









2021 SNAPSHOT












NUMBER OF SERVICE REQUESTS BY TYPE * :

 Property Standards :	7,061
 Zoning** :	1,482
 Adequate Heat :	934
 Waste :	512
 Graffiti :	45
 Long Grass and Weeds:	44
 Appliance (Emergency) :	13
 Fence :	8

* Note that this includes all service requests received through 311 and through building audits or evaluations initiated by staff.

** Services requests related to COVID-19, including the enforcement of masks and enhanced health and safety measures were categorized under Zoning.

TOP PROPERTY STANDARDS SERVICE REQUESTS * :

 Apartment Buildings Bylaw :	1,552
 Dwelling Unit Requires Repair :	1,279
 Infestation :	801
 Common Area Requires Repair :	403
 General Cleanliness :	326
 No Hot Water :	255
 Elevators Not Working :	206
 Vital Service :	148
 Lighting :	87
 Heat :	78
 Garbage Storage :	69

* Note that there are 1,857 other types of property standards service requests not listed here.



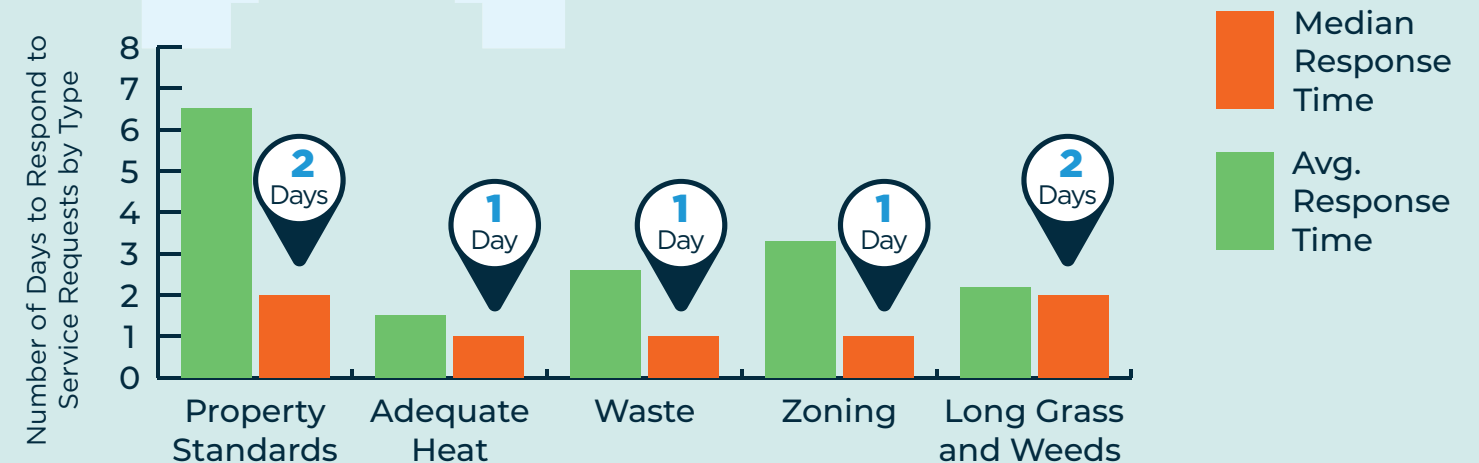
BUILDING EVALUATION RESULTS

In 2021, the City of Toronto launched the [Building Evaluation Results](#) webpage on toronto.ca so that people can view and download evaluation results for apartment buildings registered with RentSafeTO. The new interactive webpage makes it easier for tenants and people looking for a new home to look up and compare evaluation scores so they can make an informed decision of where they live.



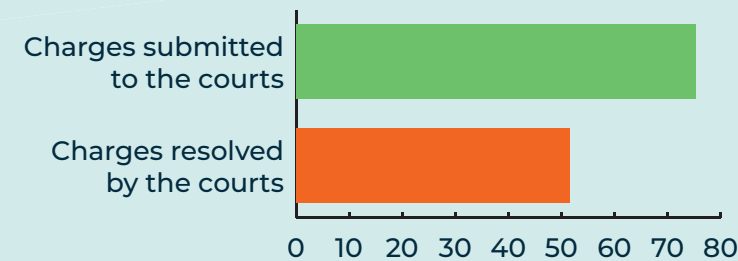
INVESTIGATION & PERFORMANCE

The RentSafeTO team works to meet an initial response time of 24 hours for emergency service requests and five days for non-emergency service requests. In 2021, the City's enforcement team continued work on a priority response system to determine the urgency and potential impact in addressing complaints.



ENFORCEMENT ACTION

CHARGES



ENFORCEMENT

656 Orders to Comply / Notices of Violation Issued as a Result of Service Requests

19 Orders to Comply / Notices of Violation Issued as a Result of Audits

2 Remedial Actions Taken