

RentSafeTO:

Apartment Building Standards Program

2024 SNAPSHOT

WHY WE'RE HERE:

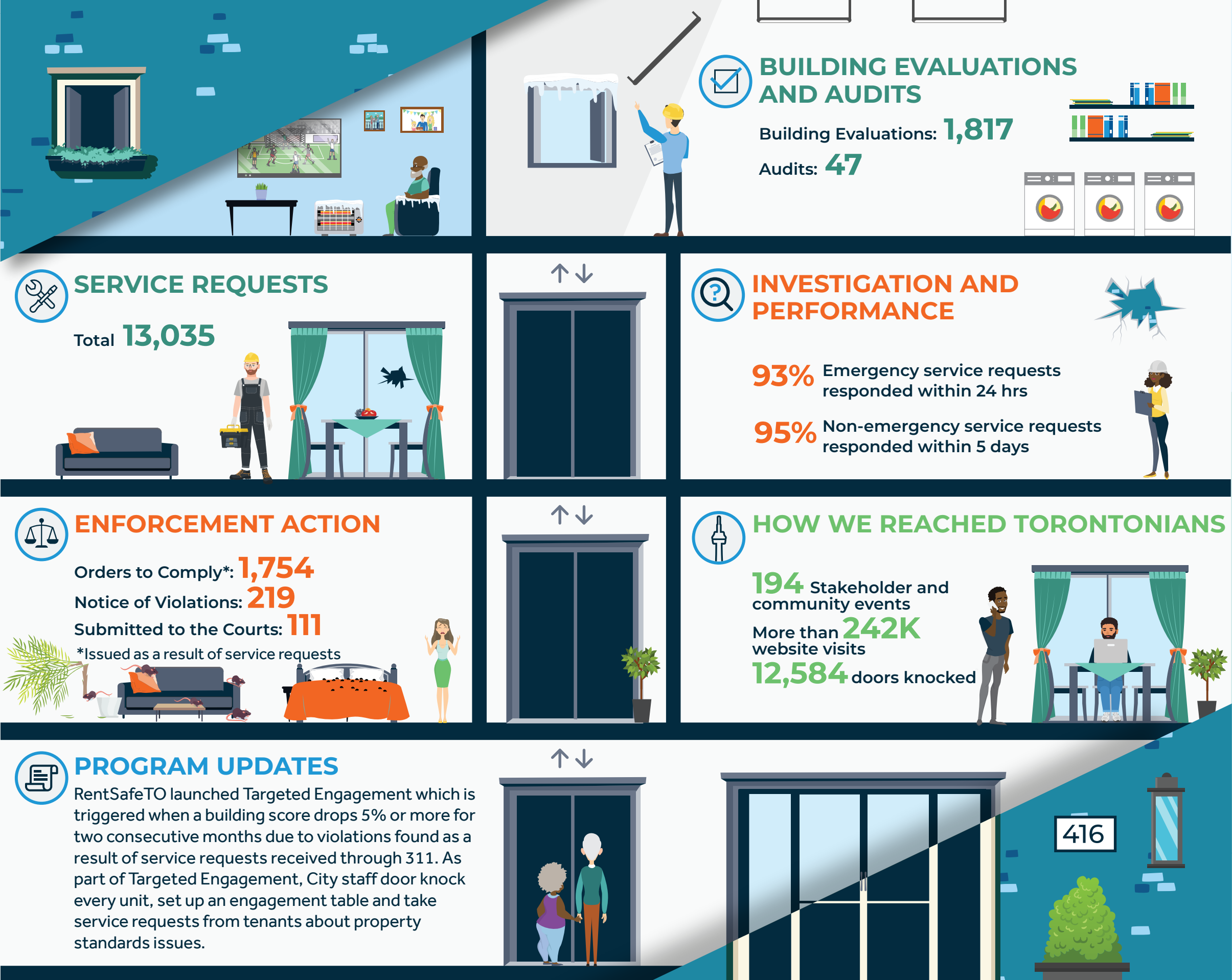
RentSafeTO is a bylaw enforcement and compliance program that ensures apartment building owners and operators meet building maintenance standards. The goal of the program is to ensure that tenants live in safe and well-maintained buildings.

WHAT WE'VE DONE:

In 2024, the RentSafeTO team completed 1,817 evaluations, 47 building audits and helped tenants with 13,035 service requests. RentSafeTO issued a total of 1,973 Orders and Notice of Violation with 92.2% of service request resolved.

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.









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NUMBER OF SERVICE REQUESTS BY CATEGORY:

	Property Standards:	10,640
	Adequate Heat:	1,146
	Building Audit:	431
	Waste:	417
	Zoning:	208
	Graffiti:	85
	Long Grass and Weeds:	58
	Snow and Ice:	28
	Fence:	12
	Clothing Drop Boxes:	6
	Appliance (Emergency):	4

Note that this includes all service requests received through 311 but excludes any 2024 audit-related files.

TOP PROPERTY STANDARDS SERVICE REQUESTS:

	Apartment Buildings Bylaw:	3,727
	Dwelling Unit Requires Repair:	1,741
	Pests:	897
	Common Area Requires Repair:	781
	Vital Services:	620
	General Cleanliness:	405
	Elevators Not Working:	326
	Garbage Storage / Bin Condition:	153
	Lighting:	73

Note that there are 1,917 other types of property standards service requests not listed here.



BUILDING SCORES

In 2024, RentSafeTO updated its Interactive Building Score Results webpage to incorporate active violations into the building score along with deficiency information. Look up any building under the program by [visiting the RentSafeTO Interactive Building Score Map](#).



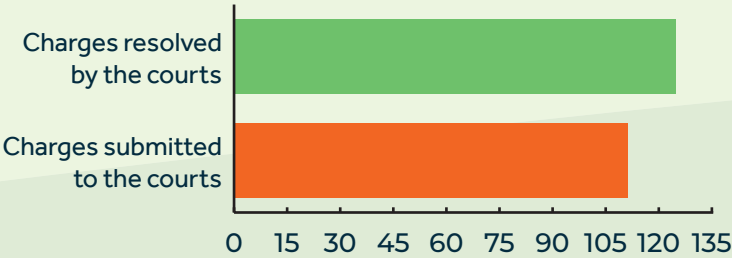
INVESTIGATION & PERFORMANCE

In 2024, average response time improved for the highest volume service request areas, including property standards, adequate heat and waste. For instance, the RentSafeTO team's average response time for files related to property standards decreased from four days in 2023 to 2.2 days in 2024.

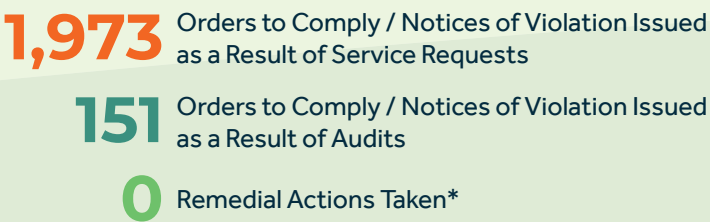


ENFORCEMENT ACTION

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.