RentSafeTO
Apartment Building Standards Program

ABOUT THE PROGRAM

RentSafeTO: Apartment Building Standards is a bylaw enforcement program that ensures building owners and operators comply with building maintenance standards. As part of the program, bylaw enforcement officers conduct building evaluations, audits and investigate complaints submitted to 311, so that tenants have clean, safe and secure homes.

In 2023, RentSafeTO will be changing the way apartment buildings are evaluated. The goal is to ensure that tenants' needs and concerns are better reflected into the apartment building's overall score.

NEW FOR 2023

- ☑ Additional evaluation categories
- ☑ Category weighting to prioritize issues that have a greater impact on tenants
- ☑ Evaluation scores that reflect in-suite and common area violations and outstanding property standards orders
- ☑ New threshold to determine when buildings will be audited

EVALUATION TOOL

	PREVIOUS	NEW (2023 AND 2024)
CATEGORIES	20	Expanded to 50 categories so evaluations are reflective of current bylaws
SCORING	Rating scale 1-5	Rating scale changed to 1-3 to ensure a fair comparison and consistency between evaluations
WEIGHTING	No weighting	New weighting based on health and safety risks. Each category to be rated as High (3%), Moderate (2%), or Cosmetic (0.5%).
EVALUATIONS	If the RentSafe score is • 65% or less – every year • 66% to 86% – every two years • 86% and above – every three years	Buildings will now be evaluated every two years
AUDITS	All buildings that score 50% or below	Buildings will be ranked by their score and the bottom 2.5% will audited
COMPLIANCE	In-suite violations not factored into the building evaluation score	All active violations will reduce the building's evaluation score

IMPLEMENTATION TIMELINE

2021/22
- Research and analysis of design options
- Technology development
- Engagement with building owners, tenants and other stakeholders on the evaluation tool redesign
- Pilot test

2023/24
- Implementation of redesigned evaluation tool
- Targeted tenant engagement beginning in 2024
- Revised interactive web map that includes new categories and violations
- Resource assessment

2025
- Monitor evaluation categories and scoring, weighting structure, and audit threshold and adjust tool and process where required

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