

### WHY WE'RE HERE:

RentSafeTO is a bylaw enforcement and compliance program that ensures apartment building owners and operators meet building maintenance standards. The goal of the program is to ensure that tenants live in safe and well-maintained buildings.

### WHAT WE'VE DONE:

In 2022, the RentSafeTO team completed 1,815 building evaluations, six building audits, and helped tenants with 11,110 service requests - a 10% increase from 2021.

### WHAT WE'RE DOING:

The RentSafeTO team ensures that service requests made by tenants are properly addressed. The team also leads community engagement and outreach initiatives to increase awareness of the program and to ensure tenants and building owners understand their rights and responsibilities.



### SERVICE REQUESTS

Total **11,110**



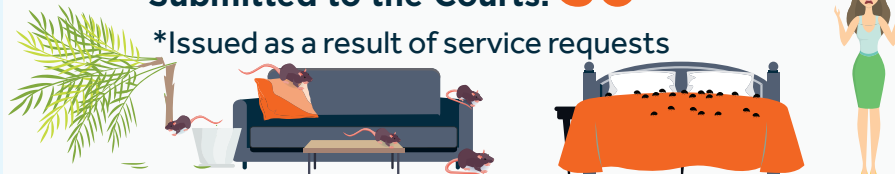
### ENFORCEMENT ACTION

Orders to Comply\*: **1,021**

Notice of Violations: **211**

Submitted to the Courts: **30**

\*Issued as a result of service requests



### BYLAW UPDATES

In June 2022, City Council approved changes to the Chapter 629 Property Standards bylaw to modernize the regulations. The updates allow bylaw enforcement officers to issue tickets when required, based on new fines set out in the bylaw. Residents can contact 311 to submit a complaint about a bylaw violation, and if validated, the officer can investigate, educate and/or take further enforcement actions.

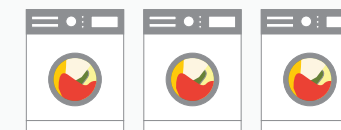
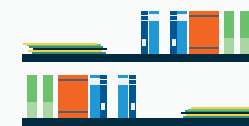


### BUILDING EVALUATIONS AND AUDITS

Building Evaluations: **1,815**

Audits\*: **6**

\*Building with scores 50% or below



### INVESTIGATION AND PERFORMANCE

**91%** Emergency service requests responded within 24 hrs

**74%** Non-emergency service requests responded within 5 days



### HOW WE REACHED TORONTONIANS

**63** Stakeholder and community events









More than **100K** website visits

**750K** people reached through social media













## 2022 SNAPSHOT

### NUMBER OF SERVICE REQUESTS BY TYPE :

|   |                         |       |
|---|-------------------------|-------|
|    | Property Standards :    | 7,661 |
|    | Adequate Heat :         | 1,367 |
|    | Waste :                 | 820   |
|   | Graffiti :              | 519   |
|  | Long Grass and Weeds:   | 507   |
|  | Zoning :                | 221   |
|  | Fence :                 | 9     |
|  | Appliance (Emergency) : | 6     |

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

### TOP PROPERTY STANDARDS SERVICE REQUESTS :

|   |                                 |       |
|---|---------------------------------|-------|
|    | Dwelling Unit Requires Repair : | 1,547 |
|    | Infestation :                   | 993   |
|    | Apartment Buildings Bylaw :     | 954   |
|  | Common Area Requires Repair :   | 596   |
|  | No Hot Water :                  | 398   |
|  | General Cleanliness :           | 376   |
|  | Elevators Not Working :         | 253   |
|  | Heat :                          | 172   |
|  | Vital Service :                 | 134   |
|  | Garbage Storage :               | 129   |

Note that there are 2,109 other types of property standards service requests not listed here.



## EVALUATION TOOL

In 2022, the RentSafeTO team began working to modernize and improve the current evaluation tool for apartment buildings. The redesign will create a more comprehensive tool that considers individual residential concerns, non-compliance with bylaws and health and safety impacts as part of its evaluation.



## INVESTIGATION & PERFORMANCE

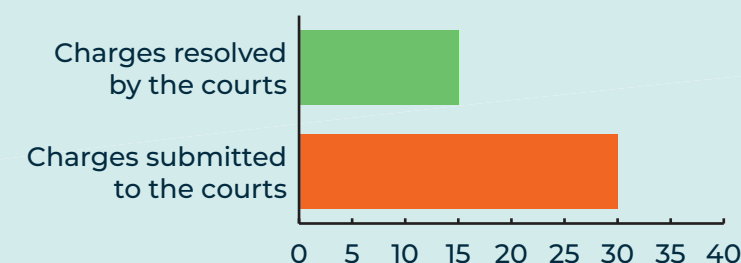
The RentSafeTO team targeted an initial response time of 24 hours for emergency service requests and five business days for non-emergency service requests.

In 2022, the City's enforcement team developed a new priority response system to determine the urgency and potential impact in addressing complaints, which was implemented in early 2023.

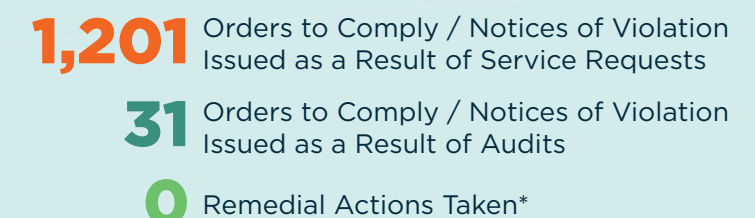


## ENFORCEMENT ACTION

### CHARGES



### ENFORCEMENT



\*Remedial action is typically employed as a last resort and predominantly used for Health and Safety violations. The objective of the RentSafeTO Enforcement team is to achieve compliance and work with building owners to ensure proper standards are met in a timely manner.