



RentSafeTO:

Apartment Building Standards Program

YEAR IN REVIEW | 2024

Message from the Executive Director, **CARLETON GRANT**

As Toronto's population grows, and our city continues to evolve and change, one thing stays the same: people deserve to live in safe and well-maintained housing with respect and dignity. The RentSafeTO: Apartment Building Standards Program works to ensure that apartment buildings are well-maintained by building owners and operators, and that tenants understand their rights and can resolve issues with their apartments.

I am proud to share the 2024 Year in Review for RentSafeTO, highlighting the impact and progress made over the last year. The RentSafeTO team responded to more than 13,000 service requests related to various property standards issues such as inadequate heat, plumbing problems, leaky ceilings, pests, and common area building concerns.

Over the last year, we have also focused on implementing the enhanced RentSafeTO building evaluation tool to support and empower tenants. The evaluation tool measures how well a building complies with the bylaws and calculates scores for the over 3,500 buildings registered with RentSafeTO. The new tool now has additional evaluation categories, increased evaluation frequencies and weighted scoring, which focuses more heavily on issues that impact the health and safety of tenants. In 2024, the program's work to redesign the evaluation tool was recognized by the City Manager. However, this achievement would not have been possible without the tremendous contributions of tenants, tenant advocates, building owners, operators who provided valuable feedback throughout the process.

Through newsletters, door knocking, workshops and consultations, we're continuously working to engage with tenants, listen to concerns, answer questions and share information and resources. As we look forward, the work continues, and I would like to thank our staff and partners for their dedication and commitment in working to create safe and adequate housing for Toronto residents.



Carleton Grant

BACKGROUND

The RentSafeTO Apartment Building Standards Program is the first of its kind in Canada and builds on the City's previous Multi-Residential Apartment Buildings program. The program aims to strengthen enforcement of City bylaws, enhance tenant engagement and access to information, and promote proactive maintenance in apartment buildings to prevent the deterioration of critical housing stock.

2024 HIGHLIGHTS

1,815

Evaluations

87.1%

Average
Evaluation Score

285,670

Webpage Visits
(toronto.ca/RentSafeTO)

194

Engagement Events
Interacted with more
than 4,280 people

44

Full-time Bylaw
Enforcement
Officers (BEOs)

13,035

Service Requests
(inclusive of audits)

WHAT WE DO

- ▶ Register qualifying buildings for the RentSafeTO program
- ▶ Investigate service requests and address bylaw violations
- ▶ Proactively evaluate buildings every two years to ensure compliance
- ▶ Audit buildings that score within the bottom 2.5 percentile
- ▶ Resolve complaints
- ▶ Engage with tenants, tenant advocates, building owners, councillors, community organizations and other divisions to inform about the latest program updates
- ▶ Educate tenants and buildings owners about the program requirements and regulations
- ▶ Consult tenants, tenant advocates, building owners and operators about program changes and policies

KEEP IN MIND

If you have a property standards issue, put it in writing to your building owner/operator first. If no response is received, please **contact 311**.



About the RentSafeTO TEAM

RentSafeTO is a bylaw enforcement program that ensures apartment building owners and operators comply with building maintenance standards. The program applies to apartment buildings with three or more storeys and 10 or more units. Currently, there are more than 3,500 apartment buildings registered for the program, accounting for more than 321,000 rental units across Toronto.

The RentSafeTO team currently has 44 dedicated bylaw enforcement officers (BEOs) that respond to service requests received through 311, conduct building evaluations and audits and ensure apartment buildings are registered with the program.

Tenant engagement and education is a core pillar of the RentSafeTO program. Part of this work includes door-to-door engagement with tenants, distributing literature and resources during building audits, holding workshops to address questions from tenants' associations and residents and collaborating with other City divisions on rental and tenant housing initiatives.



To learn more about RentSafeTO, please visit
www.toronto.ca/RentSafeTO.





BYLAW ENFORCEMENT OFFICER *Spotlight*

Meet Shanika!

Shanika is a Bylaw Enforcement Officer and has been a part of the RentSafeTO team for two years. Shanika brings a positive approach to her daily work as it directly impacts people's homes and lives.

“There is no average day on the RentSafeTO team. No day is the same. However, that makes my job so fulfilling especially when I know I have helped someone who needed assistance to get a repair done despite their attempts to resolve the issue on their own. Seeing the repairs done I know I am making a difference and an impact in the community creating healthier, cleaner, and safer environments in people's homes. Each year, there are more apartment building registrations and service requests which shows the work of the RentSafeTO team is not only being seen but is needed.”



If your landlord is not addressing a repair, please contact 311 by phone, online or through the 311 app!

BUILDING EVALUATIONS & AUDITS

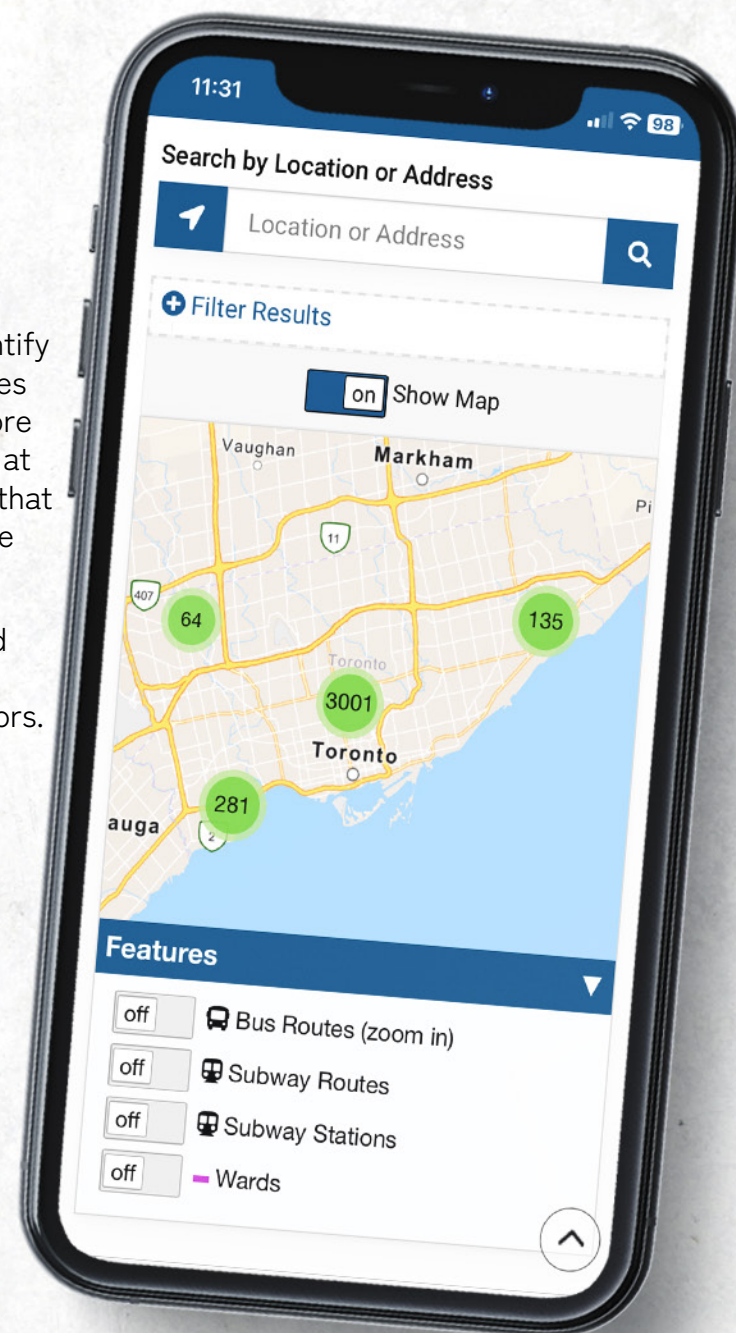
All buildings registered with RentSafeTO are evaluated once every two years to identify issues in common areas and to ensure compliance with City bylaws. The 50 categories that are examined are weighted based on health and life safety risk. A score of 1 to 3 is given to each category, with 3 representing no bylaw violations observed at time of the evaluation, and 1 meaning significant violations observed. The buildings that score in the bottom 2.5 percentile of buildings evaluated each year are audited in the following spring.

RentSafeTO is currently working to review the past two years of evaluation data and undertaking and examining potential changes and adaptations to the tool to ensure it continues to be comprehensive, responsive and ensures consistency among evaluators.

DYNAMIC BUILDING SCORES

In 2024, RentSafeTO updated its [interactive building score map](#) to enable residents and prospective tenants to see active and closed Orders to Comply or Notices of Violation issued for both in-suite and common area violations in response to service requests received through 311. If a violation is issued, it will temporarily reduce the building's score. If the building score drops 5% or more for 60 consecutive days, RentSafeTO will conduct Targeted Engagement at the building. For more information on building scores and violations, please visit the [RentSafeTO Interactive Building Score Map](#).

If a building score drops 5% or more for 60 consecutive days, Targeted Engagement will occur. To review building violation please visit the [RentSafeTO Interactive Building Score Map](#)





BUILDING EVALUATIONS PERFORMED

1,815



BUILDING AUDITS PERFORMED

47



EVALUATION SCORES

AVERAGE

87.1

MEDIAN

89

The redesigned evaluation tool now includes new evaluation categories, different weighting that prioritizes the health and safety impacts for tenants, and new thresholds to determine which buildings will be audited. In 2025, the bottom 2.5 percentile of buildings evaluated in 2024, approximately 57 buildings, will be audited.

*2024 Audits were based on 2023 evaluation scores.

SUPERVISOR *Spotlight*

Meet Spencer.

Spencer is Supervisor of the RentSafeTO program. As part of his role, he trains, supports and supervises a team of Bylaw Enforcement Officers to provide consistent, timely and quality service while fostering a positive environment for staff.

“In my role, my primary objective is to foster and lead a high performing team to achieve our program’s goals while continuously improving and aiming to exceed the expectations of the people we serve. The key to success is teamwork and strong leadership. By investing in the growth and development of each individual team member and by creating a positive environment where staff are consistently supported with the right knowledge, mentorship, and guidance to succeed, you create a high level of trust and accountability that builds cohesive relationships and reflects in the collective performance of the team.”



SERVICE REQUESTS

When a service request is received by 311, the investigation is initiated based on the priority response model to prioritize urgent service requests, provide excellent customer service and maintain a responsive process for managing service requests.

Priority 1: Urgent service requests where matters present health and safety issues, vital service disruptions, or has an imminent impact to life safety. The City aims to contact the resident within 24 hours for issues such as no heat, abandoned appliances and discriminatory and hateful graffiti.

Priority 2: Non-urgent service requests involving new or recurring issues that may require a time-specific appointment to obtain photographic evidence, conduct a site assessment, and/or collect witness statements. The City aims to contact the resident within five days for such service requests including low heat and maintenance violations.

Priority 3: Non-urgent service requests which include first time offences that do not meet the criteria for a Priority 1 or 2 response and may be resolved without a physical inspection. The City aims to contact the resident within 10 days for such service requests including waste on private properties and graffiti removal.

Priority 4: Service requests that are considered out of scope of any MLS-enforced bylaw.

More information about the priority response model can be found at the [Municipal Licensing & Standards Customer Service Standards webpage](#).



68,717

SERVICE REQUESTS

have been closed since 2017



92.2%

of service requests
were closed in 2024



7.8%

of service requests are
under investigation

12,024

CLOSED SERVICE REQUESTS

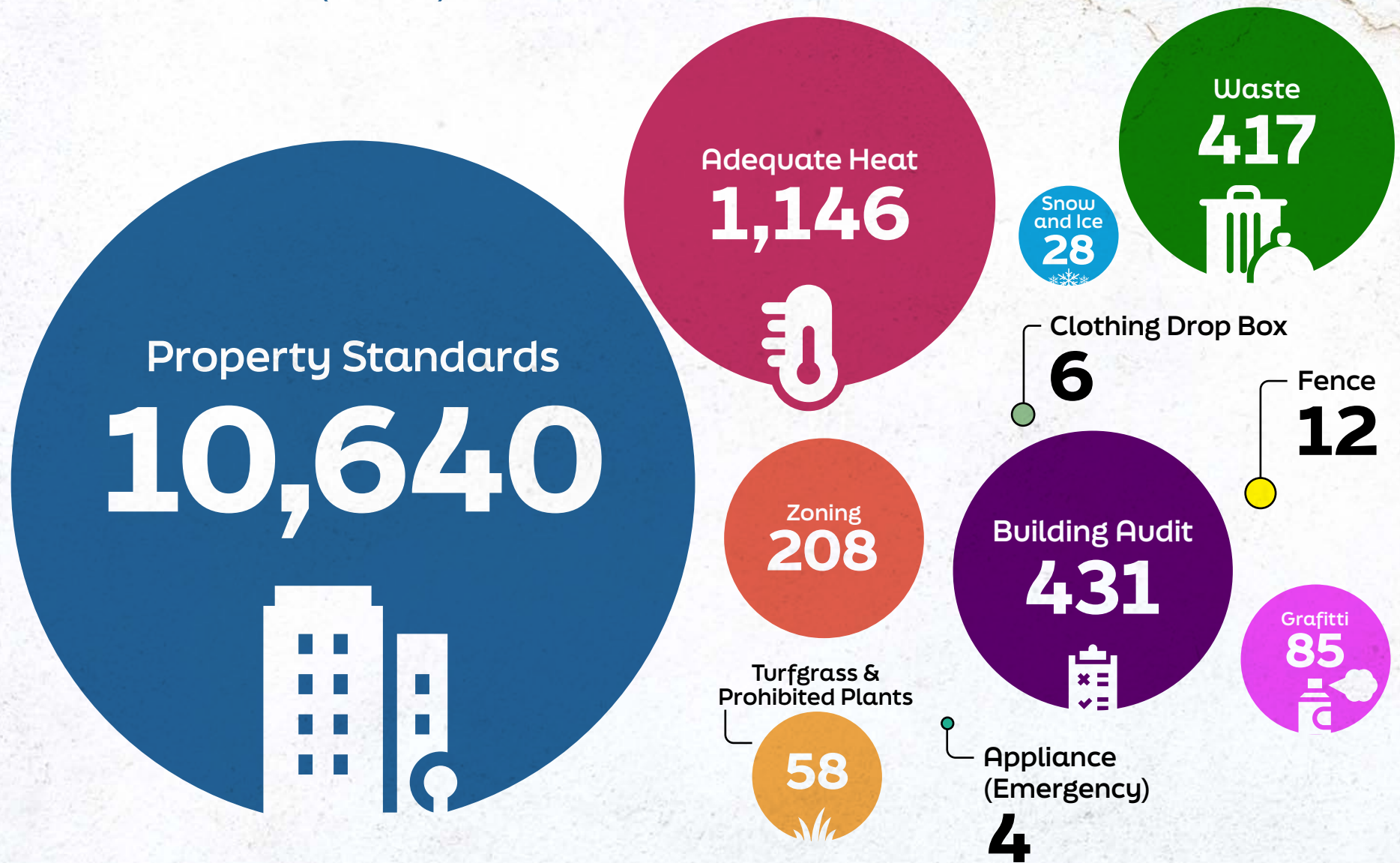
2024

1,011

OPEN SERVICE REQUESTS

2024

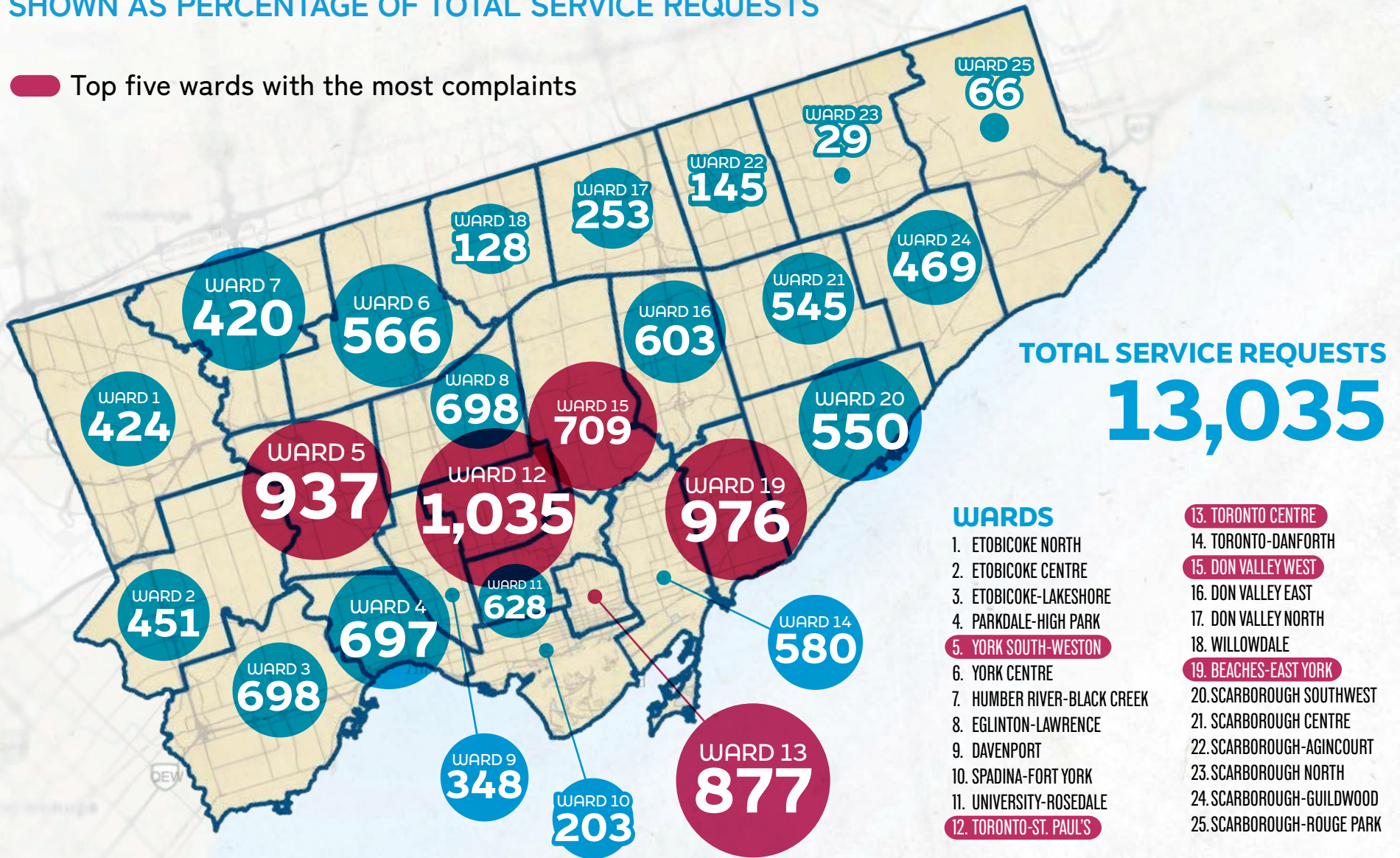
NUMBER OF SERVICE REQUESTS BY CATEGORY (2024)




SERVICE REQUESTS BY WARD

SHOWN AS PERCENTAGE OF TOTAL SERVICE REQUESTS

Top five wards with the most complaints



A photograph of a brick building with significant roof damage and peeling siding, with a white air conditioning unit in the foreground.

“The Bylaw Enforcement Officer displayed exemplary handling, customer service, attention and a great demeanour when the boiler broke in my building and there was no hot water. The Officer’s expediency and experience helped to ensure it was resolved. I have spoken to other representatives about having no heat, non functional sink, rats and bugs about contacting RentSafe because it has been difficult to getting the landlord to follow up.”

Irene, Tenant

ADEQUATE TEMPERATURES ARE IMPORTANT

The Heating Bylaw is changing on April 30, 2025. Landlords must ensure the temperature of dwelling units is 21°C between October 1 and May 15. If provided by the building, air conditioning must be operating between June 1 and September 30 to maintain an indoor temperature that does not exceed 26°C.



INVESTIGATION PERFORMANCE STANDARDS

When a service request is received through 311, a RentSafeTO Bylaw Enforcement Officer (BEO) is assigned to investigate. The BEO reviews the service request and begins the investigation process. Service requests are prioritized based on the impact to health and safety. Emergency service requests which include low or no heat in apartment buildings, discontinuation of a vital service, abandoned appliances or the removal of hate graffiti are prioritized over non-emergency service requests which

include turf grass and prohibited plants, zoning or waste. In 2024, the RentSafeTO team worked to improve their response time for non-emergency service requests to within 5 days of receiving the request. RentSafeTO achieved this goal 95% of the time; an increase of 3% over 2023 and 21% over 2022. RentSafeTO also responded to 93% of emergency service requests within 24 hours.

PERCENTAGE OF NON-EMERGENCY RESPONSES
WITHIN 5 DAYS OF REPORTS

74%
2022

92%
2023

95%
2024

INVESTIGATION RESPONSE TIME

AVERAGE NUMBER OF DAYS BY CATEGORY

Average response time remained steady at 2.3 days across all service request types in 2024. However, it decreased in many of the highest volume service requests areas, including property standards, adequate heat and waste. The RentSafeTO program's average response time for service requests related to property standards decreased from four days in 2023 to 2.2 days in 2024.



- Property Standards
- Adequate Heat
- Waste
- Zoning
- Turfgrass and Prohibited Plants

A photograph showing a wooden fence made of vertical slats. A person is seen climbing over the fence. The scene is surrounded by trees and greenery, with a clear blue sky in the background. The image is framed by a green border.

“Thank you for the amazing and incredible work of the RentSafeTO Officer who helped me resolve numerous issues in my home. Nearly everything from the Property Standards Order that was issued has been completed, and the cockroaches concerns are now actively and consistently being treated. I am grateful for RentSafeTO existing and continually following up to hold my building to the City standards.”

K.C, Tenant

ENFORCEMENT ACTION

The primary goal of RentSafeTO is to bring building owners and operators into compliance, using progressive enforcement action until compliance is achieved. Progressive action may include Orders or Notices of Violation, fines, charges and if all other feasible options have been exhausted, potential remedial action. When a violation is found, BEOs will issue a Notice of Violation and/or an Order to Comply to notify

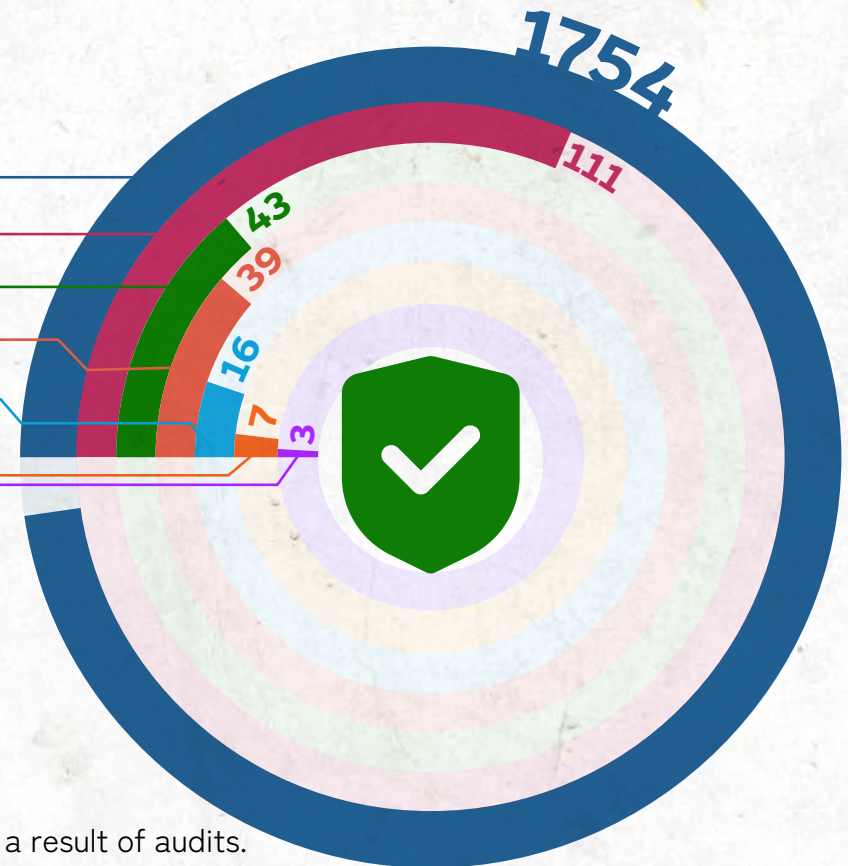
a building owner and/or operator that they must correct any bylaw violations. In 2024, one in every 6.14 service requests resulted in either a Notice of Violation or an Order to Comply being issued. 1.2% of all Orders to Comply and Notices of Violation were issued as a result of audits.

ORDERS TO COMPLY AND NOTICES OF VIOLATION ISSUED AS A RESULT OF SERVICE REQUESTS

- Property Standards (Emergency Order or Order)
- Waste (Notice)
- Graffiti (Notice)
- Adequate Heat (Notice)
- Turfgrass and Prohibited Plants (Notice)
- Zoning (Notice)
- Fence (Notice)

NO ORDERS TO COMPLY OR NOTICES OF VIOLATION WERE ISSUED FOR THE FOLLOWING:

- Appliance (Emergency Order)
- Snow and Ice



NOTE: This graphic excludes the Orders and Notices of Violation issued as a result of audits.

ORDERS TO COMPLY AND NOTICES OF VIOLATION ISSUED AS A RESULT OF AUDITS

Category	2018	2019	2020	2021	2022	2023	2024
Property Standards (<i>Order</i>)	155	122	64	17	25	20	132
Waste (<i>Notice</i>)	9	8	6	2	5	-	16
Graffiti (<i>Notice</i>)	-	3	1	-	1	-	3
Turf Grass and Prohibited Plants (<i>Notice</i>)	1	-	1	-	-	-	0
Fence (<i>Notice</i>)	1	2	1	-	-	-	0
TOTAL	166	125	73	19	31	20	151

REMEDIAL ACTIONS TAKEN

Category	2017	2018	2019	2020	2021	2022	2023	2024
Property Standards	2	0	4	1	0	0	0	0
Waste	1	0	6	0	1	0	0	0
Graffiti	1	1	0	0	0	0	0	0
TOTAL	4	1	10	1	1	0	0	0





CHARGES
SUBMITTED
TO THE COURTS

PART 1 (SET FINE)

89

PART 3 (SUMMONS)

22



CHARGES
RESOLVED
BY THE COURTS

92

33

NUMBER OF
FINES IMPOSED

100 fines totalling \$154,400

The most common charge under the RentSafeTO program is the Failure to Comply with a Property Standards Order. Staff have issued 715 charges since the introduction of the program. Fines, which are imposed by the Courts, have ranged from \$100 to 30,000.

PART 1 OFFENCES

These offences are often referred to as set fines, are for minor offences and they can be issued for non-compliance under several bylaws including Chapter 354, Apartment Buildings.

PART 3 OFFENCES

This type of offence is for more serious violations. It involves issuing a summons and requires the individual to appear in court. Staff can serve a summons for offences under Chapter 354, Apartment Buildings, as well as other bylaws including Chapter 629, Property Standards, in accordance with but not limited to, the Provincial Offences Act.





“Quarterly our Property Management organization hosts an educational huddle for our leaders. RentSafeTO gave a presentation at our year-end program providing a plethora of informative data about the program and its requirements that our Property Managers can take away to their teams to reinforce their knowledge, and where necessary, improve compliance. We’ve had the pleasure of working with the RentSafeTO team and will continue engage with the program as it works to aid tenants and develop further.”

Matthew,
General Manager

RentSafeTO COMMUNITY *Engagement*

The RentSafeTO team works to increase outreach of the RentSafeTO program through a variety of methods including door-to-door engagement, participation in tenant association or tenant advocacy meetings, attending community events, participating in councillor townhalls, conducting walkthroughs with building owners, and the circulation of the program's semi-annual newsletter.

In 2024, RentSafeTO successfully completed 194 engagements speaking with approximately 4,400 residents throughout the year. The program also held its annual, City-wide, multilingual public education campaign that leveraged various digital and print media to increase awareness about the program, the issues it can help with and when to submit a service request to 311.

 **194** In-person and virtual events

 **12,584** Doors knocked

 **49** Seminars

 **16** Councillor-held events

 **72,052** Webpage views during campaign



LOOKING AHEAD

RentSafeTO has numerous initiatives that it will be working towards in 2025, including:

- ▶ Implementation of the City Council approved Heating Bylaw amendments;
- ▶ Initiating a review of the implementation of the redesigned evaluation tool based on the directives from City Council;
- ▶ Conducting approximately 1,750 building evaluations;
- ▶ Conducting audits based on 2024 evaluation results; and
- ▶ Utilizing census and other data to improve program outreach to residents living in RentSafeTO apartment buildings.

Stay connected and receive the latest program updates, continued engagement and social media at toronto.ca/RentSafeTO.



If you are interested in learning more or having RentSafeTO conduct an education session at a community event, please email RentSafeTO@toronto.ca.

