

# RentSafeTO

Apartment Building Standards Program

## 2023 SNAPSHOT

### 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 2023, the RentSafeTO team completed 1,760 building evaluations, eight building audits, and helped tenants with 8,504 service requests. 1,339 total Orders to Comply and Notices of Violation were issued as a result representing an 8.7% increase in Orders or Notices of Violations compared to 2022.

### 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 **8,504**



### ENFORCEMENT ACTION

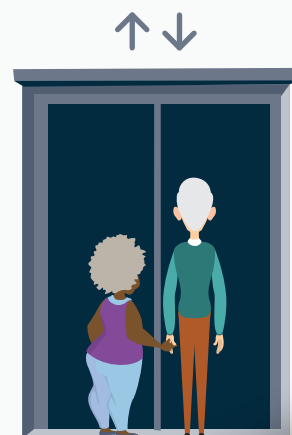
Orders to Comply\*: **1,187**  
Notice of Violations: **132**  
Submitted to the Courts: **42**

\*Issued as a result of service requests



### PROGRAM UPDATES

In 2023, RentSafeTO launched a redesigned evaluation tool. Under the redesigned tool, apartment buildings will be evaluated every two years against 50 categories that are weighted based on health and safety. The bottom 2.5 percentile of buildings evaluated will be audited the following year.

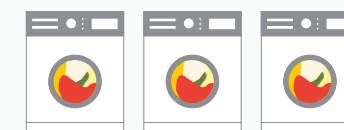
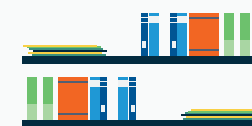


### BUILDING EVALUATIONS AND AUDITS

Building Evaluations: **1,758**

Audits\*: **8**

\*Building with scores 50% or below



### INVESTIGATION AND PERFORMANCE

**95%** Emergency service requests responded within 24 hrs

**92%** Non-emergency service requests responded within 5 days



### HOW WE REACHED TORONTONIANS

**93** Stakeholder and community events












More than **242K** website visits

**750K** people reached through social media













2023 SNAPSHOT

NUMBER OF SERVICE REQUESTS  
BY CATEGORY :

	Property Standards :	6,624
	Adequate Heat :	936
	Waste :	455
	Zoning :	211
	Long Grass and Weeds :	81
	Graffiti :	80
	Snow and Ice :	24
	Fence :	17
	Signs :	15
	Appliance (Emergency) :	8
	Election Signs :	3

Note that this includes all service requests received through 311 but excludes any 2023 audit-related files.

TOP PROPERTY STANDARDS  
SERVICE REQUESTS :

	Dwelling Unit Requires Repair :	1,600
	Infestation :	935
	Common Area Requires Repair :	478
	General Cleanliness :	376
	No Hot Water :	327
	Apartment Buildings Bylaw :	293
	Elevators Not Working :	274
	Vital Service :	223
	Garbage Storage :	131
	Lighting :	82

Note that there are 1,698 other types of property standards service requests not listed here.



EVALUATION TOOL

In 2023, RentSafeTO updated its Interactive Building Score Results webpage to reflect the new categories in the redesigned evaluation tool. In 2024, RentSafeTO will be incorporating active violations into the building score. Look up any building under the program, [here](#).



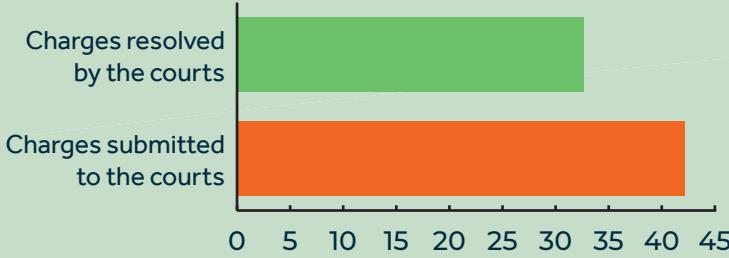
INVESTIGATION & PERFORMANCE

In 2023, the RentSafeTO team’s average service request response time was less than 4 days. Average response time related to property standards, waste, turf grass and prohibited plants significantly decreased compared to 2022. Similarly, the median response time was 1 day across all service request types.

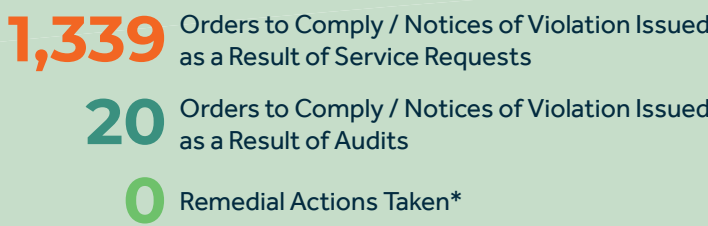


ENFORCEMENT ACTION

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.