

New Licensing Framework

Chapter 575 – Multi-Tenant (Rooming) Houses



Land Acknowledgment

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

African Ancestral Acknowledgment

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.

Group Agreement

The City of Toronto is committed to ensuring a positive, safe, and respectful environment for all.

We ask that everyone:

- Listens respectfully
- Treats each other with courtesy and kindness
- Holds questions until the end

Agenda

The purpose of today's information session is to provide general information to current and future multi-tenant house operators about the new bylaw regulations in Chapter 575 – Multi-Tenant Houses and the updated licence application process

1. General Multi-Tenant Houses Overview
2. New Framework Requirements
3. Operator Responsibility
4. Compliance Approach
5. Tools and Supports
6. Question and Answer Period

General Multi-Tenant Houses Overview

The City of Toronto is introducing a new regulatory framework which allows multi-tenant houses to be licenced across Toronto

City Council made the following changes:

1. Added Chapter 575, Multi-Tenant Houses to the City of Toronto Municipal Code
2. Removed Chapter 285, Rooming Houses, and Chapter 166, Lodging Houses
3. Updated Chapter 441, Fees and Charges
4. Updated the City-wide Zoning By-law 569-2013 and former general zoning by-laws

The new by-law will come into effect as of **March 31, 2024**

What is a Multi-Tenant House?

- A building with **four or more rooms**, inhabited or intended to be inhabited by people who **do not live together as a single housekeeping unit**
- A building with single room accommodations with a **shared kitchen and/or washroom**
- A **multi-tenant house room** is a room that:
 - Is used or intended to be used for living accommodation
 - Is available for rent
 - May include a bathroom or kitchen facility for the exclusive use of the occupant but does not include both
- A **multi-tenant house operator** is a person who owns and/or is responsible for operating a **multi-tenant house**
- If your house falls within the **Parkdale Project**, you are still required to be licenced as a multi-tenant house

What is NOT a Multi-Tenant House?

- A residential premises licensed or approved by the Government of Ontario or the Government of Canada
- Shelters operated by or on behalf of the City of Toronto or a City agency
- Student housing operated by a college or university
- A student fraternity or sorority house inhabited or intended to be inhabited by students who are members of an active chapter of a bona fide national or international student fraternity or sorority
- Co-operative student residences owned or leased by a non-profit, non-share corporation and providing housing accommodation on a co-operative basis
- Hotel or motels

New Framework Requirements

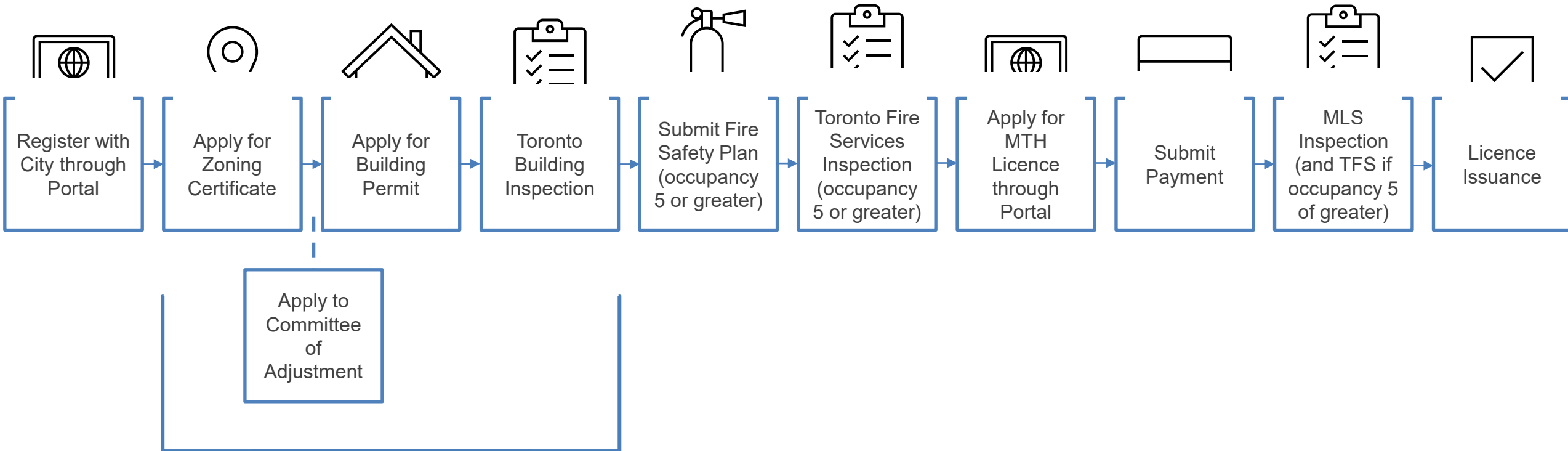
Zoning
Permission &
Requirements

Operator
Licensing
Requirements

Licensing Fees

Appeal Process

Operator Journey



Note: Zoning and Building Code Compliance applies to new operators and current operators who have completed construction and/or renovations

Zoning Requirements

- Multi-tenant houses will be permitted in all zones that permit residential uses
- Multi-tenant houses with up to **six** dwelling rooms will be allowed in all neighbourhoods
- In the former cities of Toronto, East York and York, depending on the location and the zoning, multi-tenant houses may have up to **12 or 25** rooms
- In the former cities of Etobicoke, North York and Scarborough the maximum number of rooms is **six** for all zone types

Zoning Permissions & Requirements

- Multi-tenant houses have communal facilities and must have a **minimum of one bathroom** for every **four dwelling rooms**. A multi-tenant house bathroom is required to have a toilet, a sink, and a bath and/or a shower
- Minimum parking requirements for multi-tenant houses are based on transit access.
 - For areas well-serviced by transit and the former City of Toronto, **no parking spaces** will be required for a multi-tenant houses
 - For all other areas, a multi-tenant house with six rooms will require at least **two parking spaces**

Demonstrating Zoning & Building Code Compliance for New Operators

Before you can apply for an MTH licence as a new operator you will need to undergo a zoning review

Zoning Review

- The Zoning review process will provide you will a [Zoning Applicable Law Certificate](#) from Toronto Building to confirm that you meet zoning bylaw requirements.
- If Toronto Building is unable to issue a Zoning Certificate, you may have to apply to the Committee of Adjustment for a minor variance

Committee of Adjustment (COA)

Committee of Adjustment Purpose and Authority



Purpose

To hear and decide on applications for minor variance, consent and legal non-conforming uses



Quasi-judicial body appointed by City Council

Decision-making powers independent from City Council and City staff

Adjudication process governed by the *Statutory Powers and Procedures Act*



Enabling Legislation

Planning Act and Regulations

Toronto Municipal Code Chapters 4 and 415

When Do I Need A Building Permit?

- A building permit is required for the construction and/or demolition of a new building, an addition, or material alteration of any building or structure
- A building permit is required when changing the use of a building (e.g., single dwelling unit house to multi-dwelling unit house); even if no construction is proposed
- Toronto Building enforces the administrative and technical requirements of the Ontario Building Code
- Toronto Building is committed to enhancing clarity and reducing complexity in the permit process

Fire Safety Plan

Under the Ontario Fire Code, if 5 or more people live in the home, all operators are required to submit a Fire Safety Plan

- The plan can be submitted electronically to Toronto Fire Services (TFS) by email (tfs_plans@toronto.ca)
- Once the plan is approved, TFS will attend the property to make sure the provisions specified in the plan are accurate, as well as ensuring the installation of a Fire Safety Plan Box
- You will receive a notice of approval that you will include as part of your application for a licence

Applying for a Licence

- Once you have ensured Zoning, Building and Fire Code Compliance you will apply for a licence with the City to ensure your property complies with all licensing requirements outlined in the bylaw
- Under the new regulatory framework for multi-tenant houses there are two types of licences for multi-tenant house operators:
 1. Multi-tenant house (**Type A**)
 2. Personal care multi-tenant house (**Type B**)
 - Multi-tenant house where personal-care services are provided

Applying for a Licence

- The City is modernizing its application process and is developing an **online** licence application portal for all operators (including operators with existing multi-tenant houses)
- The online licence application portal will be launched when the new bylaw comes into effect
- If you already have a licence, it will be valid until the expiry date
- You are encouraged to begin your renewal application 90 days in advance of your licence expiration date to ensure sufficient time for the application to be reviewed and for your property to be inspected

Applying for a Licence

- Multi-tenant house licences are not transferrable
- If a new operator is replacing an existing operator, the existing operator must notify MLS at least 90 days in advance of that change
- The new operator is required to apply for a new licence and must submit an application before the existing operator sells or transfers their property or business
- The existing operator will maintain their licence in good standing including remaining responsible for the operation of the multi-tenant house until the new operator is issued a licence

Applying for a Licence

Along with providing details of the multi-tenant house, you will also be required to submit the following plans through the online licence application portal:

- Zoning Approval (if required)
- Fire Safety Plan (if required)
- Waste Management Plan
- Indoor and Outdoor Property Management Plan
- Property Plan
- Floor Plan
- Pest Management Plan

Templates of plans will be available on the City website and in the Mult-Tenant Houses Operator Guide

Applying for a Licence – Type B

In addition to the property maintenance plans, operators applying for a **Type B** (personal care) licence must submit:

- Proof of Age
- Proof of Education
- Work Experience
- Vulnerable Sector Screening
- Safety Plan
- Personal Care Plan

Templates of plans will be available on the City website and in the Mult-Tenant Houses Operator Guide

Fees

- You will be required to pay an application and inspection fee every year

Fee	Amount
Application/Renewal Fee	\$25 per room and per application
Inspection Fee	\$150 per house

- If you do not renew the licence before it expires, you may be charged a late renewal fee
- Late payments are charged every 30 days and after 90 days the license is revoked
 - During the 90 days the property is still able to operate
- Re-inspection fees are charged if a reinspection is required due to any property standards violations

** Toronto Community Housing and other non-profit social housing providers are exempt from fees*

Inspections

- Once the licence application and payment are both received, the City conducts inspections of the multi-tenant house as part of the bylaw to ensure it complies with:
 - Chapter 629, Property Standards
 - Ontario Fire Code (Occupancy 5 or more)
 - Food Premises Regulation (O. Reg 493/17)
 - This applies only to personal care homes with 10 or more occupants
- Operators are required to install and maintain a Notice Board in a common area of the home

Licensing Tribunal

- If your MTH does not meet the licensing criteria, your application will be referred to the Multi-Tenant Housing Licensing Tribunal
- You may also submit an appeal to the Licensing Tribunal on your behalf
- The Tribunal is a quasi-judicial body through which a licensing decision may be reviewed or appealed. The Tribunal may:
 - (a) uphold a refusal or recommendation made by MLS;
 - (b) issue (with or without conditions), refuse, suspend or revoke the licence; or
 - (c) add conditions to the licence. A Tribunal hearing can also be held for operators that violate the bylaw
- The Tribunal's decision is final and will be sent to all parties

Ending Operations

If you decide you no longer want to operate your MTH, you will need to take a series of steps to notify MLS and your tenants in order to minimize the impact of ending your MTH operations

1. Unless otherwise required by law (including a decision by the Multi-Tenant Licensing Tribunal), notify Municipal Licensing and Standards, at least seven months in advance, of ending operations and submit a transition plan
2. Notify each tenant in writing, at least six months in advance of the operation's end date
3. If a tenant requests, an operator is required to take *reasonable steps* to find appropriate alternate accommodation for them

Templates of plans will be available on the City website and in the Multi-Tenant Houses Operator Guide

What is your responsibility as an operator?

- ☐ Ensuring Zoning and Building Code Compliance
- ☐ Ensuring Ontario Fire Code Compliance
- ☐ Applying for and maintaining an annual Multi-Tenant Houses Licence
- ☐ Repairing and maintaining the multi-tenant house in compliance with the bylaw and other relevant municipal and provincial legislation
- ☐ Upkeeping all relevant property maintenance and personal care plans
- ☐ Responding to all **non-urgent** service requests within seven days of tenant request
- ☐ Responding to all **urgent** service requests within 24 hours of tenant request
 - Urgent requests include: fuel, electricity, gas, heat, cold or hot water issues
- ☐ Notifying the City of any changes including, if planning to end operations

Compliance Approach

- MLS has recently onboarded a dedicated licensing and enforcement team who will:
 - Provide education and implement a communications strategy
 - Conduct annual inspections of licensed houses
 - Conduct investigations of unlicensed operators
 - Ensure compliance with all applicable bylaws including Property Standards, Zoning, Waste, etc.
- To protect tenants and preserve affordable housing, **MLS** will work **collaboratively** with operators to bring them into the new licensing regulatory framework
- **Operators are required to comply with the Ontario Fire Code, Ontario Building Code and relevant municipal bylaws including Chapter 629, Property Standards**

Renovation and Repair Fund

- Subject to City Council approval, the City is launching a new Multi-Tenant Houses Renovation & Repair Program Fund to help operators **offset costs of bringing a multi-tenant house into compliance**
- Operators can apply for funding and/or incentives for pre-construction work, including design professionals and relief from City application fees, and for repairs and major renovations and committee of adjustment applications
- If approved, the program will launch in **Spring 2024**
- More information will be provided to operators when the program is launched

Multi-Tenant House Website

Multi-Tenant (Rooming) Houses

Share  Print  Translate 

A new regulatory framework for multi-tenant (rooming) houses, which will permit these all across Toronto, will come into effect on March 31, 2024. [Learn about the new framework](#). Operators are invited to [information sessions in February](#) to learn more about their roles and responsibilities and the new licence application process.

A multi-tenant house, commonly known as a rooming house, is where four or more people rent rooms and share a kitchen and/or washroom. These are currently only permitted in certain areas within Toronto where zoning permits them.

Multi-tenant houses are an important part of the affordable rental housing market and provides single-room accommodation to diverse communities, including students, seniors, new immigrants and low/moderate income residents.

In some areas, owners must have a licence to operate multi-tenant houses. Other areas define multi-tenants houses differently and may not be permitted. For further clarification please contact MultiTenantHousing@toronto.ca.

Residents can [contact 311](#) to report issues related to multi-tenant houses.

[Multi-Tenant House Owners & Operators](#)

Learn about licensing and operating requirements.

[Tenants of Multi-Tenant Houses](#)

Get information on service requests and tenant rights.

[New Framework & Implementation Progress](#)

Learn about the new regulatory framework, which will permit multi-tenant houses all across Toronto, and the implementation progress.

Contact Information

311

Phone outside Toronto: 416-392-CITY (2489)

Telephone: 311

TTY: 416-338-0TTY (0889)

Email: 311@toronto.ca

Related Information

[Rooming Houses Bylaw](#) 

[Lodging Houses Bylaw](#) 

[New Framework for Multi-Tenant \(Rooming\) Houses](#)

[Multi-Tenant House Licensing Tribunal](#)

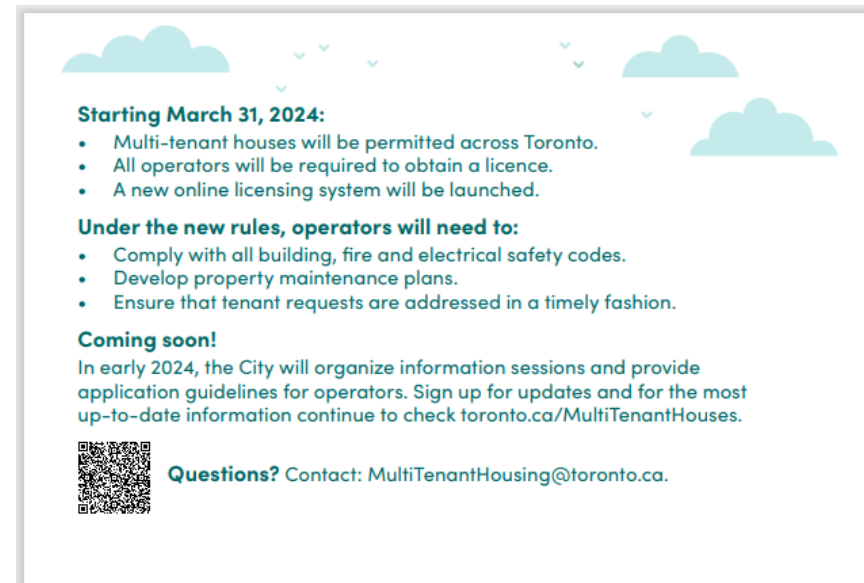
[Multi-Tenant House Owners & Operators](#)

[Tenants of Multi-Tenant Houses](#)

[View Investigation Requests & Violations](#)

Literature

- Update Operator Guide
- Brochure and/or rack card
- Postcards



Q&A

Thank You

Municipal Licensing & Standards

multitenanthousing@toronto.ca

416-394-8178

Court Services

MTHLT@toronto.ca

Toronto Building

TBInspections@toronto.ca

Toronto Fire Services

TFSInspections@toronto.ca

City Planning

zoningpolicy@toronto.ca

416-338-5600

Toronto Public Health

dinesafe@toronto.ca

416-338-7600

