



# APPENDIX C:

## ONLINE AND TELEPHONE QUESTIONNAIRE ANALYSIS

# Multi-Tenant Housing Questionnaire Analysis

An online and telephone questionnaire was launched on March 4<sup>th</sup>, 2021 and remained open to collect feedback until March 18<sup>th</sup>, 2021. The questionnaire was intended to collect questions, concerns and ideas for the proposed city-wide regulation of multi-tenant houses. All questions were optional.

A total of 1035 responses were received. This included 1033 online responses were collected as well as 2 telephone responses. This report is an analysis summary of the responses received. The detailed data responses can be requested through the project team at [MTHReview@toronto.ca](mailto:MTHReview@toronto.ca).

## A. Enhanced Licensing Requirements to Promote Health and Safety

### PROPOSED LICENSING DEFINITION OF MULTI-TENANT HOUSE

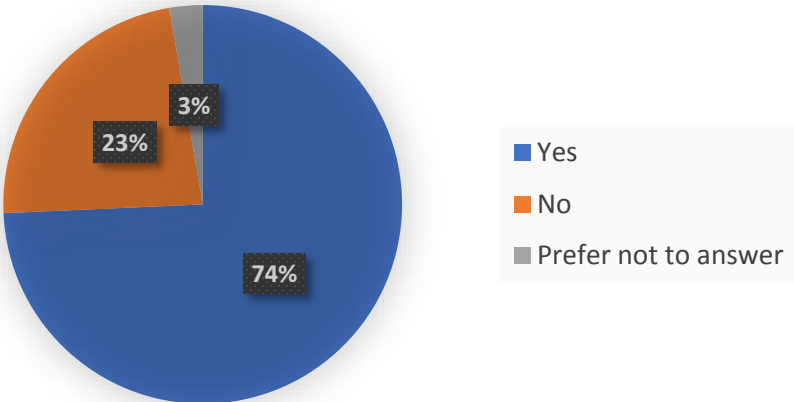
**Question 1:** (937 responses in total)

Currently, there are two definitions of multi-tenant housing in two separate licensing by-laws, and the definitions are not always consistent with the zoning definition. The City is proposing to have one definition of multi-tenant housing consistent with the zoning definition in order to ensure consistency and clarity, and support enforcement efforts.

Proposed Licensing Definition of Multi-tenant House: a building with four or more dwelling rooms that may have shared washrooms and cooking facilities.

**Is the proposed definition clear?**

### Clarity of the Definition



- Most respondents who identified as students, owners, and tenants selected yes
- Most respondents who identified as being from North York, Scarborough, Etobicoke and Toronto selected yes

**Question 2:** (400 responses)

Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.

A high-level overview of themes is presented below, based on responses received.

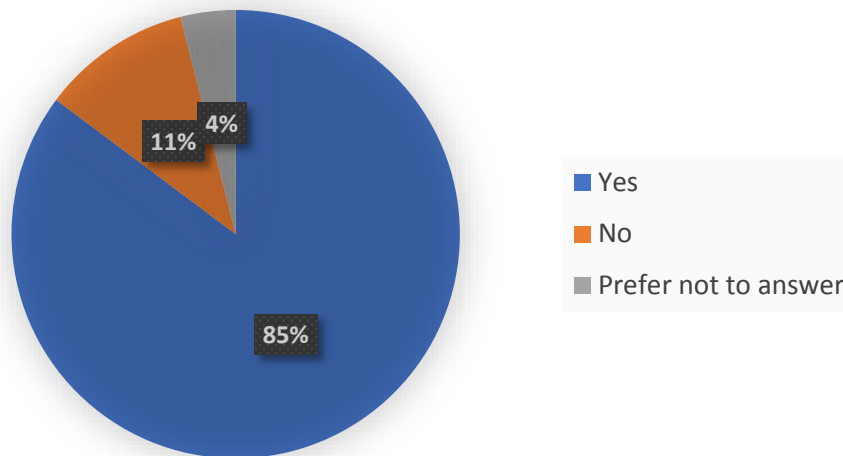
- Definition lacks clarity and should clearly state what it is and what it is not
- Provide examples in the definition such as building types
- Define the term ' Dwelling Room '
- The use of the word ' may ' is not well received
- Define tenant relationships such as not a family and signing individual leases
- Include affordability
- Include building type examples
- Include not a self-contained unit
- Include minimum size for rooms, maximum number of tenants and minimum number of bathrooms
- Use plain language
- Comments about property ownership, number of rooms/tenants, space and amenities
- Concerns with Multi-Tenant Housing generally

**FLOOR PLANS**

**Question 3:** (925 responses)

The City is proposing that multi-tenant housing operators would be required to submit floor plans to Municipal Licensing and Standards (MLS) to support enforcement of property standards, occupancy levels, and fire safety requirements. **Do you agree with this recommendation?**

**Floor Plan Recommendation**



**Question 4: (385 responses)**

Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.

A high-level overview of themes is presented below, based on responses received.

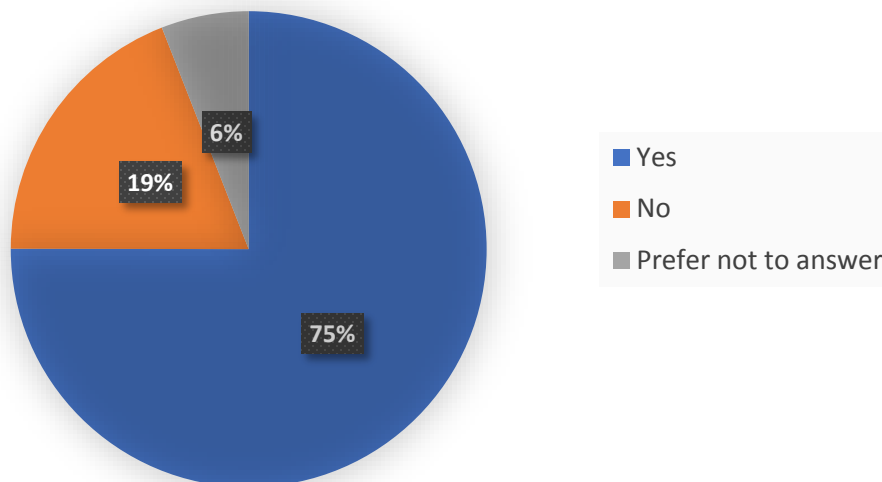
- Timing and frequency of requirement is important
- Transparency of information gathered
- Improve accountability among operators and safety for tenants
- Concerns about enforcement and inspections
- Suggestions for guidelines and resources to be provided
- Comments about space allocation, cost, approval process, tenants rights and safety
- Comments about standards and barriers to regulations

**ZONING AND BUILDING PERMIT REVIEW**

**Question 5: (926 responses in total)**

The City is proposing that all new multi-tenant house operators would be required to obtain a Zoning review and Building Permit review. This would be required where there is a need for construction renovation and/or change of use approval. This would support compliance with zoning bylaws and Building Code. Multi-tenant house operators would need to cover any costs associated with meeting this requirement. **Do you agree with this recommendation?**

**Zoning and Building Permit Review Recommendation**



- Most respondents who identified as students, owners, and tenants selected yes
- Most respondents who identified as being from North York, Scarborough, Etobicoke and Toronto selected yes

**Question 6:** (386 responses)

Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.

A high-level overview of themes is presented below, based on responses received.

- Comments about responsibility (owner, city, property builder)
- Concerns about cost, enforcement, and barriers to compliance
- Suggestions to be an easy and streamlined process
- Concerns about renovations, tenant displacement and locations of MTHs (impact on wildlife, proximity to community and school zones)
- Questions about frequency, timing of this requirement and current policies in place

**ELECTRICAL INSPECTION**

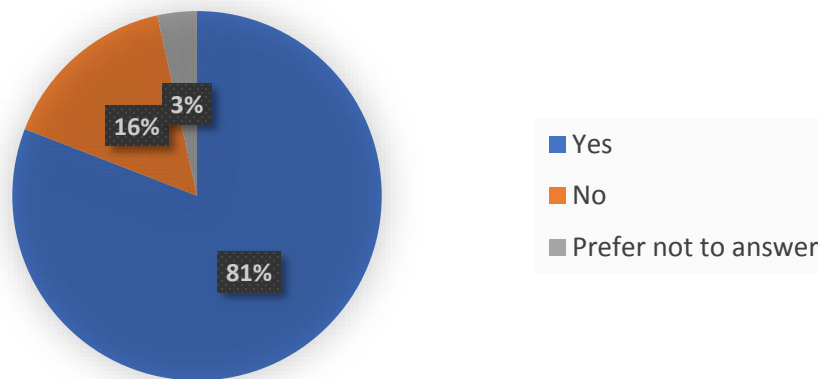
**Question 7:** (926 responses in total)

Electrical safety is a concern in multi-tenant houses because many are within buildings that have been converted from another use. Electrical inspections can help identify potential electrical hazards that could lead to a fire or electric shock.

The City is proposing that larger multi-tenant houses (with 10 or more rooms or units) would be required to undertake an electrical inspection by a licensed electrical contractor upon application for a new license and maintain logs of any service conducted on the electrical system. Smaller multi-tenant houses may also be required to undertake an electrical inspection at the request of City staff. The cost of the electrical inspection would be paid by the multi-tenant houseowner/operator.

**Do you agree with this recommendation?**

**Electrical Inspection Recommendation**



- Most respondents who identified as students, owners, and tenants selected yes
- Most respondents who identified as being from North York, Scarborough, Etobicoke and Toronto selected yes

**Question 8: (387 responses)**

Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.

A high-level overview of themes is presented below, based on responses received.

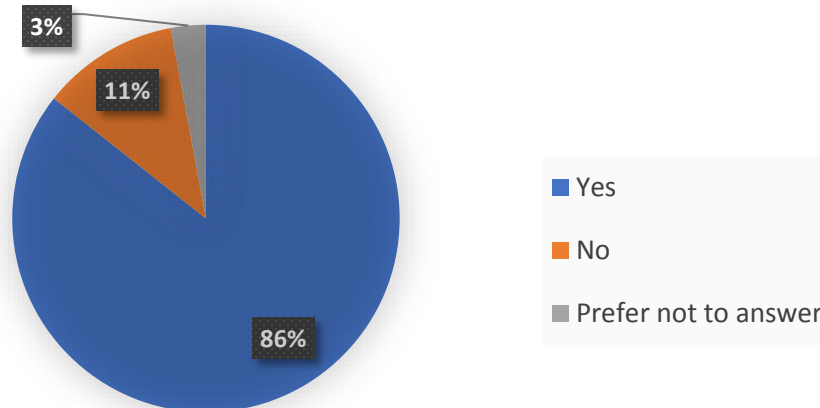
- Concerns about cost, enforcement and inspections (including transparency of reports)
- Suggest landlords pay to meet the standards required for the amount of rooms in the home but not have to pay to undertake a new license
- Concerns about barriers to creating or maintaining affordable housing stock
- Comments about tenant safety being a priority and this requirement contributes to overall safety.
- Questions about frequency and timing as well as the numbers of rooms or tenants
- Comments about needing more information, opposition to MTHs and upholding same standards for all housing types
- Questions about why building type and size matters
- Suggestion for complains phone line and including guidelines for regulation

### PROPERTY MAINTENANCE PLANS

**Question 9: (925 responses)**

The City is proposing that multi-tenant house operators would be required to develop a property maintenance plan which would include waste management, pest management, and a process for landlords to respond to tenant issues. **Do you agree with this recommendation?**

### Property Maintenance Recommendation



- Most respondents who identified as students, owners, and tenants selected yes
- Most respondents who identified as being from North York, Scarborough, Etobicoke and Toronto selected yes

**Question 10:** (372 responses)

Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.

A high-level overview of themes is presented below, based on responses received.

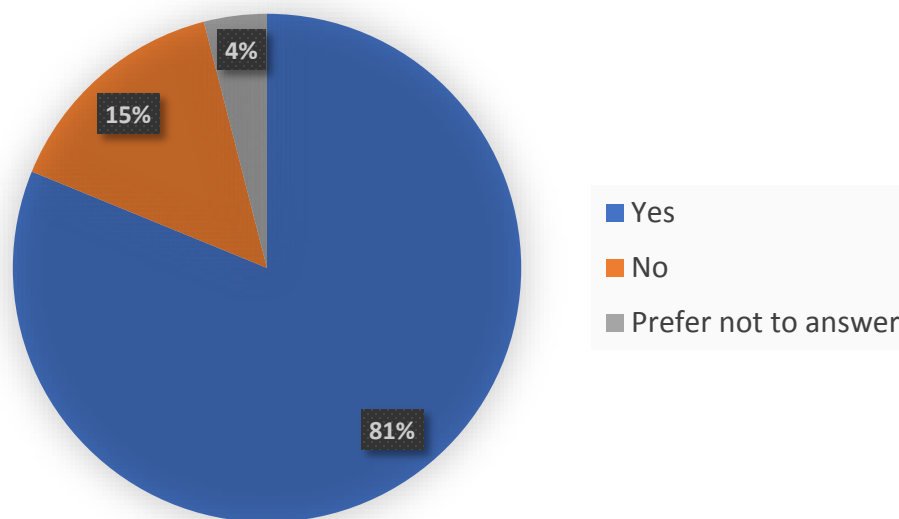
- Questions and comments about accountability for operators and responsibility for tenants
- Concern about costs and barriers to comply
- Comments about safety improvements
- Concerns about enforcement
- Include guidelines and resources
- Comments about opposition for MTHs
- Standards should be equitable across different forms of housing
- Communities should be engaged and include a process for neighbours to submit issues
- Requirements should be outlined in tenant leases
- Safety, noise control and waste disposal are important components

### RECORD NUMBER OF TENANTS

**Question 11:** (925 responses)

The City is proposing that multi-tenant house operators be required to submit the number of tenants that live in the house. This requirement will help City staff carry out fire safety inspections and enforcement. **Do you agree with this recommendation?**

### Record Number of Tenants



**Question 12:** (348 responses)

**Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

- Accountability of operators
- Barriers to creating or incentivizing more MTHs
- Concerns about accuracy and counting guests and visitors
- Enforcement is a priority and success factor
- Timing and frequency of reports – suggestions for annual, monthly or as changes occur
- MTH and tenants should have same standards as other housing types
- Concern about privacy issues related to documentation
- Suggest restrictions to # of tenants based on square footage, service capacity and amenities
- Question for why this information is not already being documented
- Comments that this requirement could be duplicative efforts with Rental Tenancy Act
- Comments about requirement addressing concerns of overcrowding and safety
- Include guidelines for operators
- Comments about opposition to MTH

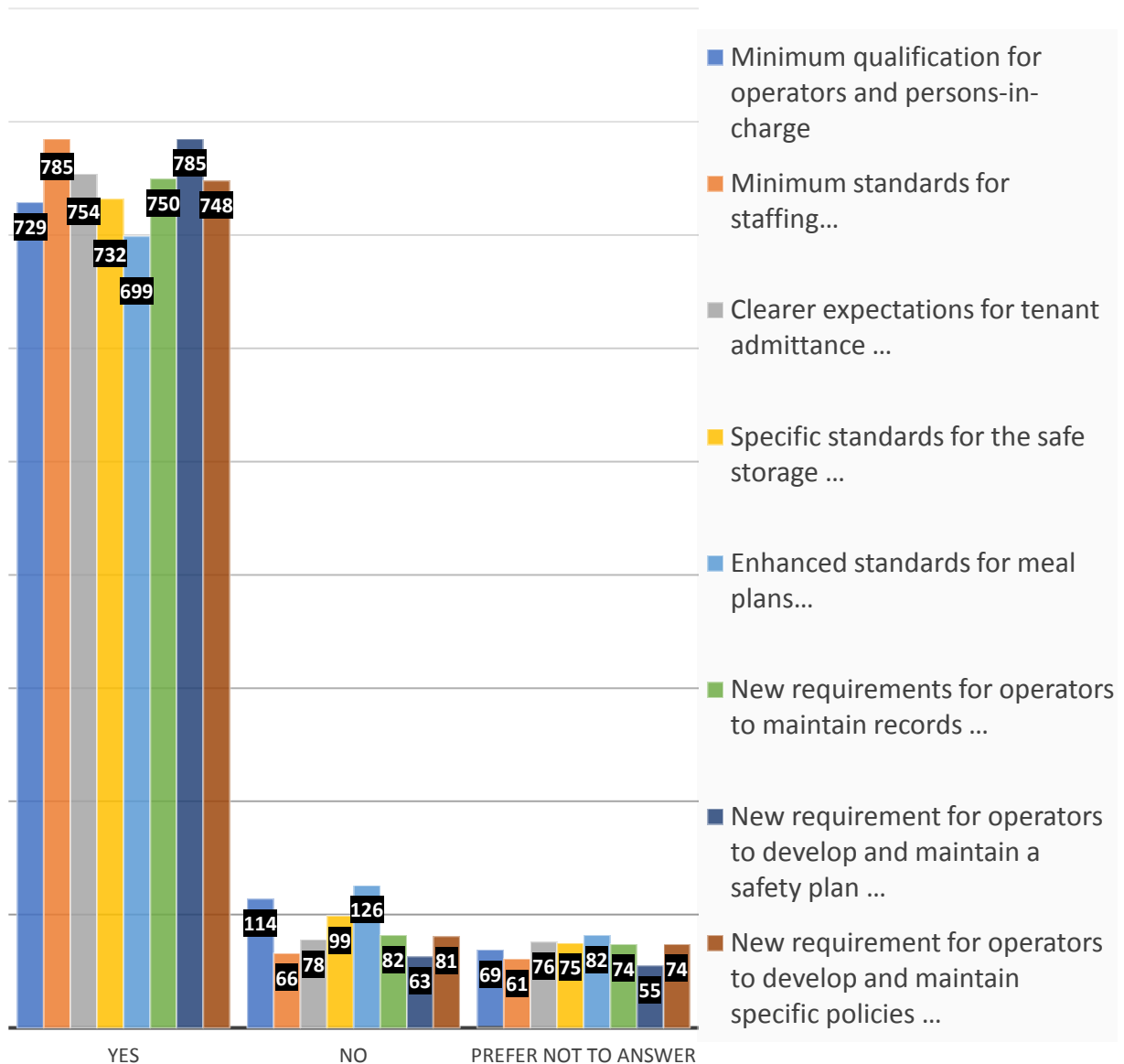


## PERSONAL CARE MULTI-TENANT HOUSES

### Question 13:

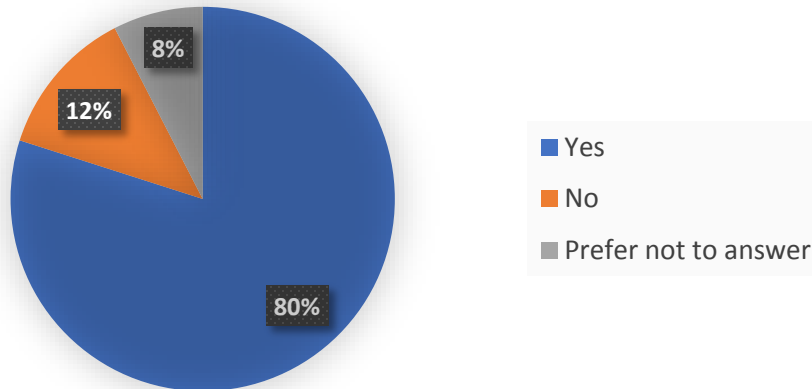
Personal care multi-tenant houses provide meals and additional support services to residents, such as housekeeping, laundry, meal preparation and medication storage. The City is proposing a series of requirements for personal care multi-tenant houses. **Please indicate whether you agree with each of the proposed requirements below:**

### Personal Care Multi-tenant Houses (All)



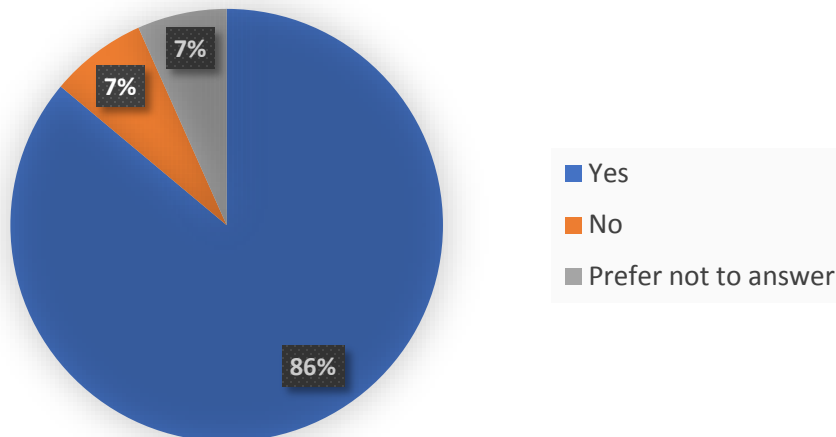
- a) Minimum qualification for operators and persons-in-charge including minimum age requirement, minimum education and employment experience, current CPR and first-aid training, and Vulnerable Sector Screening. (912 responses)

### Minimum Qualification for Operators



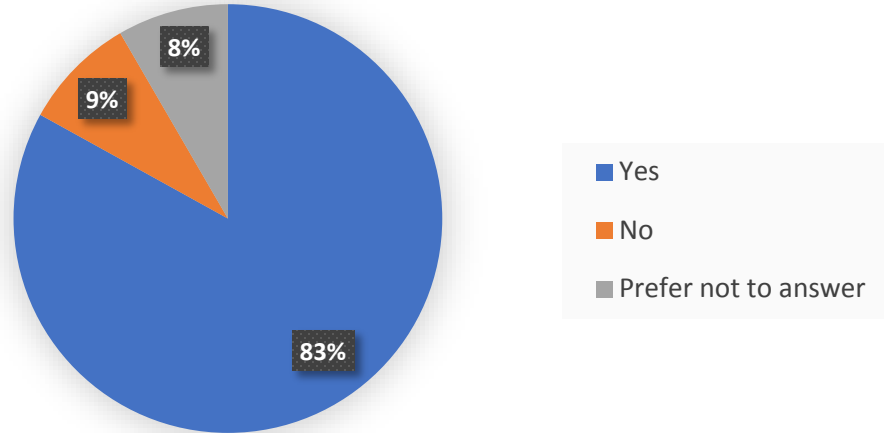
- b) Minimum standards for staffing, sanitation and cleaning. (912 responses)

### Minimum Standards for Staffing



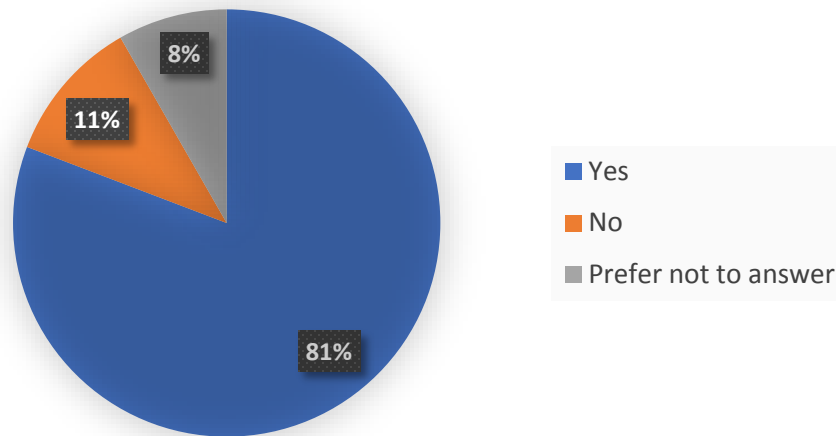
- c) Clearer expectations for tenant admittance that require operators to consider whether they can provide the appropriate level of personal-care for the tenants. (908 responses)

### Clearer Expectations for Tenant Admittance



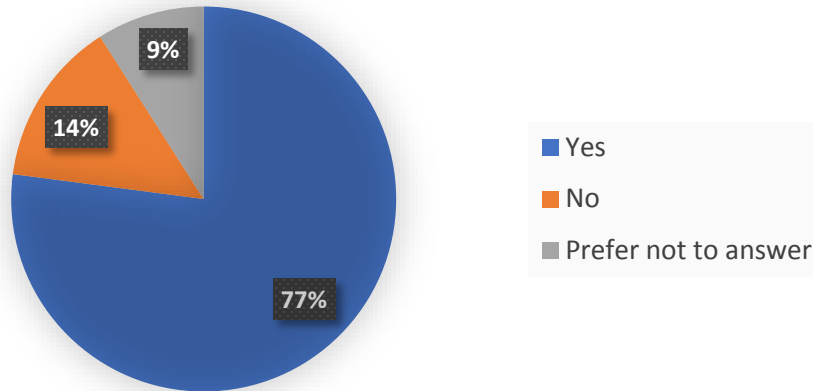
- d) Specific standards for the safe storage and access to prescription drugs to ensure that they are only available to those tenants for whom they have been prescribed. (906 responses)

### Specific Standards for Safe Storage...



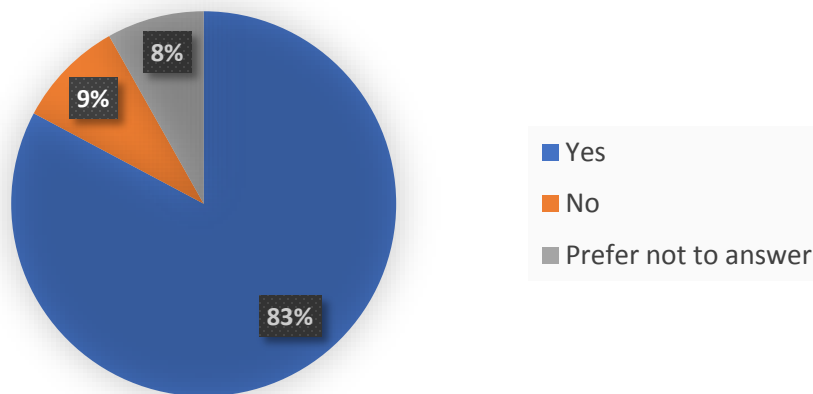
- e) Enhanced standards for meal plans and food premise inspections, including mandatory reviews by a registered dietitian and inspections to ensure compliance with food safety requirements. (907 responses)

### Enhanced Standards for Meal Plans



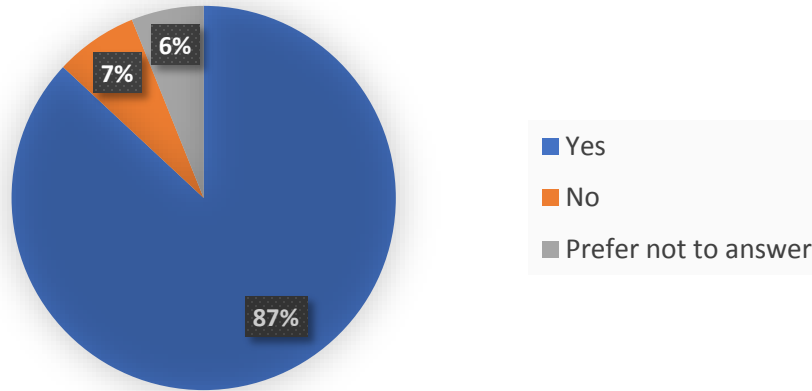
- f) New requirements for operators to maintain records of emergencies and incidents and provide the records upon request to the City. (906 responses)

### Records



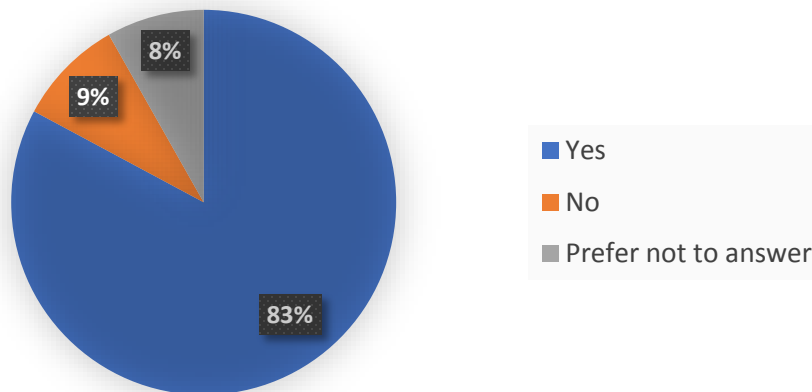
- g) New requirement for operators to develop and maintain a safety plan that describes procedures in place to support resident health and safety, including emergency plans. (903 responses)

### Safety Plan



- h) New requirement for operators to develop and maintain specific policies and procedures related to resident admission, resident care, and cleaning and disinfecting. (903 responses)

### Specific Policies and Procedures



**Question 14:** (341 responses)

**Please explain your answers in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

- Anything beyond health and safety regulations could overburden owners
- Staff should be supported and trained to properly perform additional tasks

- Should follow the same regulations as any care home
- Concern for cost and impact on affordable housing
- Prioritize tenant safety and support
- Personal-care houses should be separate from MTHs
- Concern for enforcement
- Suggest more information/detail is needed
- Concern for tenant independence
- Comments about opposition for MTHs

## B. Compliance and Enforcement Program

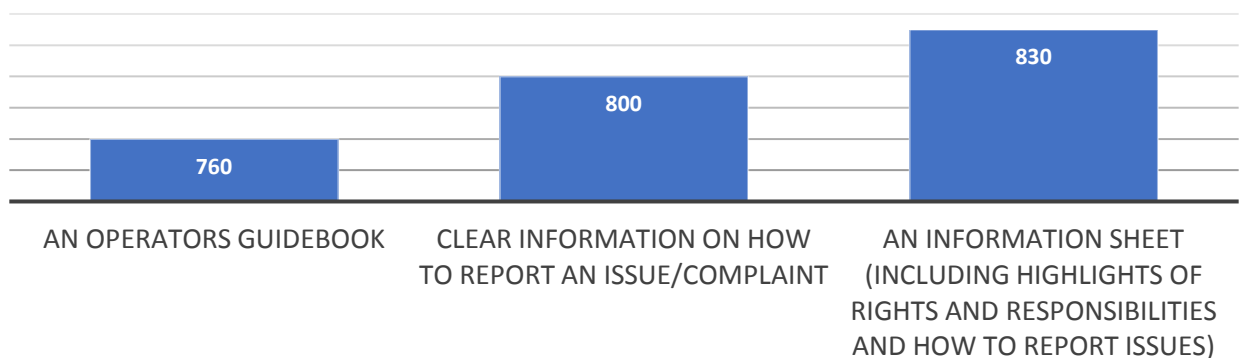
The proposed regulatory framework will be supported by a new and enhanced compliance and enforcement program, including education and outreach to owner/operators, tenants and communities. This will include four key aspects:

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

### Question 15:

**What kind of education tools and resources do you think would be helpful to tenants, owners, operators, and community members to learn about bylaw requirements, and get information about tenant rights, and the enforcement and complaints process? Please select all that apply.**

### Educational Tools



### Other, please specify: (300 responses)

A high-level overview of themes is presented below, based on responses received.

- All of the above
- Webpage
- Phone number available 24/7
- Centralized web portal
- Smart phone app
- Bus ads
- Training
- Financial support
- Consider equity and access
- Print and digital materials are both important
- Partnerships and engagement
- Detailed rules, regulations, responsibilities, contacts and process steps

## C. City-wide Zoning Strategy

The City's proposed zoning approach is intended to provide fair and consistent rules, and be easy to administer. Expanding the permissions for multi-tenant houses across the city encourages a range of housing options, including shared housing, within all neighbourhoods, which is in keeping with the policies of provincial plans and the City's Official Plan. It also supports the City's human rights-based approach to housing.

The proposed zoning strategy would introduce new and consistent 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 (washroom) facilities 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 (washroom) and/or cooking

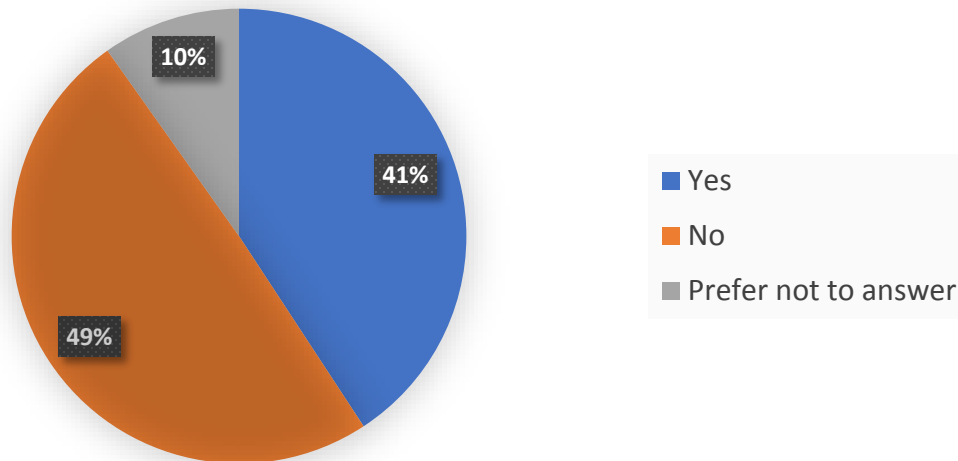
The City is proposing that multi-tenant houses be permitted in all zones that permit residential uses, subject to conditions. Zones that permit residential uses would include: former City of Toronto (currently legal), Etobicoke and York (currently illegal in most areas), Scarborough (currently illegal), East York and Leaside (currently illegal), and North York (currently illegal).

## MAXIMUM NUMBER OF DWELLING ROOMS

**Question 16:** (937 responses)

The proposed maximum number of dwelling rooms in a multi-tenant house is six for most residential areas of the city. **Do you agree with this recommendation?**

### Agree with Proposed Room Maximums



- Most respondents who identified as students, owners, and tenants selected no
- Most respondents who identified as being from North York, Scarborough and Toronto selected no
- Most respondents who identified as being from Etobicoke selected yes

**Question 17:** (530 responses)

**Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

- Fewer rooms/tenants
- Should depend on the size of the house/rooms
- Should depend on the number of facilities like bathrooms, kitchens etc.
- Number should be based on health and safety standards
- Cap limit of rooms and number of tenants living in each dwelling room
- Consider neighbourhood character and infrastructure capacity
- Consider 'grandparenting' existing buildings
- Concern for tenant rights, displacement/evictions
- Questions for more detail and information



- Concern for enforcement and compliance
- Concern that operators focus is profit only
- Prioritize and ensure safety of tenants and community
- Comments for opposition to MTHs
- Comments for more affordable housing to address housing crisis

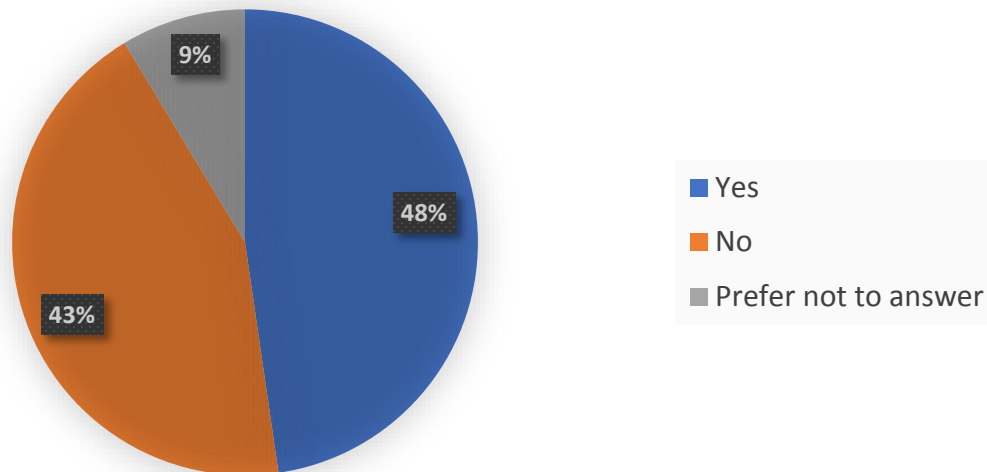
## PARKING

### Question 18: (935 responses)

A parking rate is the minimum number of parking spaces required per room. The City is proposing parking rates for multi-tenant houses based on transit access. 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.

**Do you have any issues/concerns with the City’s proposed parking rates?**

### Concerns with Proposed Parking Rates



- Most respondents who identified as students, owners, and tenants selected no
- Most respondents who identified as being from North York, Scarborough, Etobicoke and Toronto selected no

### Question 19: (439 responses)

**Please explain your answer in the space provided. Please include any questions, concerns or suggestions/ideas for the project team. Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

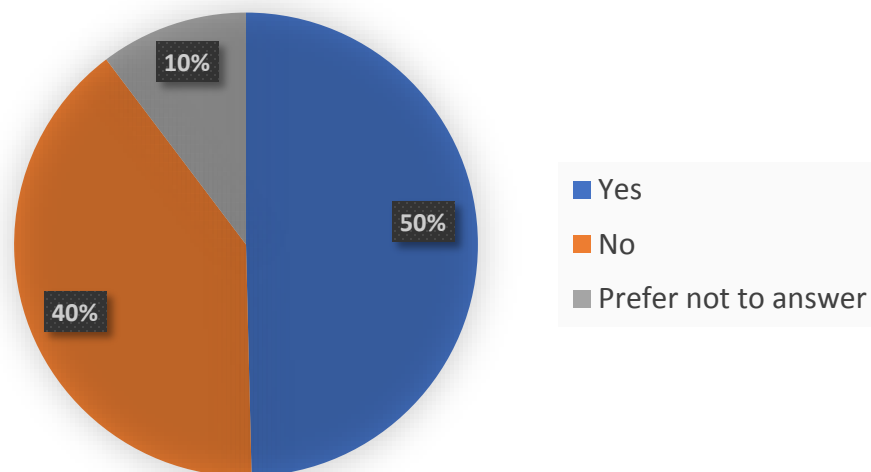
- No parking minimums where transit access is already good, parking minimums should increase as transit accessibility decreases
- Enforce against illegal driveway modifications and illegal street parking
- Create clear regulations or guidelines around expected locations of parking
- Concern for overcrowding
- Suggest balancing density ratio of MTHs tenants and parking spaces
- Concern for fees being passed on to tenants
- Concern of barriers to neighbours to access parking and acquiring parking permits
- Any definitions, regulations, and fees, should be clear and unambiguous

## ISSUES AND CONCERNS

**Question 20:** (913 responses)

**Do you have any issues/concerns that the City should consider for the city-wide zoning permissions and standards?**

### Concerns with Proposed Zoning



- Most respondents who identified as students selected no
- Most respondents who identified as owners, and tenants selected yes
- Most respondents who identified as being from North York, Scarborough, Etobicoke selected yes
- Most respondents who identified as being from Toronto selected no

**Question 21:** (471 responses)

**If you answered Yes, please explain. Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

- Create a cap limit on multi-tenant housing city-wide
- Keep it affordable
- Encourage more MTHs across the city
- Ensure tenants are safe guarded and engaged
- Include consideration for amenities
- Allow communities to participate in process
- Consider neighbourhood character
- Concerns about enforcement standards and inspections
- Suggest MTH is owner occupied only
- Ideas about pilot projects, phased approach, components to be included in regulations/standards
- Comments about not wanting MTH in their neighbourhood (particularly in Scarborough and North York)
- Comments about support for ensuring MTH are all across the city
- Comments about more information being needed
- Comments about ensuring owner/landlord responsibilities

## **D. Supporting Tenants and Maintaining Housing Affordability**

To support the regulation of multi-tenant housing and ensure that tenants are living in adequate and safe conditions, the City is considering the development of an incentive program for operators to help offset the cost of retrofits and compliance. The City is taking the following actions to mitigate against these costs and increase certainty in the building permit process:

- 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 ways to support tenants' safety and security by maintaining affordability of multi-tenant houses. This includes incentive programs for eligible landlords to undertake building retrofits.

**Question 22:** (406 responses)

**What additional supports and/or incentives should be provided to landlords/operators to help offset the cost of compliance? Please do not include any personal information in your response.**

A high-level overview of themes is presented below, based on responses received.

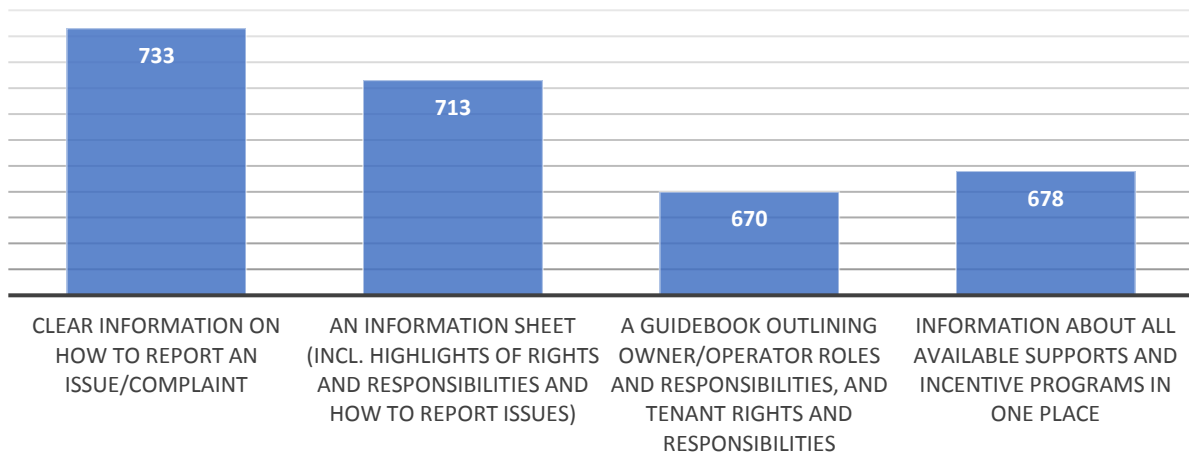
- Financial support and borrowing arrangements with financial institutions
- Simple process
- Tenant first approach
- 1-3 year tax break

- Discount on fees
- Grants
- Fines
- Partnership for administrative assistances
- AODA funds for accessibility modifications
- Rent affordability agreement
- Poster/printed materials
- Education and training for sustainable initiatives
- Phone number and email contact for City staff support
- More information is needed
- Comments that incentives should not be provided
- Comments to oppose MTHs

**Question 23:**

**What supports/resources do you think tenants need to better understand their rights and responsibilities in a multi-tenant house? Please select all that apply.**

### Tenant Supports/Resources



**Other, please specify: (234 responses)**

A high-level overview of themes is presented below, based on responses received.

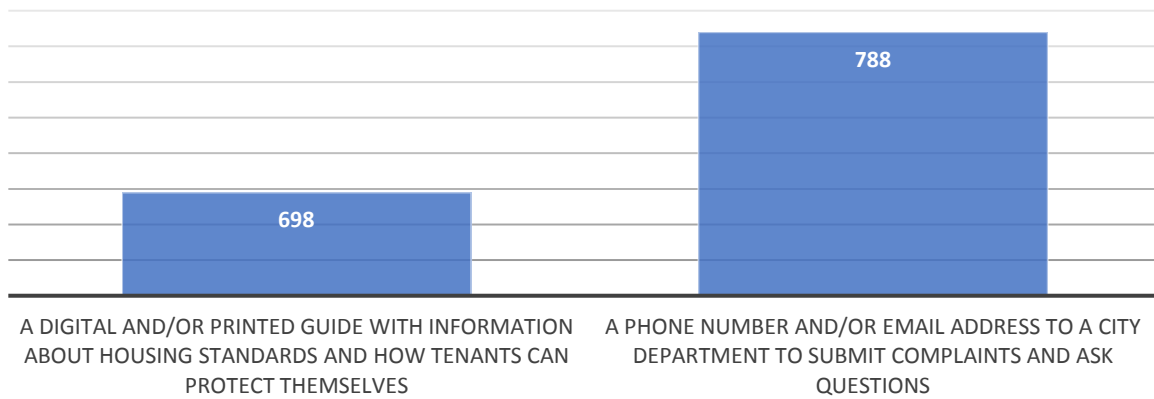
- All of the above
- Smart phone app
- A by-law
- A chart
- Community information
- Education
- Enforcement
- Fairness and accountability

- Financial support
- Green space
- Guidebook with details such as ways to address harassment

**Question 24:**

**What supports/resources do tenants need if multi-tenant house standards are not being met by landlords/operators? Please select all that apply.**

### Tenant Supports and Resources Not being Supported



**Other, please specify: (229 responses)**

A high-level overview of themes is presented below, based on responses received.

- Reporting system
- List of resources
- Enforcement
- Print materials
- Accessibility and language consideration
- Partnerships
- Website
- Fines for negligent operators
- Fairness and accountability
- Concern for barriers to creating more affordable housing
- Comments to protect tenant rights
- Comments to oppose MTHs

**Question 25:** (441 responses)

**What kind of support do tenants need if there was an immediate fire/life safety concern that required relocation? Please do not include any personal information in your response.**

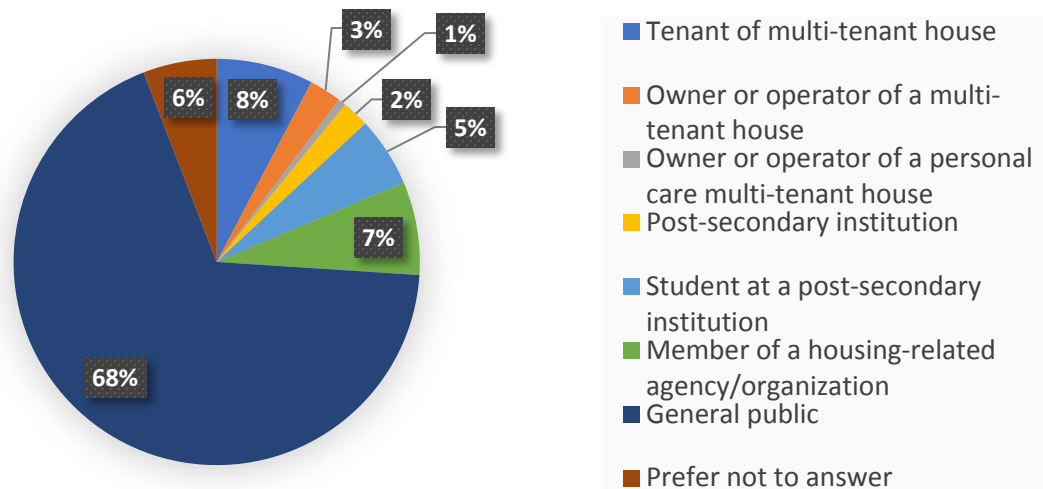
A high-level overview of themes is presented below, based on responses received.

- A plan for temporary housing to be established by city staff and supported by social service agency partnerships. Access to physical and mental health supports.
- Partnership suggestions including Community Legal Education Ontario, Steps to Justice, Local Health Integration Network (LHIN)
- Housing allowances for first and last month’s rent, rent supplements, quick access to appropriate permanent housing. This could also include funds for moving cost, transportation, items lost and food. The fees could be covered by the operator if the incident is deemed to be at their fault.
- Timely and accessible resources such as 24/7 telephone number in multiple languages
- Simple and clear materials
- Guide with information about who to contact, how to relocate, what monetary supports are available and assurance that tenants will be supported if the incident is reported.
- Guidelines outlining where they are being located, when they might return, what will happen to their possessions and how they will be provided for in the interim
- A small monthly fee paid by tenants and operators and set aside for emergency situations.
- Training to handle situations related to fire and evacuation.

## Demographic Questions (Optional)

**Question 26:** (972 responses)

**Do you identify as a representative from any of the following groups?**



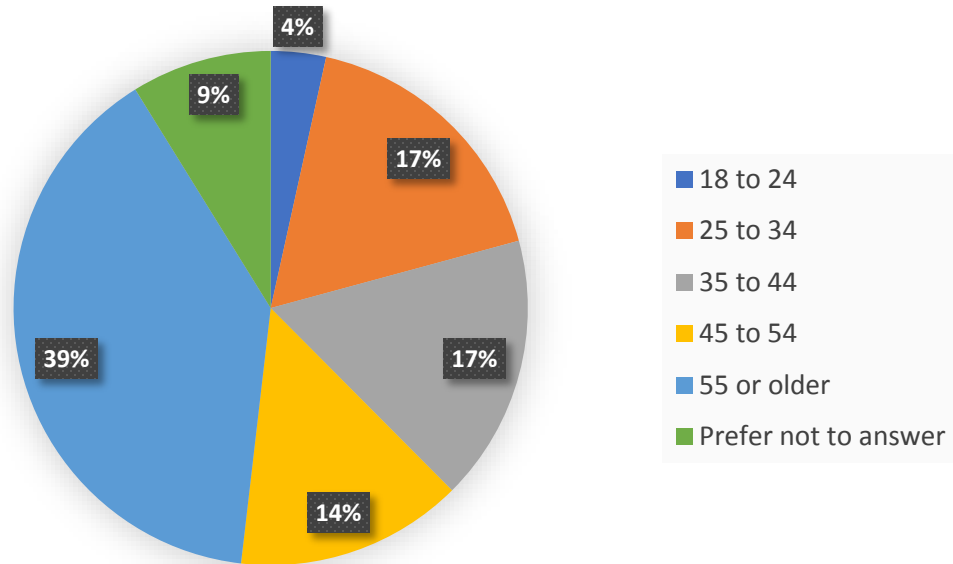
**Other, please specify:**

- Concerned resident/person
- Interested resident/person
- Former/evicted tenant
- Advocacy Group (human rights, housing)
- Operator/Owner/Landlord of another housing type
- Architect/builder
- Child of parent(s) with disabilities / Person with disabilities
- Community association/group
- Residents/ratepayers group
- Health care professional
- Homeowner
- High rise tenant
- Hotel shelter resident or staff
- Co-op member

**Question 27: (725 responses)**

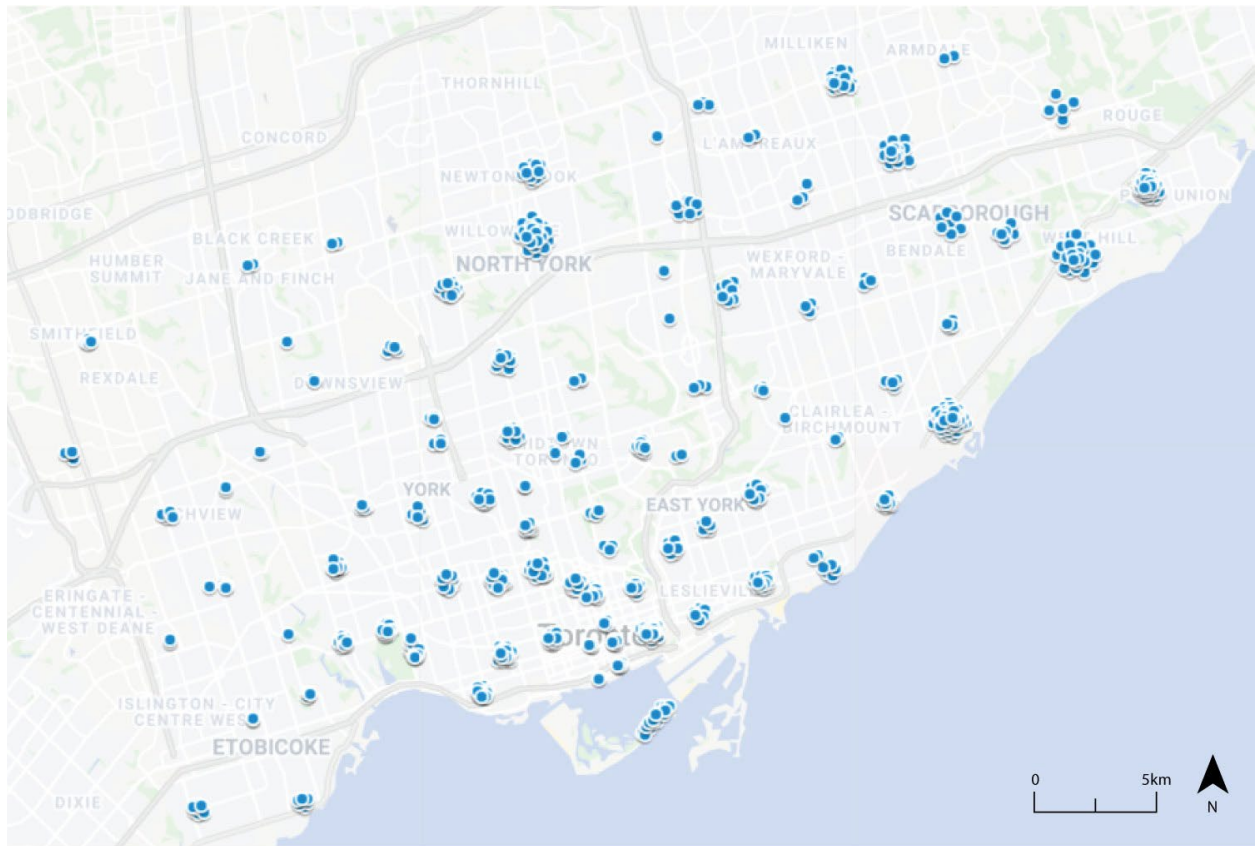
What is your age?

**What is your age?**



**Question 28:** (726 responses)

Please provide the first three characters of your postal code. (e.g., M5H).



● Participant Postal Code Location

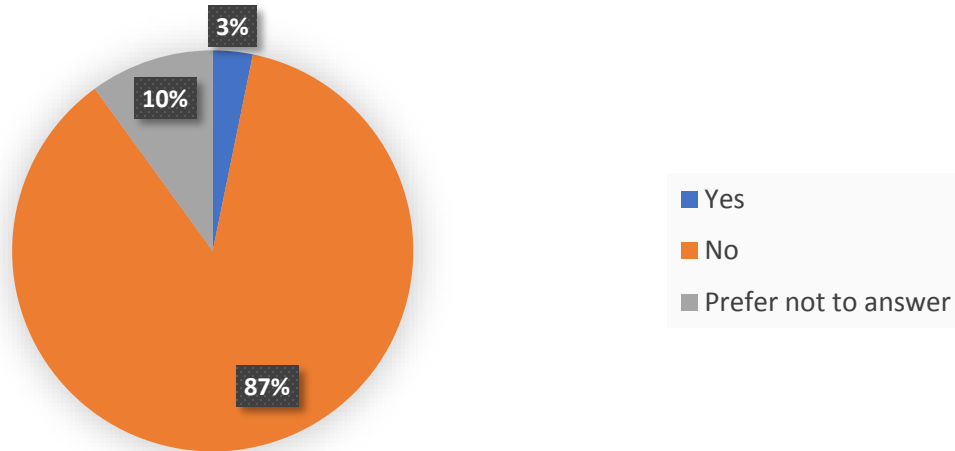
*\*Not shown on this map: One pin each from Belleville, Halton Hills, Markham, Montreal, Ottawa, and Welland. Two pins from Richmond Hill, three from Mississauga and seven pins from Kanata.*



**Question 29:** (870 responses)

Indigenous people from Canada identify as First Nations (status, non-status, treaty or non-treaty), Inuit, Métis, Aboriginal, Native or Indian. Do you identify as Indigenous to Canada?

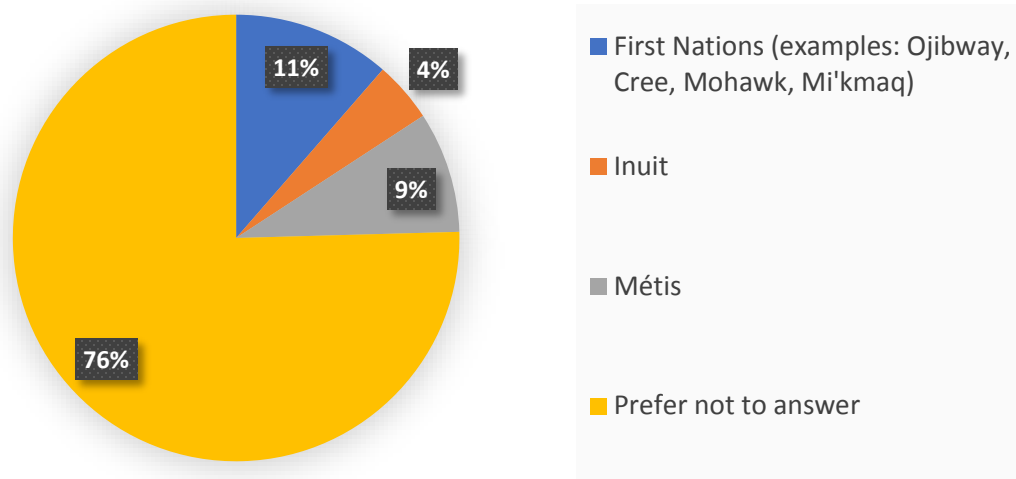
### Do you identify as Indigenous to Canada?



**Question 30:** (114 responses)

If yes, please select all that apply.

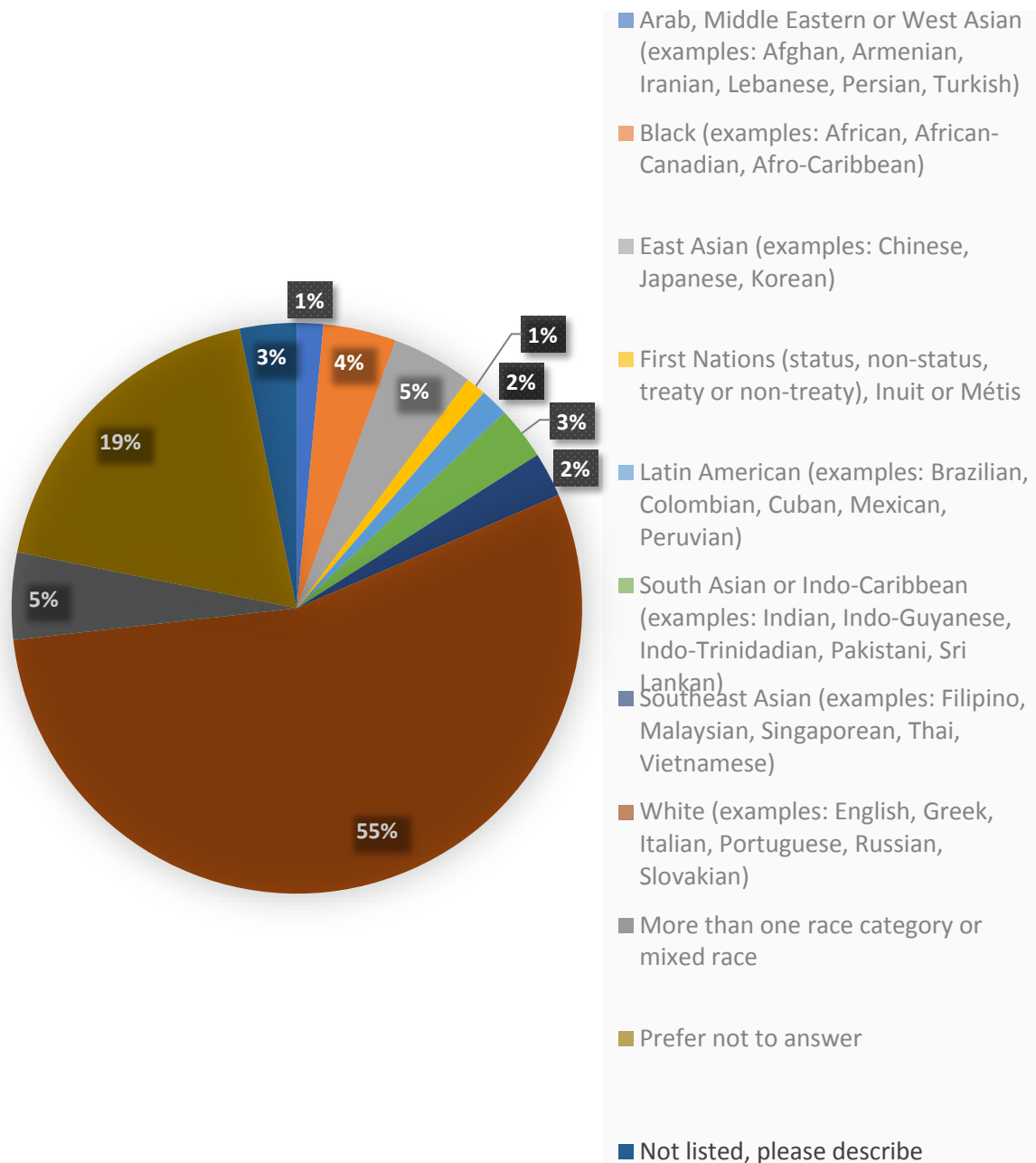
### If yes, please select all that apply



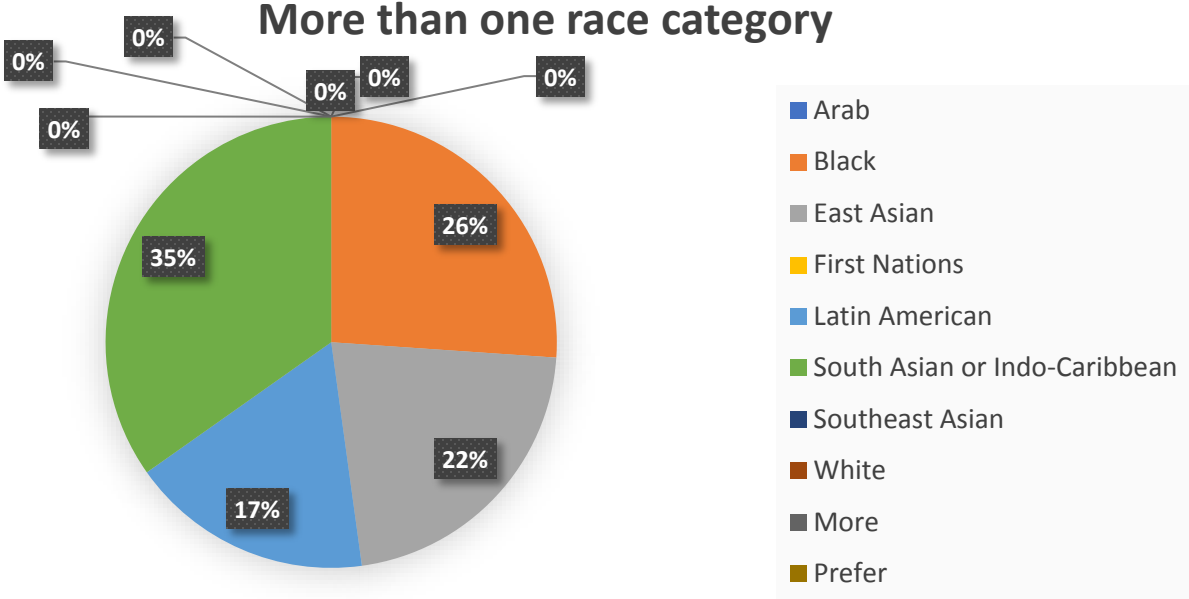
**Question 31:** (870 responses)

People often describe themselves by their race or racial background. For example, some people consider themselves "Black", "White" or "East Asian". Which race category best describes you? Please select one only.

## Which race category best describes you?



Respondents who indicated more than one race category or mixed race provided the following information.



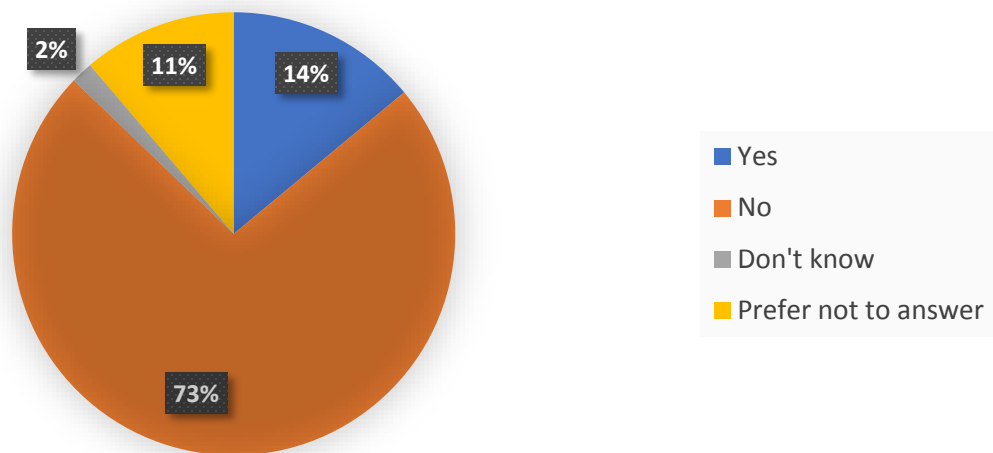
**Not listed, please describe:**

- African
- Canadian
- Afro Jamaican Canadian
- Many spirits
- Jewish
- Portuguese
- Question of why this is necessary
- Comments to revise characteristics

**Question 33:** (873 responses)

Disability is understood as any physical, mental, developmental, cognitive, learning, communication, sight, hearing or functional limitation that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible. Do you identify as a person with a disability? Please select one only. Do you identify as a person with a disability? Please select only one.

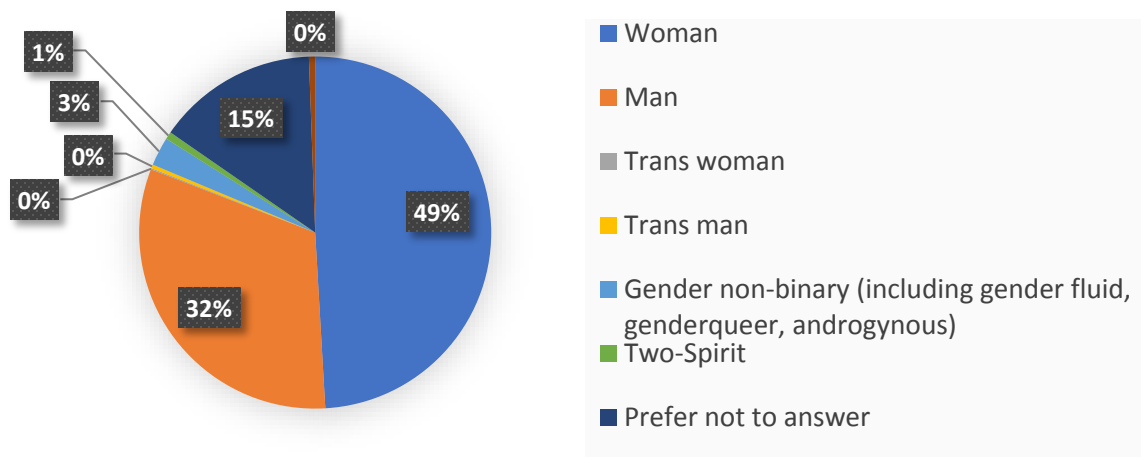
### Do you identify as a person with a disability?



**Question 34:** (872 responses)

Gender identity is the gender that people identify with or how they perceive themselves, which may be different from their birth-assigned sex. What best describes your gender? Please select one only.

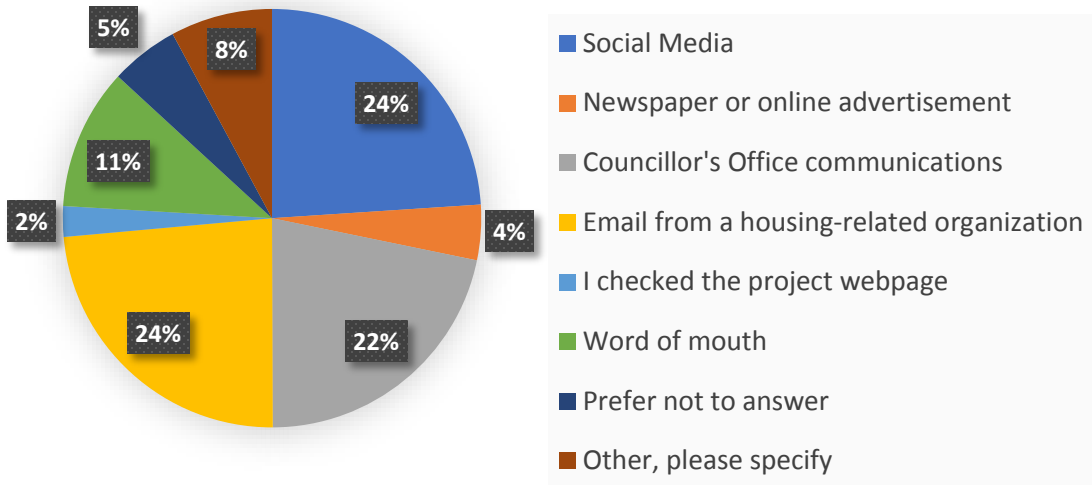
### What best describes your gender?



**Question 35: (889 responses)**

How did you find out about this questionnaire?

## How did you find out about this questionnaire?



**Other, please specify:**

- All of the above
- Phone or 311
- A colleague
- Blog post
- Flyer in the mail
- Residents association
- Community or housing group
- City Councillor
- Media/news release
- City of Toronto staff
- City webpage
- Community newsletter
- Email from Toronto Outreach
- Twitter
- Zoom chat during public meeting