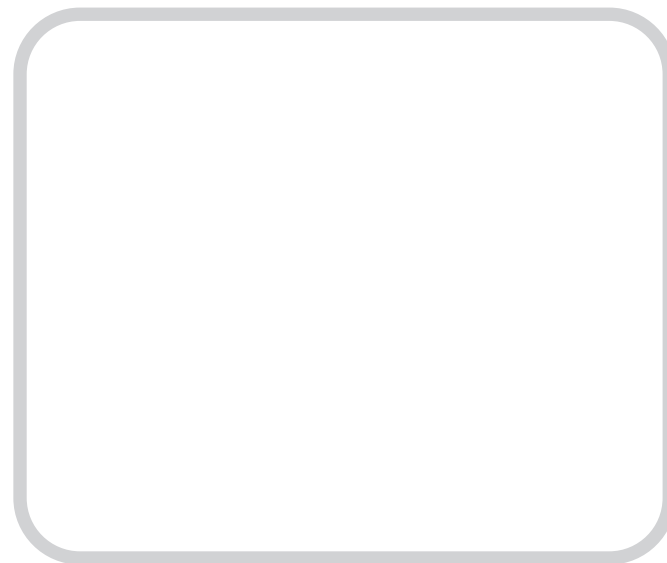
Instructions:

Tenants – Creatively explain your current or past experience in multi-tenant housing situation in the large blank box.

Non-tenants – Creatively explain your perspective and/or experience or understanding of multi-tenant housing.

This can be in typing, writing or drawing, depending on your preference.

Please explain your creative piece, in writing, in the space below:

A smaller, empty rectangular box with rounded corners and a light gray border, intended for a participant to write or draw their response to the prompt.



PART 5: ADDITIONAL FEEDBACK

The following activity offers participants the opportunity to provide any additional feedback on the proposed regulatory framework for multi-tenant housing. As the facilitator, you can decide whether this section is relevant to your organization or group.

ACTIVITY #5 – ADDITIONAL FEEDBACK



Activity Goal:

Understand any additional feedback on the project that hasn't been covered.



Time Required:

Approximately 5-10 minutes.



Print/Provide:

None



Actions:

Allow participants some time to reflect on the question below, then open the floor for a group discussion. Encourage all participants to speak, rather than allowing one or two participants to dominate the workshop. Remember, there are no “right” or “wrong” answers. Everyone’s opinion is valued.



Ask participants to think about:

- Is there any other feedback that you wish to provide on the proposed regulatory framework for multi-tenant housing?



Facilitator Task:

As the facilitator, **please keep notes from this discussion** and return them in the package you provide to LURA Consulting. Report forms are provided on the following pages to help guide your notetaking.

ACTIVITY #5 – ADDITIONAL FEEDBACK

Is there any other feedback that you wish to provide on the proposed regulatory framework for multi-tenant housing?