

Committee of Adjustment Annual In-Person Update

City Planning Division
May 6, 2025







Agenda

Time	Item
6:00-6:10	Welcome and Introductions
6:10-6:40	Committee of Adjustment Snapshot and Director's Update
6:40-7:10	2025 Workplan Update
7:10-7:20	Break
7:20-7:50	Purpose Statement and Service Charter
7:50-8:30	Q&A and Wrap Up



Code of Conduct

-  Be courteous to presenters – please refrain from chatting
-  Turn off your cell phone during the session
-  Save questions until the end of the presentation
-  Enjoy the session, please clean up after yourself

Indigenous Acknowledgement

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.



Committee of Adjustment Snapshot and Director's Update

Committee Purpose and Authority



Purpose

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



Quasi-judicial body appointed City Council

Decision-making powers independent from City Council and City staff

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



Enabling Legislation

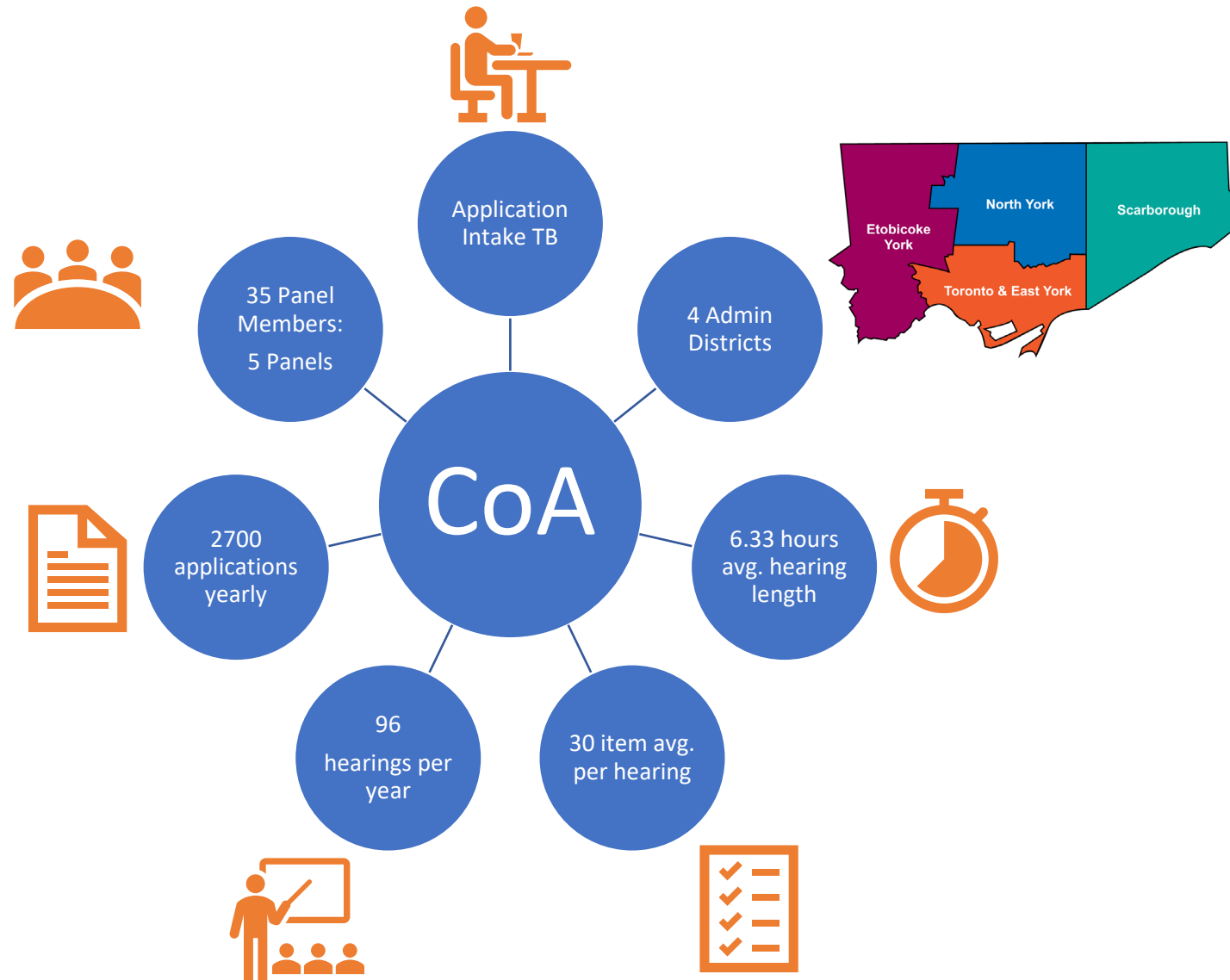
Planning Act and Regulations

Toronto Municipal Code Chapters 4 and 415

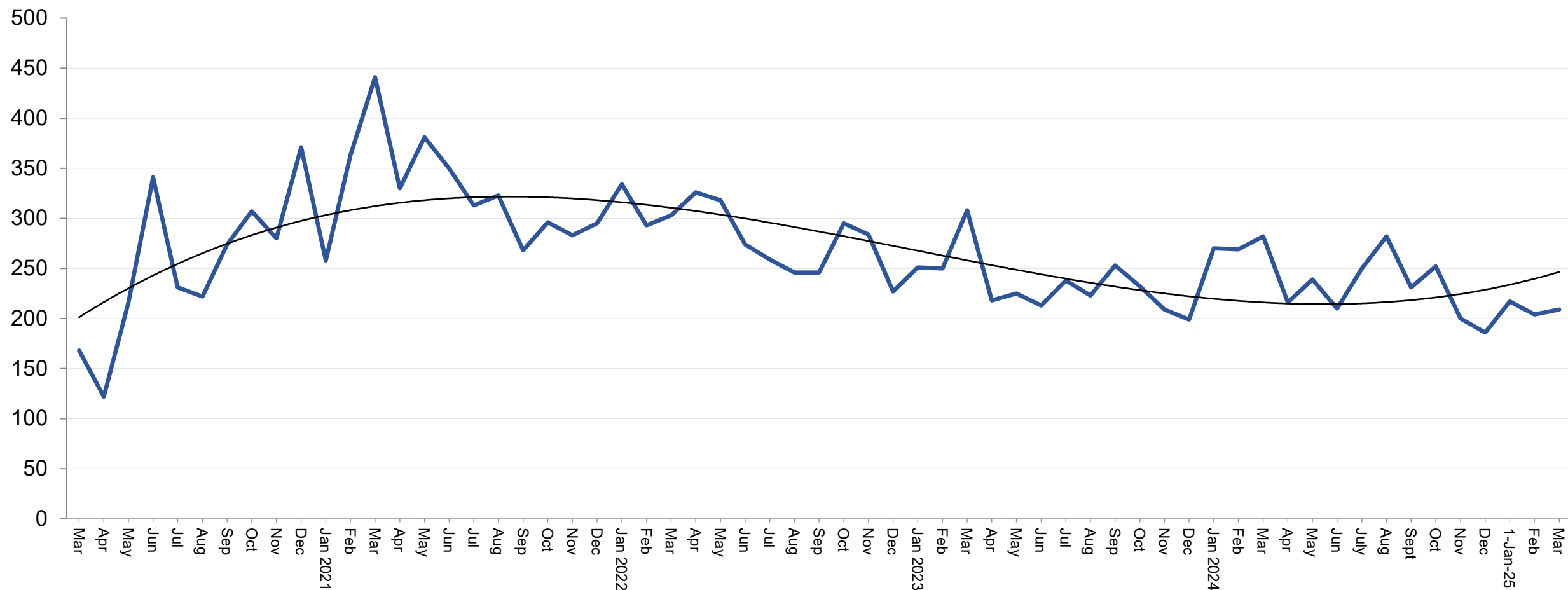
Committee of Adjustment – What it is and isn't

- Appointed by City Council, but independent and arm's length
- Administered and supported by City Planning Division, but independent and arm's length
- Accountable to the Integrity Commissioner for conduct
- Adjudicative panel that is required to consider and weigh evidence
- Not a political decision-making body
- Not a policy making body

Current CoA Operations

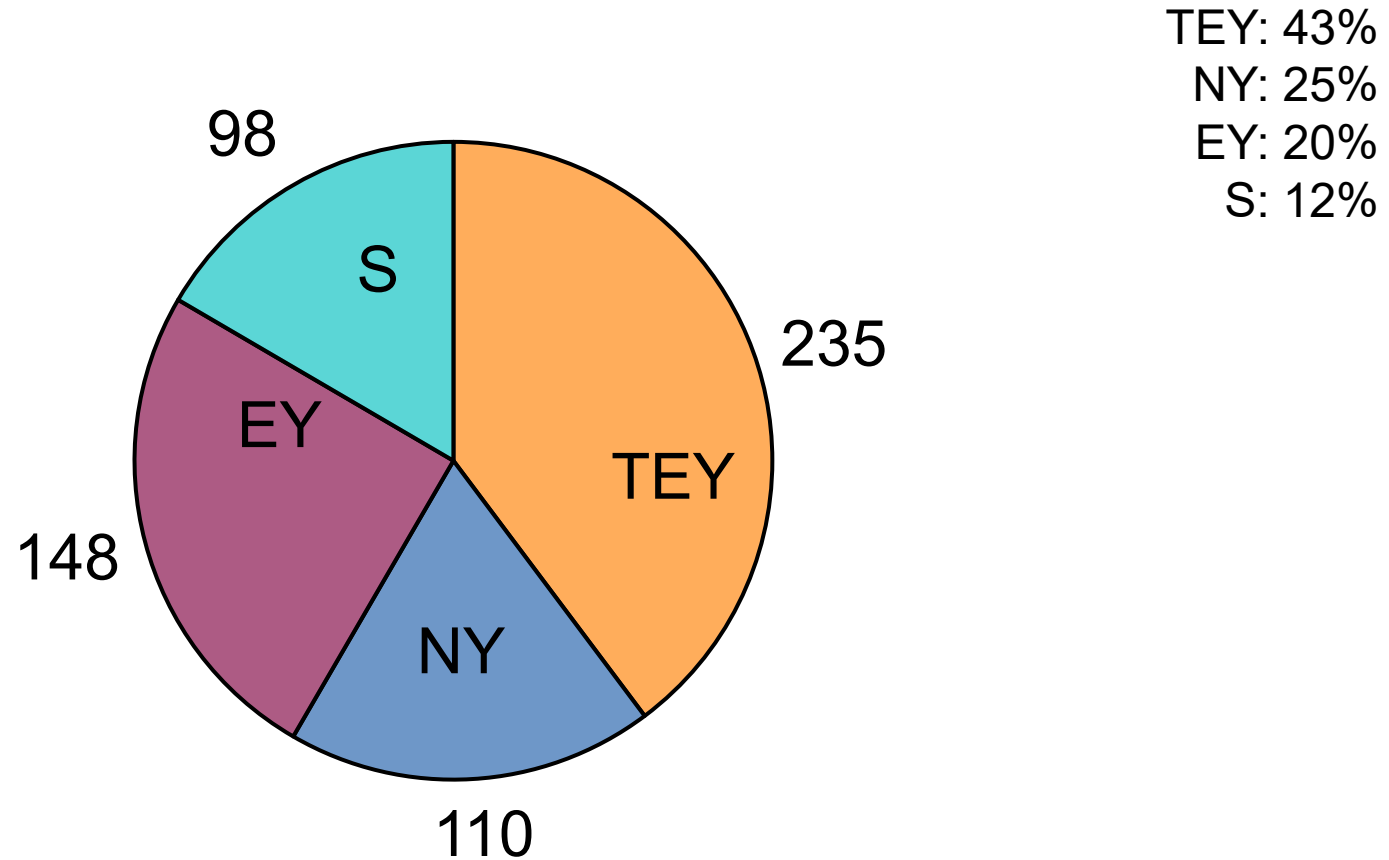


Committee of Adjustment Number of Applications Received March 2020 – March 2025 (total applications received – 16,174)



Number of Applications Received by District in 2025 (591 total)

January 2025 – March 2025



Average Hearing Length and Number of Applications per Hearing for 2024

The average length of a hearing in 2024 for all districts:

6.3 hours

By District

NY: 7 hours

EY: 5 hours

SC: 5 hours

TEY: 7 hours

The average number of applications in 2024 per hearing for all districts:

29 items

By District

NY: 30 items per hearing

EY: 29 items per hearing

SC: 27 items per hearing

TEY: 30 items per hearing

The next available agenda . . .

Etobicoke York	June 12, 2025 (6 weeks)
North York	June 12, 2025 (6 weeks)
Scarborough	July 9, 2025 (9 weeks)
Toronto and East York	June 18, 2025 (6 weeks)

As of May 1, 2025

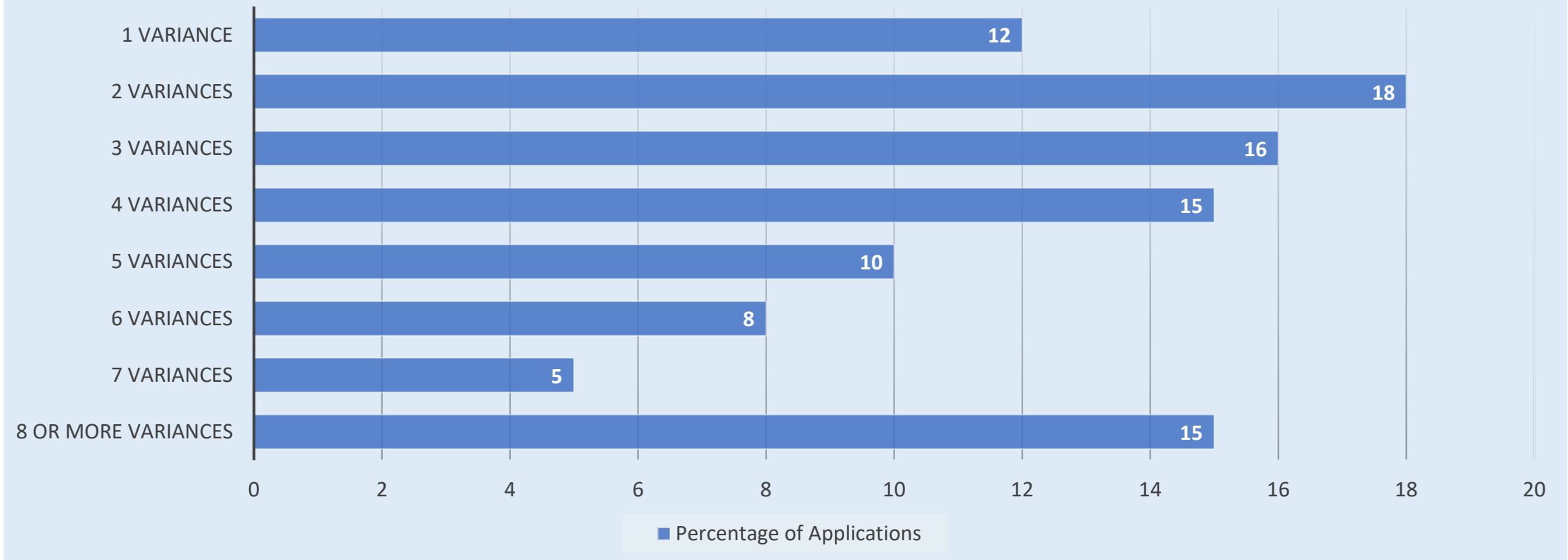
The large majority of applications are in residential zones.

Percentage of 500 CofA decisions, April and May 2022



A majority of residential applications have four or fewer variances.

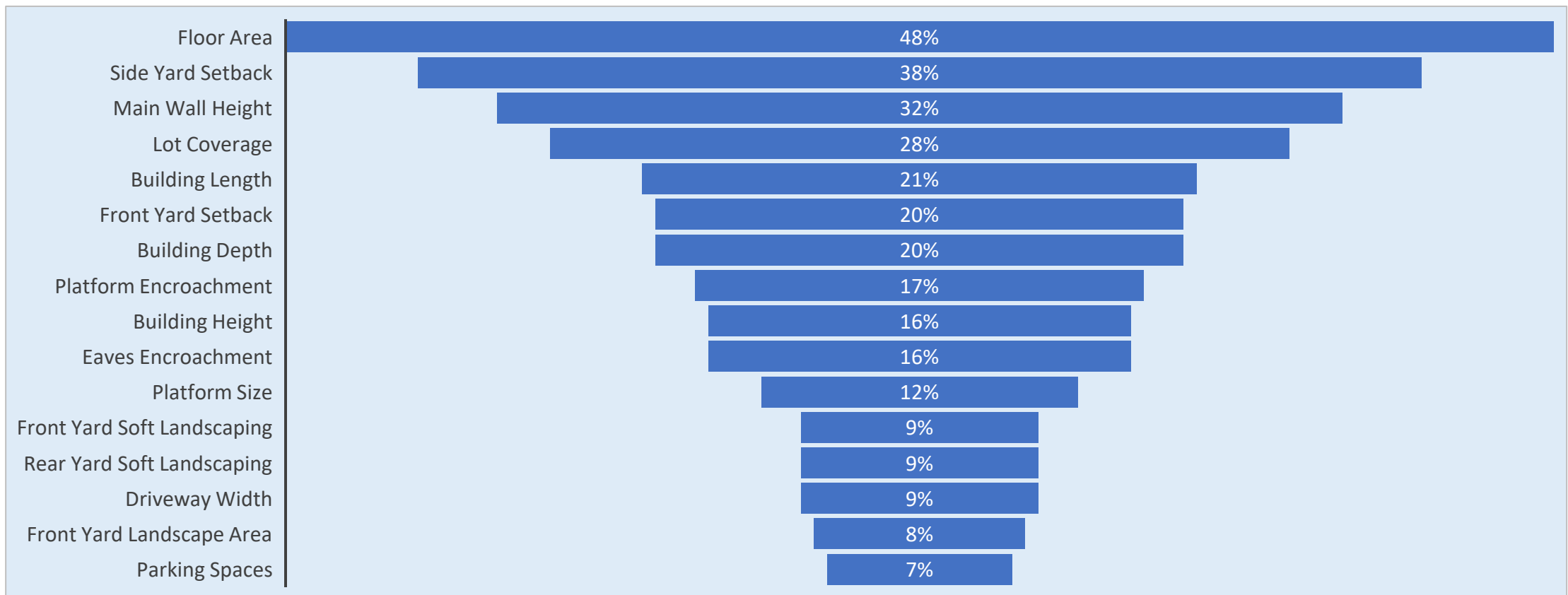
Percentage of 476 residential applications, April and May, 2022



CofA Application Snapshot

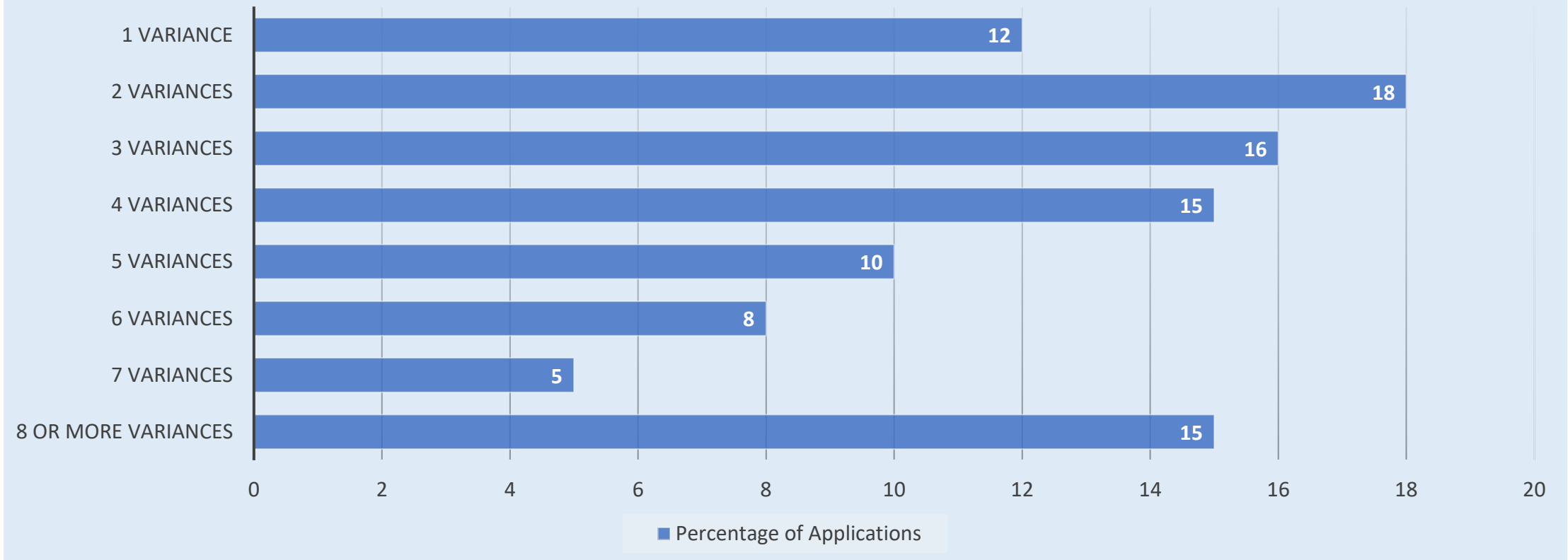
There is a wide range of variances. Floor area, side yard setback, main wall height, and lot coverage are most common.

Percentage of residential applications that include common variances, April and May, 2022



A majority of residential applications have four or fewer variances.

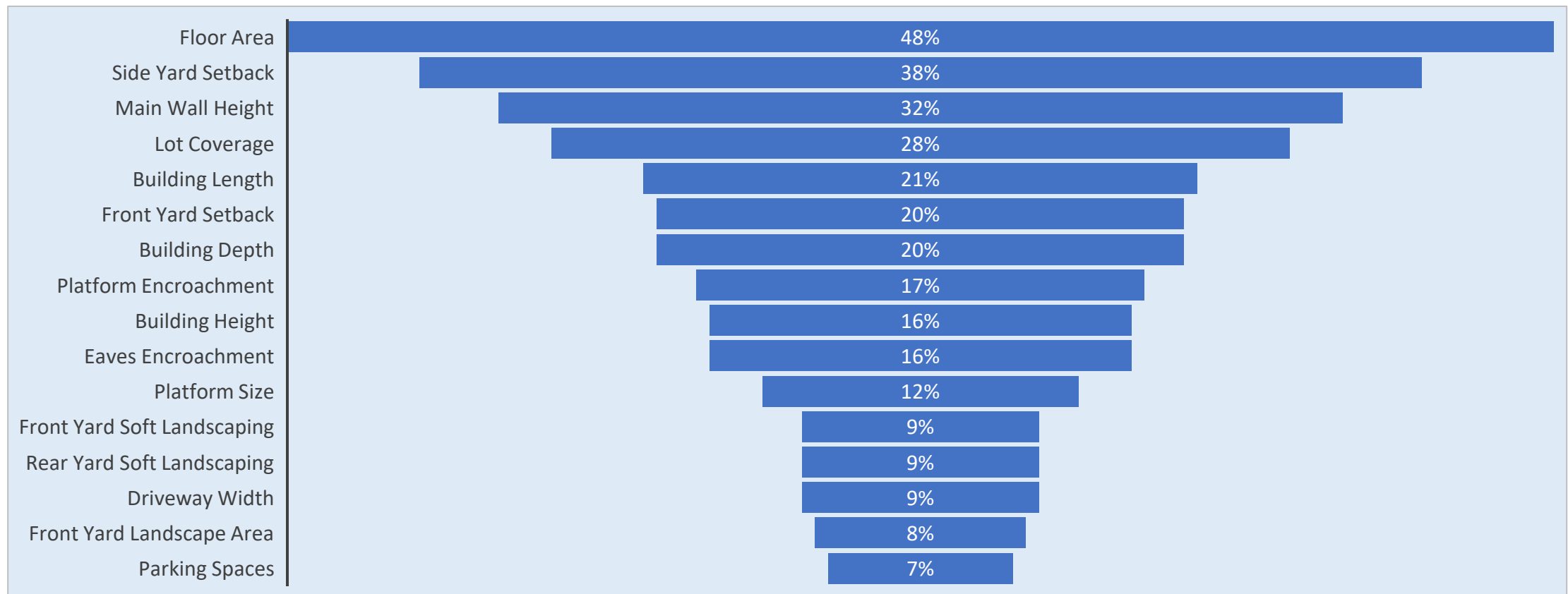
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CofA Application Snapshot

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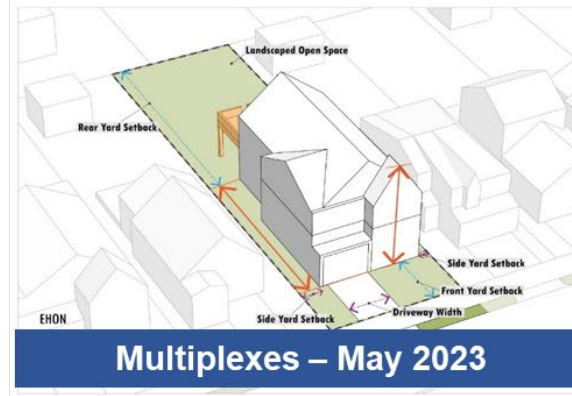
Since our last meeting..

- Uptake in CoA EHON applications
- Canada Post Strike (November 15th to December 17th)
- Minor Variances for Additional Height and Density on Related Zoning By-law Amendments Report to PHC (December 5, 2024)
- KPMG Service Delivery Review Complete (February 2025)



EHON CoA Application Update

Council-Approved EHON Initiatives



Apartment performance standards under appeal



The Multiplex 200 at a Glance: CofA

- Of the 452 building permits reviewed, 290 had related MV applications
- 72% were approved
- Even split between new builds and renos

	Under Review	Approved	Approved with Conditions	Deferred	Refused	Total
Duplex	10	89	3	4	7	113
Triplex	14	49	-	1	1	65
Fourplex	20	71	-	8	13	112
Total	44	209	3	13	21	290

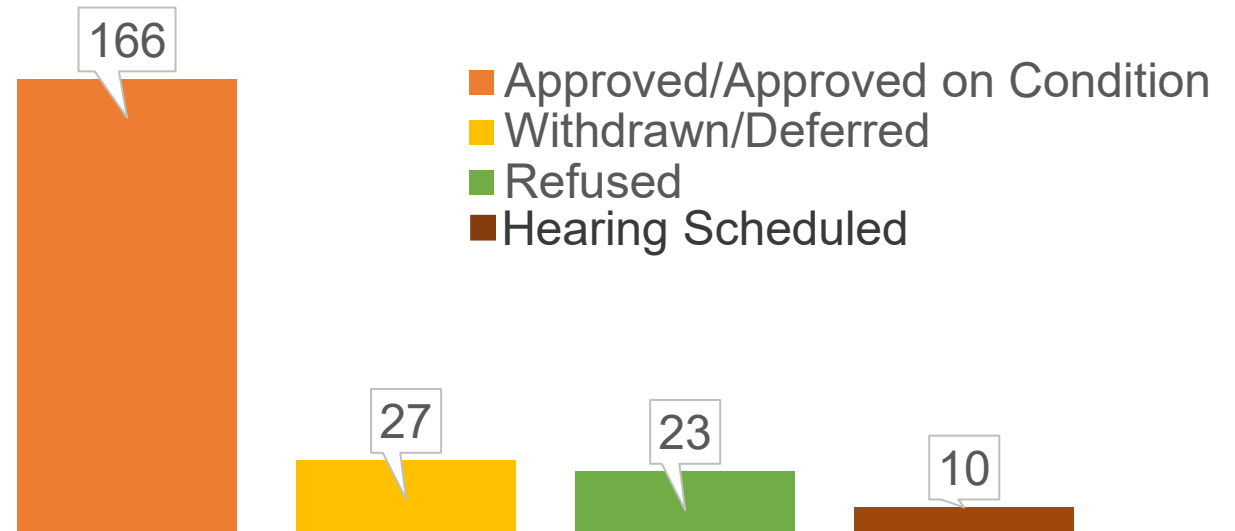
Building Permit Activity – Garden Suites

- As of August 2024, Building Permit applications were distributed across the City and made most in Scarborough, North York, and York.

Former Municipality	Application #	Distribution of Applications
Scarborough	124	25%
North York	96	19%
York	92	18%
Etobicoke	77	15%
East York	61	12%
Former Toronto	51	10%
Combined Total	501	100%

Number and Status of Minor Variances Requested – Garden Suites

- As of August 2024, the City received 239 applications associated with 235 unique addresses
- The 235 unique addresses represent 47% of total building permit applications (501) as of August 2024
- The Committee of Adjustment has approved the majority of individual variances requested (77%)





2025 Workplan

KPMG Committee of Adjustment Review

- In 2022, KPMG conducted a review for the City on how to improve the effective participation of the public and applicants in the public hearing process and to build on the recommendations included in the End-To-End Review.
- KPMG's Review Report went before the Planning and Housing Committee in February 2023 and made 15 recommendations, including:
 - improving public facing communications;
 - revising application requirements;
 - Creating commenting guidelines;
 - addressing the technical challenges in virtual public hearings and standardizing hearing practices;
 - establishing KPIs to measure and improve performance; and
 - a conducting a comprehensive review of the Committee of Adjustment's service delivery model.



KPMG CoA Review - How We Got Here



KPMG CoA Review Recommendations

■ - completed ■ - in progress ■ - to be initiated in 2025

1. Develop a shared purpose statement and service charter
2. Improve and develop public communications
3. Develop an effective participation guide
4. Regularly engage with applicants/public
5. Support tenant participation
6. Refresh application requirements
7. Provide more detailed decisions
8. Consider eliminating substantive revisions
9. Address virtual hearing technical challenges
10. Standardize hearing practices
11. Implement panel member training
12. Implement guidance directions across panels
13. Implement commenting guidelines
14. Establish KPIs
15. Conduct a Service Delivery Model Review



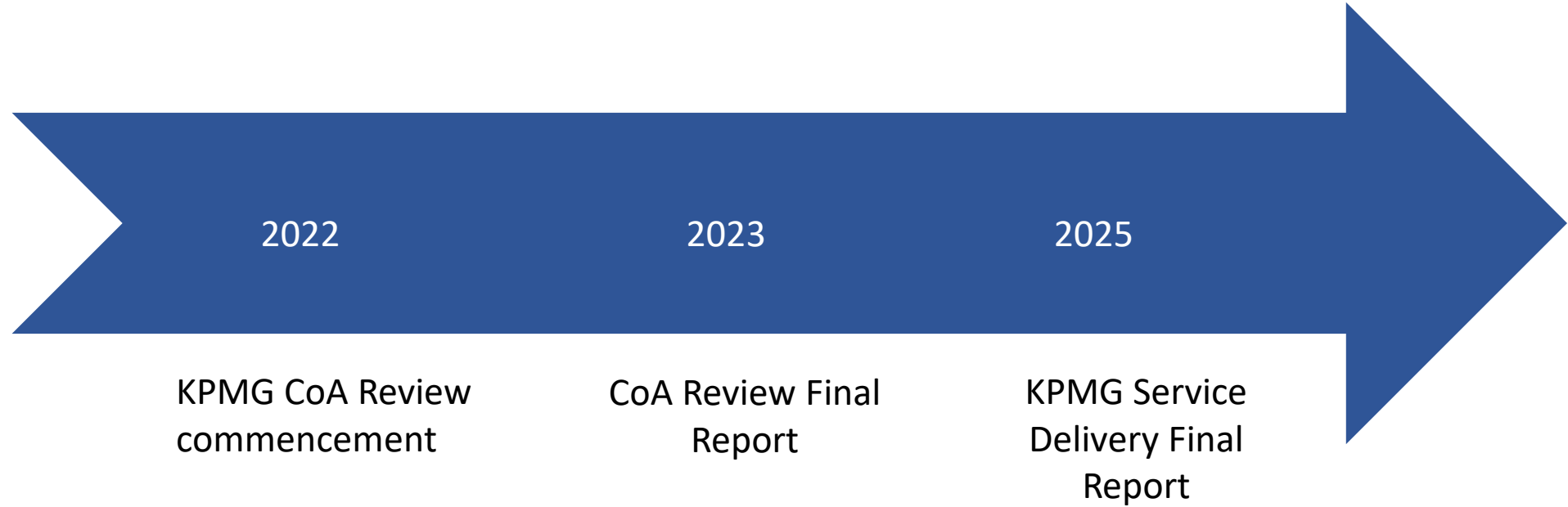
Committee of Adjustment Service Delivery Review

Why Service Delivery Review?

- Improve applicant, public, and panelist experience
- Enhance consistency and predictability of services
- Reduce intake error rate, duplication of work, timelines, and cost
- Standardize operation procedures
- Provide flexibility in panelist resources and availability



Service Delivery Review Background



Service Delivery Review Update

- KPMG provided a final report to staff in February 2025
- CoA staff are reviewing and finalizing the recommendation options
- Staff Proposals report to PHC in July 2025
 - ✓ Summary of KPMG Service Delivery Findings and public release of report
 - ✓ Options to improve Service Delivery
- Public Consultation in Fall-Winter 2025 on improvement options
- Report back to PHC targeted for Q4 of 2025





Other CoA Service Improvements

Other CoA Service Improvements 2025

New or Revised Public Facing Documents

- Notice of Hearing templates
- Notice of Decision templates
- CoA Participation Handbook
- Purpose Statement and Service Charter



Revised Public Facing Documents

Notice of Hearing and Decision Templates

The new templates focus on accessible communication and plain language, in contrast to current templates that prioritize addressing legal and regulatory requirements.

Major Improvements on the Template

- Legal information is included in plain-language text.
- Templates are more inviting to someone with limited legal or planning knowledge and put relevant information in front of the reader earlier than in the previous Notices.
- Information such as ‘why’ a property owner is receiving a notice and ‘how’ to participate is prioritized on the first page of the new Notice.
- The decision is emphasized at the top of the Notice rather than on the second page.
- The order of information is changed to provide greater clarity on what has been decided.

Value of the project

- The project will provide value by enhancing the public's understanding of why they are receiving the Notice and providing information on how to participate in a CoA hearing.
- There is value in having clear communications that the public can understand without a legal or planning background.
- Information on the decision is easier for the public to understand.

Previous Notice of Hearing



Kyle Knoeck, M.Sc.Pl., MCIP, RPP
Director, Zoning and Secretary-Treasurer
Committee of Adjustment
City Planning Division

Sabrina Salatino
Manager and Deputy Secretary-Treasurer
416-392-7565
coa.tey@toronto.ca

Mailed on/before: Tuesday, July 25, 2023

PUBLIC HEARING NOTICE MINOR VARIANCE/PERMISSION (Section 45 of the *Planning Act*)

MEETING DATE AND TIME: Wednesday, August 16, 2023 at 9:30 a.m.

LOCATION: Virtual Hearing / Committee Room 2, Second Floor, Toronto City Hall, 100 Queen Street W, M5H 2N2

- Those who wish to participate can attend the hearing either **in person or virtually**. Virtual participation on Webex by telephone, computer, smartphone or tablet (see pre-registration requirements below).
- Those who wish to observe can watch the hearing on YouTube (Toronto City Planning channel) <https://www.youtube.com/c/TorontoCityPlanning>

File Number:

Property Address

Legal Description:

Agent:

Owner(s):

Zoning:

Ward:

Community:

Heritage:

PURPOSE OF THE APPLICATION:

To alter the existing two-storey townhouse dwelling by constructing a rear second storey cantilevered addition and a rear second storey deck.

New Notice of Hearing



Committee of Adjustment

Public Hearing Notice

Minor Variance / Permission
Section 45 of the *Planning Act*

For your information

The owner has applied to the Committee of Adjustment for a minor variance(s) from the City's zoning bylaw(s). **This notice describes the change(s) they want to make to their property and how you can share any comments you may have about this application.**

Business /Recipient Name	Notice mailed on or before:
Property Address	Day, Month date, year
Toronto, Ontario POSTAL CODE	File number: A0402/23TEY

This application is for a change to **an existing two-storey townhouse. The owner wants to construct a** **rear second storey cantilevered addition and a rear second storey deck. Learn more in the Application Summary on page 2, and the map and site plan at the end of this notice.**

You are invited to share your comments by email and at the public hearing.

- Email your comments to** **by 4:30 p.m. on** **You must include your name and street address, as we do not accept anonymous comments. Please include the file number and property address in the subject heading.**
- Watch the public hearing on** **at 9:30 a.m./p.m., in person at** **address or online at** [YouTube.com/@TorontoCityPlanning](https://www.youtube.com/@TorontoCityPlanning).
- Speak at the public hearing, in person or online. Please sign up in advance at** [Toronto.ca/CofA](https://toronto.ca/cofa) **by 4:30 p.m. on** **We will send instructions on how you can submit any presentation materials, and a log-in link for those joining the hearing online.**

We welcome comments on the application from individuals, households, or groups.
See our Participation Handbook at [Toronto.ca/CofA](https://toronto.ca/cofa) for guidance and tips.

Please be aware that we post all application information, including written comments, at [Toronto.ca/AIC](https://toronto.ca/aic), and record and post our public hearings at [YouTube.com/@TorontoCityPlanning](https://www.youtube.com/@TorontoCityPlanning).

At the public hearing, the Committee Members consider whether the application meets the four planning tests in Section 45(1) of the *Planning Act* and announce their decision on the application. See the Participation Handbook at [Toronto.ca/CofA](https://toronto.ca/cofa) for more, including how Members consider your comments in the public hearing process.

After the public hearing, we send a formal Notice of Decision to the property owner. If you are not the property owner or if you would like to receive the notice, you must request it in writing, as required by the *Planning Act*, at Xyz@toronto.ca.

Previous Notice of Decision



Kyle Knoeck
Director, Zoning and Secretary-Treasurer
Committee of Adjustment
City Planning Division

Committee of Adjustment
Toronto and East York
Toronto City Hall
100 Queen Street West
Toronto, Ontario M5H 2N2

Sabrina Salatino
Manager and Deputy Secretary-Treasurer
416-392-0413
coa.tey@toronto.ca

Wednesday, August 16, 2023

NOTICE OF DECISION MINOR VARIANCE/PERMISSION (Section 45 of the Planning Act)

File Number:
Property Address:
Legal Description:
Agent:
Owner(s):
Zoning:
Ward:
Community:
Heritage:

Notice was given and a Public Hearing was held on **Wednesday, August 16, 2023**, as required by the Planning Act.

PURPOSE OF THE APPLICATION:

To legalize and to maintain the rear second storey cantilevered addition and rear second storey deck, constructed without an authorized building permit on the existing two-storey townhouse dwelling.

REQUESTED VARIANCE(S) TO THE ZONING BY-LAW:

- Chapter 10.10.40.30.(1)(B), By-law 569-2013**
The maximum permitted building depth is 14 m.
The altered dwelling will have a depth of 15.66 m.
- Chapter 10.10.40.40.(1)(A), By-law 569-2013**
The maximum permitted floor space index is 1 times the area of the lot (83.04 m²).
The altered dwelling will have a floor space index equal to 1.46 times the area of the lot (121.54 m²).

New Notice of Decision



Notice of Decision
Minor Variance/Permission
Section 45 of the *Planning Act*

The Committee of Adjustment approved a minor variance application(s) for

Business /Recipient Name
Property Address
Toronto, Ontario POSTAL CODE

Notice mailed on or before:
Day, Month date, year
File number: **A0402/23TEY**

Members of the Committee of Adjustment made the decision at a public hearing held on Day, Month date, year. If you participated in the process, thank you.

Decision Summary

Approved: This application met the criteria required by Ontario's *Planning Act* (Section 45[1]):

- ✓ The variance is minor.
- ✓ The variance is desirable and appropriate.
- ✓ The general intent and purpose of the Zoning By-law is maintained.
- ✓ The general intent and purpose of the Official Plan is maintained.

The property owner may legalize and maintain a rear, second-storey cantilevered addition and rear, second-storey deck, to be constructed without an authorized building permit on the existing two-storey townhouse.

Approved variances:

- The altered dwelling will have a depth of 15.66 m.
The maximum permitted building depth is 14 m. Zoning Bylaw Ch.10.10.40.30(1)(B)
- The altered dwelling will have a floor space index equal to 1.46 times the area of the lot (121.54 m²).
The maximum permitted floor space index is 1 times the area of the lot (83.04 m²). Zoning Bylaw Ch.10.10.40.40(1)(A).
- The rear second floor deck will encroach 5.71 m into the required rear yard setback.
A platform without main walls, attached to or less than 0.3 m from a building, with a floor no higher than the first floor of the building above established grade may encroach into the required rear yard setback 1.5 m if it is no closer to a side lot line than the required side yard setback plus the vertical distance between the first floor of the building and the average elevation of the ground along the building's rear main wall. Zoning Bylaw Ch.10.5.40.60(1)(D).
- The altered dwelling will be located 2.63 m from the rear (south) lot line.
The minimum required rear yard setback is 7.5 m. Zoning Bylaw Ch.10.5.40.70(2)

[Placeholder for (manually added) legal non-conforming use statement here.]

File Number: A0402/23TEY
15 Glen Baillie Place

Public Participation Handbook

- The purpose of the guide is to serve as a step-by-step guide for applicants and the public about the CoA public hearings process
- There is no similar style guide available in other municipalities; this is the first of its kind.
- The CoA hired industry experts to provide feedback on the handbook.



What Does the Handbook Include?

1. About the CoA
2. The Decision-Making Process
3. Applicant's Guide to the CoA
4. Neighbours Guide to the CoA
5. Questions and Answers
6. Where to Find More Information
7. Definitions

How to use this handbook

Each section of this handbook provides complete descriptions and instructions to help everyone understand and participate in the Committee of Adjustment process.

Section 1 describes the Committee of Adjustment: who we are and what we do.

Section 2 describes the decision-making process, how to appeal a decision, and what to expect at a public hearing.

Section 3 provides a step-by-step guide for applicants.

Section 4 provides a step-by-step guide for neighbours and others with an interest.

Section 5 lists commonly asked questions and answers.

Section 6 describes where you can find more information and assistance.

Section 7 provides definitions for the specific words and terms we use in this handbook.

Appendix A provides a list of related legislation, regulations, and policies.

Appendix B provides examples of a Public Hearing Notice, a Notice sign, and a Notice of Decision.

Applicant's Guide

The Applicant's Guide Highlights:

- How to prepare a complete application
- Responsibilities as a property owner
- Tips for communicating with neighbours
- Tips for presenting at a public hearing

A complete application includes

Many people create presentation slides with PowerPoint or a similar software.

- Keep it simple and clear: one point on each slide and include drawings and photos.
- Submit it at least 5 business days before the hearing.
- Practice your presentation! Be ready to make your case in less than 5 minutes.

Tips for communicating with neighbours

Many issues can be resolved long before the public hearing.

- Make an effort to talk in person, or set up time for a Zoom chat or phone call.
- Take your neighbour through your plans. Listen to their comments or concerns.
- See what you can offer as a compromise or solution.

It is your responsibility, as the applicant, to start the conversation with your neighbours!

Tips for presenting at the public hearing

Come prepared and ready to be persuasive!

- Speak directly to Committee Members.
- Start by stating your name and street address.
- Briefly describe your proposal and the reason(s) for it. Be clear and to the point. If you submitted presentation slides, Committee staff will make sure they're shown in the room and online.
- Describe how your evidence meets the criteria they use to make decisions. Explain how the *Planning Act's* [four tests](#) (for a minor variance) or [criteria](#) (for a consent) are met.
- Describe the efforts you made to address any concerns raised by neighbours, City or external agency staff, or other interested parties.
- Keep an eye on the time! The Chair will cut off anyone that goes beyond 5 minutes.
- Respond to any feedback or questions asked by Committee Members.

Neighbours Guide

The Neighbours Guide Highlights:

- How neighbours can prepare for a hearing by providing written comments
- Tips for presenting
- What to expect in the hearing process

How to participate – at a glance

1. [Read](#) the Public Hearing Notice.
2. [Prepare any comments](#) you may have.
3. [Submit](#) your written comments.
4. [Prepare for the public hearing](#).
5. [Speak or give a presentation](#) at the public hearing.
6. [Request](#) a formal Notice of Decision.

Tips for effective public speaking

We understand that most people don't give public speeches every day! Here are a few tips to put you at ease:

- ▶ **Come prepared.** Write down your remarks in point form ahead of time so you remember everything you want to say.
- ▶ **Time your remarks.** Make sure to practice at least once, to make sure everything you want to say fits within your five-minute time slot. You don't need to speak for all five minutes, but you won't be able to speak for more. Also practice fitting it into a three-minute time slot, just in case the Chair needs to shorten everyone's speaking time.

Some people find it useful to mark the time on their notes to keep themselves on track. You can mark them up to remind yourself, for example, that "at the two-minute mark, I should be starting this second point." You can use a timer on your phone or watch. The Chair will also let you know if you are going over time.

- ▶ **Be yourself.** Committee Members hear from all Torontonians and don't expect you to sound like an expert. You don't have to be very formal, but please be polite and respectful.
- ▶ **Take a breath.** Don't be tempted to read your notes out loud from start to finish without pausing. Slow down. Give Committee Members a chance to follow and really hear what you're saying. Tell them when you're starting a new point (You can say, for example, "My third concern is..."). Look up and make eye contact with the Chair and other Committee Members.
- ▶ **Direct your comments to Committee Members.** This makes it easier for you to feel, and sound, like you're simply having a conversation with another person. This also helps to make your remarks more engaging and interesting.
- ▶ **Don't worry!** Committee Members will consider your comments even if you don't deliver them as perfectly as you planned.

Q + A

- As part of recommendation 2.2, KPMG suggested new public-facing resources, including a 'Frequently Asked Questions' document.
- We've included a four-page Questions and Answers section within the participation handbook.

5.0 QUESTIONS AND ANSWERS

Can I talk to a Committee Member outside the public hearing?

No, and they are not permitted to respond. Committee Members make their decisions based on only the application information, staff reports, comments received from neighbours and other members of the public, and presentations at the public hearing. We want all applications to be considered openly and fairly.

Contact the Committee staff member named in the Public Hearing Notice or the [district office](#) with your questions and comments, instead.

Will Committee Members visit the property?

Committee Members may complete a site visit sometime during the week before the public hearing but will not trespass on the property. They are not permitted to speak with applicants and neighbours during a site visit, to be fair to everyone involved. Applicants do not need to be there for the site visit.

Who can see the full application, including comments from neighbours and staff reports?

Everyone. We make all application information public in the interest of fairness and justice (see the [Application Information Centre](#)). We do not accept anonymous comments.

Applicants and neighbours have the right to know what to be prepared for at the public hearing. Sharing information also helps Committee Members know who is participating and what their relationship is to the subject property being discussed.

Tenant Participation Information

- One of the 15 KPMG Recommendations was to support tenant participation in the CoA process.
- On April 24, Council adopted a member motion to support tenant notification of a CoA application on subject site through changes to the CoA application form including:
 - ✓ A standard entry on Committee of Adjustment Applications that would disclose whether one or more tenants are expected to be displaced by the application.
 - ✓ Including providing notices to tenants at the impacted property.



Upcoming Reports and Events

Upcoming CoA Reports to Committees and Council

Before the End of 2025:

- Proposal Report on KPMG Service Delivery Model Review and CoA Third Party Review Recommendations Implementation Update (PHC July 15)
- Report Back on KPMG Service Delivery Model Review (PHC targeted for Q4 2025)

Other Events

Fall 2025

- CoA 101 Presentation (October 2025)
- Commenting Drop-In Session (November 2025)



Break



Purpose Statement and Service Charter

CoA Purpose Statement and Service Charter

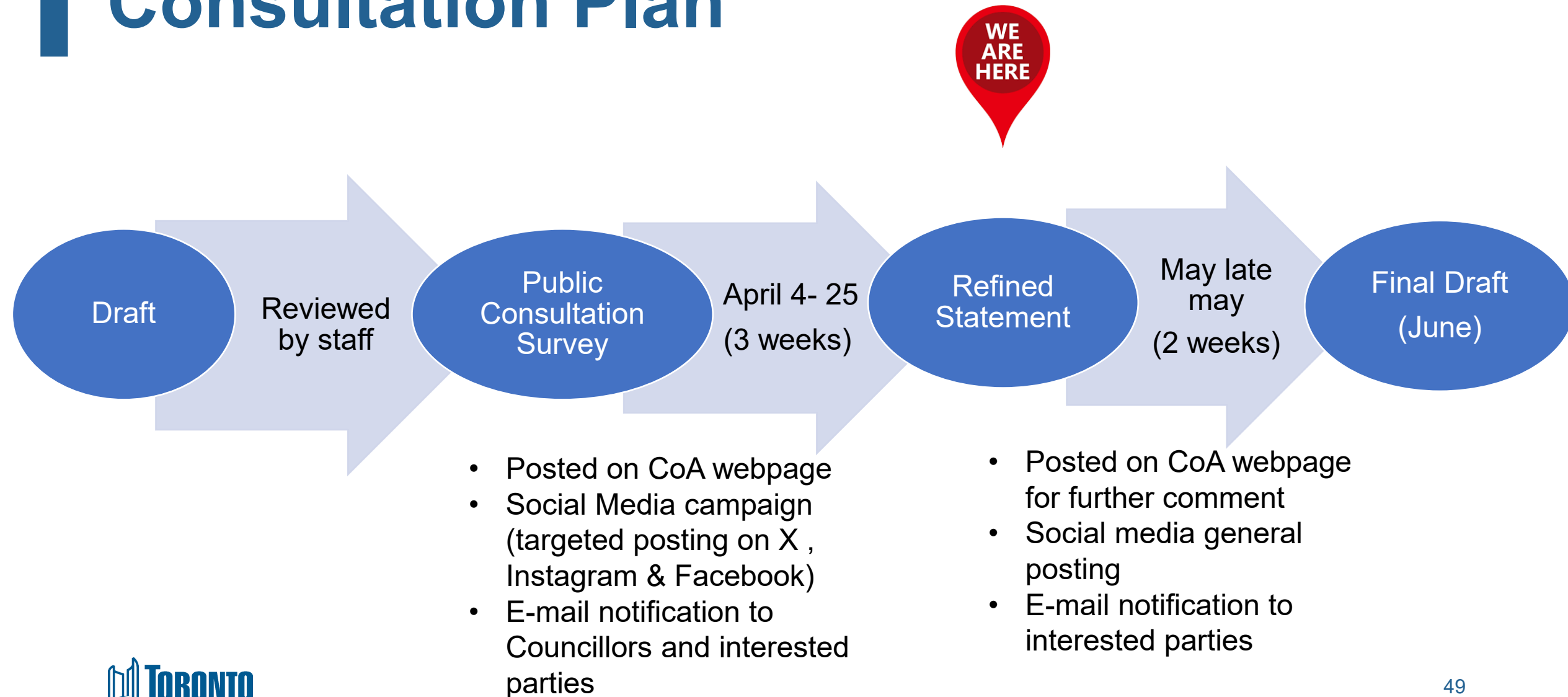
Purpose Statement: align interested parties around a shared understanding of the CoA including:

- What the CoA does?
- Why?

Service Charter: Standards to help guide service delivery to applicants and members of the public. Align interested parties around a shared understanding of the CoA and provide a standard to help measure performance and set expectations.

Will be integrated in communication and educational materials (CoA's website and notices).

Purpose Statement and Service Charter – Consultation Plan



Draft Purpose Statement and Service Charter - Participation

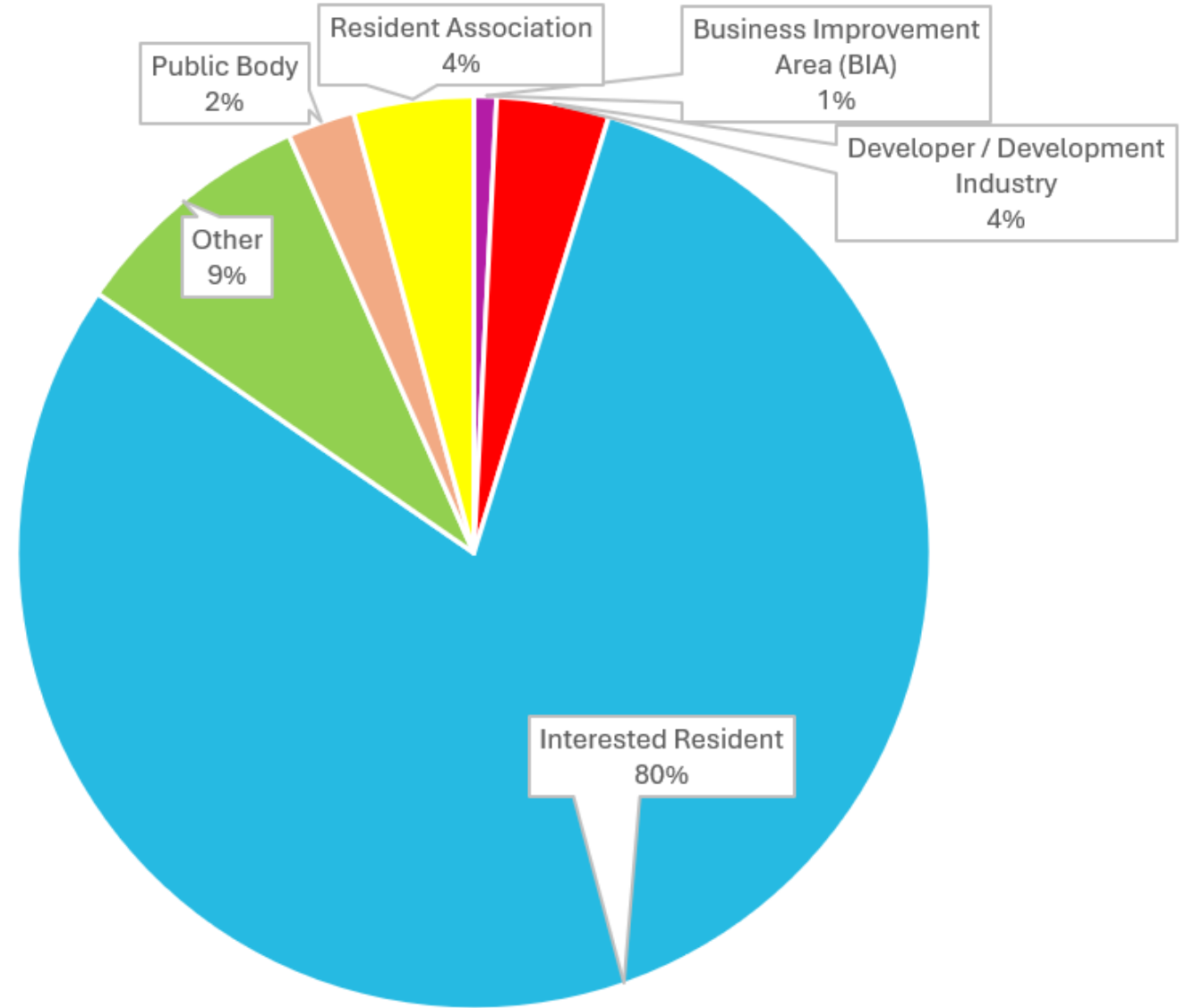
Have you participated in the CoA Draft Purpose Statement and Service Charter Survey?



Draft Purpose Statement and Service Charter – Survey Responses

👁️ 8.7k

✍️ 377





CoA Draft Purpose Statement

The Committee of Adjustment is granted authority under the Planning Act and by the delegation of authority by City Council to consider applications to permit adjustments to buildings, structures, and land. The Committee promotes thoughtful neighbourhood changes through a fair, transparent, and evidence based decision-making process.

The Committee of Adjustment considers and makes decisions on applications to permit adjustments to buildings, structures and land. The Committee promotes thoughtful neighbourhood changes through a fair, transparent, and evidence-based decision-making process.

The Committee is delegated authority by City Council under the Planning Act to make decisions on applications for minor variances to the zoning by-law and consent to divide property or change property lines. The Committee does not make new planning policies or zoning rules, but rather makes decisions within the intent of the existing policies and rules adopted by City Council.

Draft Purpose Statement

– What we heard?

- Needs to be more clear on balancing competing interests
- Confusion around “quasi-judicial” term
- Too vague
- Too wordy
- Sounds good – should be put into practice
- Confusion around “evidence based decision making”
- Bold words like “minor variance” to give emphasis
- Further understanding around how CoA “promotes” thoughtful neighbourhood changes through a fair, transparent, and evidence-based decision-making process
- Include appeals process
- Include considering opinions of those living near applications
- Needs to be more focused on assessing whether an application complies rather than granting approval
- Second paragraph is too technical

Satisfaction Scale	Results
Very Satisfied	14%
Moderately Satisfied	35%
Neither Satisfied or Dissatisfied	21%
Very Dissatisfied	15%

CoA Draft Purpose Statement

– What is Missing?

- Include Commenting Partners influence on decision making
- More information on how Committee members are appointed
- Clear about what parties participate in hearings
- Information on how decisions are made
- Include values of the CoA that support their decision making
- Clear language describing how decisions are made
- Clear language on what Minor Variance and Consent applications are

CoA Draft Service Charter

– What we heard

- Describes how the process should work but does not actually work
- More information on application types
- Draft was clear, concise and enforceable
- Add timelines
- Include more information on Committee Members and appointment process
- Describe how decisions are made
- Describe the CoA process in detail
- Good and clear information about who the Committee serves

CoA Draft Purpose Statement and Service Charter – Next Steps

- Comments will be compiled by CoA Project Manager
- Refined Draft Purpose Statement and Service Charter will be posted on the CoA webpage in late May for further comment
- Final draft anticipated in June 2025



Q+A Session

Thank you

