



Demolition and Replacement of Rental Housing:

A handbook for tenants and property owners

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The information contained in this Handbook is for general information purposes only and does not constitute legal or other professional advice or an opinion of any kind. Individuals should contact a lawyer, paralegal or legal clinic to discuss their specific legal issues. The information included in this Handbook is current as of its original date of publication and may not be applicable to Rental Housing Demolition Applications approved by City Council before this date or Rental Housing Demolition Applications that do not require the replacement of rental housing. The City of Toronto is not liable for any damages arising out of your use or reliance on the content contained in this Handbook or on the City's website.

Tenants can contact 311 Toronto and City Planning staff listed on the [Notice to Eligible Tenants](#), [Notice to Post-Application Tenants](#) or the [Occupancy Information Notice](#), with questions or concerns regarding the rental replacement process.

1.0 INTRODUCTION

This handbook was prepared to help tenants and property owners understand the City of Toronto's approach to the demolition and replacement of rental housing.

For tenants, it explains what to expect before, during, and after your home is redeveloped. It also outlines your rights as tenants and describes your responsibilities to the property owner at each stage so that you can claim your rights and stay housed.

For property owners, it explains the City's rental housing requirements and processes, and your responsibilities to the tenants and the City. This includes assisting tenants who will be displaced and may include replacing rental units that will be lost due to redevelopment.

The City of Toronto is committed to ensuring there is a diverse range of housing to support our current and growing population. This includes different types of tenures (rental, ownership, social) in different types of buildings (apartments, houses), and at different levels of affordability.

Rental housing makes an important contribution to the livability of our city. Almost half (48%) of all Toronto households rent their homes¹ and the demand for rental units is increasing. The City's rental housing demolition framework protects the current supply of rental units and allows property owners to build more. It also helps tenants stay in their communities, including the right to return to similar units at similar rents (if they choose to), when their home is redeveloped.

¹City of Toronto [Housing Data Book](#), March 2023.

1.1 TORONTO'S RENTAL HOUSING DEMOLITION FRAMEWORK

The City of Toronto's approach to the demolition and replacement of rental housing is part of a framework that has been in place since 2007. The framework regulates demolition of rental housing, requires replacement of rental housing in certain cases, and provides for tenant assistance to lessen hardship. It includes:

Legislation: *Ontario's City of Toronto Act, 2006; Planning Act; and Residential Tenancies Act, 2006.*

Regulations: Toronto's Residential Rental Property Demolition and Conversion Control By-Law (Chapter 667 of the Toronto Municipal Code)

Policies: Toronto's Official Plan; HousingTO 2020-2030 Action Plan and Housing Charter.

Experiences of tenants, property owners, and others: The Engagement Summary Report (2025) describes the City consultations that informed this handbook.

See Appendix A for the complete list.

City staff will update this handbook periodically to ensure it includes the most current information.



1.2 ROLES AND RESPONSIBILITIES



Property owners (and representatives acting on their behalf) are responsible for:

- Submitting a complete rental housing demolition and conversion permit application and addressing comments from City staff,
- Providing replacement rental units to displaced tenants, as required,
- Providing a Tenant Assistance Plan to all displaced tenants,
- Providing clear and ongoing communication with tenants, and maintaining rental properties in a condition that complies with building maintenance standards; and
- Meeting City requirements and following City processes in good faith.

A property owner may also be known as an “applicant,” “developer,” or “landlord.”



Tenants are responsible for maintaining their tenancy under the *Residential Tenancies Act*, 2006. This includes:

- Paying rent, and
- Communicating with, and responding to, the property owner while living in the unit, during the displacement period, and upon return to a new replacement rental unit.



City Planning staff are responsible for enforcing rental housing replacement requirements and ensuring processes are followed. Staff review rental housing demolition and redevelopment applications, work with property owners and tenants to secure replacement rental units and Tenant Assistance Plans, provide tenants with ongoing information and support throughout the rental replacement process, notify local City councillors, and make recommendations to City Council.



City Council is responsible for making decisions about rental housing demolition and planning applications at Community Council and City Council [meetings](#). Councillors often participate in tenant and community meetings.

DEMOLITION: REQUIREMENTS AND PROCESSES

For tenants, this section explains:

- What to expect when a property owner applies for a rental housing demolition permit, and
- How you can have your say and participate in the City’s process for reviewing and approving applications.

For property owners, this section explains:

- When an application for a rental housing demolition permit is required,
- How to apply for the permit, and
- The City’s process.

2.1 WHEN A RENTAL HOUSING DEMOLITION PERMIT IS REQUIRED

To be able to redevelop rental housing, property owners must submit an application to the City for a rental housing demolition permit.

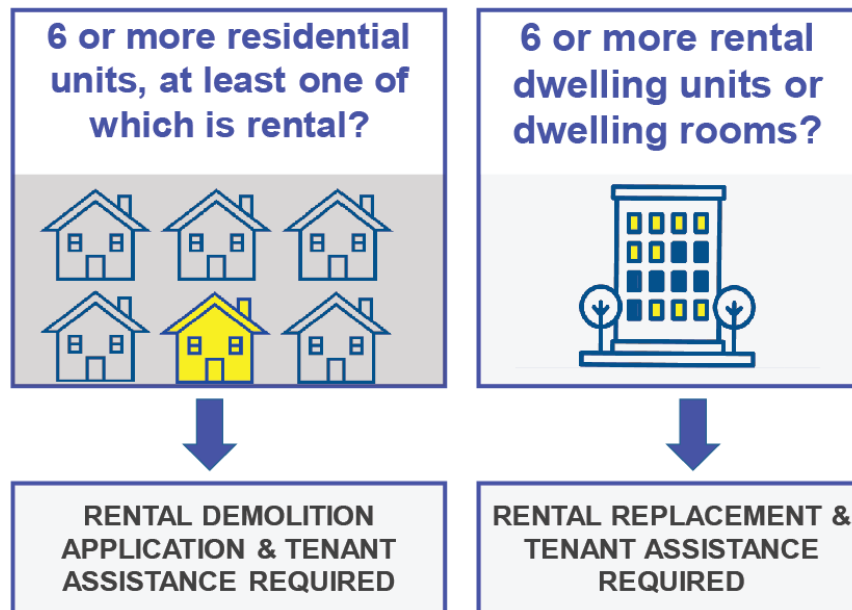
Demolition refers to any reduction in the number of rental units or any change to the number of bedrooms within each unit on a property.



The City requires that property owners apply for a rental housing demolition permit if the property has six or more residential units, where at least one is a rental unit.

This is required by the City’s [Residential Rental Property Demolition and Conversion Control By-law](#).²

² This handbook is focused on demolition. The City manages rental conversions through a separate process.



2.2 WHEN REPLACEMENT RENTAL UNITS AND TENANT ASSISTANCE ARE REQUIRED

When demolition will result in the loss of at least **one rental unit**, property owners must provide a Tenant Assistance Plan to lessen hardship the tenant(s) may experience (see Section 3.3).

A Tenant Assistance Plan provides support to eligible tenants during the redevelopment and displacement process through advance notice to vacate the unit, an alternative rental unit or rent gap assistance, moving allowances, and assistance for tenants with special needs (see Section 3).



When **six or more rental units** are to be demolished and at least one is at an [affordable or mid-range](#) level of rent, the City requires that property owners replace all of the units with similar units at similar rents (see Section 3.2).

Rental replacement units and tenant assistance are required by the City's Official Plan housing policies (3.2.1.6 and 3.2.1.12). Development applications are required to conform with the policies in the Official Plan, which provides a roadmap for how Toronto will grow and develop over the long term. This means City Planning staff and City Council will not approve a rental housing demolition application unless the property owner meets all of the conditions described above.

The City's rental housing demolition bylaw applies to residential rental, co-ownership, and social housing, whether units are occupied or vacant. They do not apply to condominium units (even if rented to tenants), life-lease units, or dwelling rooms in rooming (multi-tenant) houses. The City has a specific dwelling room replacement policy to address the loss of this important type of housing (Policy 3.2.1.11).

- Official Plan Policy 3.2.1.6 applies only to rental units.
- Official Plan Policy 3.2.1.11 applies only to dwelling rooms (in rooming houses).
- Official Plan Policy 3.2.1.12 applies to rental units and rental dwelling rooms,



2.3 THE CITY'S RENTAL HOUSING DEMOLITION APPROVAL PROCESS

1. APPLICATION SUBMISSION

Demolition permit applications for rental housing

To apply for a rental housing demolition permit, property owners (or their representatives) must submit a complete [Rental Housing Demolition and Conversion](#) application to the City that demonstrates how the new building will meet the policies in Toronto's Official Plan.

Property owners must also submit a [Declaration of Use and Screening](#) form and pay all [fees](#).

City Planning staff will review the application to ensure all required information is provided before they conduct a complete review.

Related Official Plan and Zoning Bylaw Amendment applications

Many proposals to redevelop rental housing also require an application for an Official Plan and/or Zoning Bylaw Amendment. City staff review these applications together with the rental housing demolition application. See the City's [Development Guide](#).

The City makes all applications, supporting materials, staff reports, and written submissions publicly available on the [Application Information Centre](#).



Tenant notification

Tenants receive a Notice of Rental Demolition after the City has received and completed an initial review of a rental housing demolition application. This notice is hand delivered to tenants and typically sent about one month after a property owner has submitted a complete application and is often the first time that tenants hear about the property owner's plans. The notice explains:

- The City's review process of the property owner's rental housing demolition application,
- The responsibilities of both the property owner and the tenants,
- How the tenant can indicate their accommodation or accessibility needs,
- How tenants can find more information and have their say in the process, and
- Contact information for the City planner who is reviewing the application, for further questions or clarification.

2. APPLICATION REVIEW

City Planning staff review the rental housing demolition application and provide their comments to the property owner.

City Planning staff work to ensure all rental housing demolition application requirements are met and policies are followed. They work with the property owner to establish the approach to replacing the rental units, as required, and develop the Tenant Assistance Plan. They also ensure that tenants are properly informed and consulted through notices and virtual and in-person meetings.

3. CONSULTATIONS

Before City Council makes its decision, tenants and members of the public have opportunities to share their views with City Planning staff and Councillors.

Tenant meeting on the demolition application

City Planning staff schedule a meeting with tenants after they are satisfied with the property owner's approach to replacing the rental units and providing a Tenant Assistance Plan. The purpose of the meeting is to provide an opportunity for tenants to learn about the redevelopment proposal, replacement unit floor plans, and Tenant Assistance Plan, to ask questions, and share their views.



The property owner must hand deliver a meeting invitation at least two weeks in advance to let tenants know about:

- The date, time, and location of the tenant meeting,
- The proposed demolition and redevelopment, including estimated timelines,
- The approach to replacing the rental units, and
- The Tenant Assistance Plan (see Section 3.3).

Tenant meetings are held in person, in accessible, comfortable locations close to the tenants' homes. Information is available in languages other than English, as needed and requested by tenants. The local City Councillor may also attend.

Community consultation meeting on Official Plan and Zoning Bylaw Amendments

If the proposed redevelopment requires an Official Plan or Zoning Bylaw Amendment, City staff invite tenants and members of the public to a community consultation meeting. City staff present the proposal, explain the planning process, and ask for comments.

Community consultation meetings are either held online or in an accessible neighbourhood location.

Public meeting at Community Council

City Planning staff send a Notice of Public Meeting to invite tenants and members of the public to attend a [Community Council meeting](#). At the Community Council meeting, local Councillors consider the rental housing demolition application, consider its merits, and make a recommendation to City Council.

Anyone can submit written comments before the meeting and/or register to speak at the meeting by following the instructions in the Notice of Public Meeting.

4. COUNCIL DECISION AND NEXT STEPS

City Council makes decisions on rental housing demolition applications that require rental replacement. The meetings are open to everyone and written submissions from the public are permitted, but unlike at Community Council meetings, members of the public cannot speak at City Council.

After City Council makes its decision:

- City Planning staff send the property owner a Notice of Decision to distribute to tenants to inform them of Council's decision and what will happen next.
- Tenants do not have to relocate immediately. The property owner must provide six months' notice by delivering a Notice to Vacate (N13 form) to each tenant. This notice is not a City form; it is a legal document that landlords in Ontario use to end a tenancy under the *Residential Tenancies Act, 2006*.
- The property owner and the City sign a legal agreement (referred to as the Section 111 Agreement) to secure any required replacement rental units and the Tenant Assistance Plan approved by City Council. This agreement is registered on title to the property and applies even if the property owner sells the building in the future. Tenants can request a copy of the Section 111 Agreement from the property owner.
- City Planning staff work with the property owner to ensure all requirements and processes under the rental housing demolition framework are followed.

Where there is a related Official Plan or Zoning Bylaw Amendment application, property owners have the right to appeal the Official Plan or Zoning Bylaw Amendment application to the Ontario Land Tribunal (OLT). The OLT is an independent adjudicative tribunal responsible for resolving land use planning matters and consists of members appointed by the Province of Ontario (Lieutenant Governor in Council). When this happens, the decision on the planning applications is made by the OLT and not City Council. Tenants or the public may participate in this process, however the OLT is not empowered to make a decision on the Rental Housing Demolition and Conversion Application. Decisions impacting the Tenant Assistance Plan and replacement rental units can only be made by City Council.

Further information on the OLT process can be found on the Province of Ontario's website.

3.1 REQUIREMENTS AND PROCESSES

For tenants, this section explains what you can expect before, during, and after your home is redeveloped, including:

- Your eligibility for a replacement rental unit and your right to return to that unit,
- What you are entitled to under the Tenant Assistance Plan, and
- How the moving process works.

For property owners, this section explains your responsibilities to tenants and the City throughout the demolition and redevelopment process, including:

- Providing replacement rental units of a similar type and rent,
- Developing and delivering on the Tenant Assistance Plan, and
- Keeping tenants informed at all stages

3.2 ELIGIBILITY

Eligible Tenants

To be eligible for a replacement rental unit and the Tenant Assistance Plan, the tenant must have their tenancy in good standing and be living in the rental unit when the property owner:

- Applies to the City for a rental housing demolition permit, and
- Delivers a Notice to Vacate (N13 form).

Eligible tenants have the right to return to a replacement unit and additional assistance outlined in the Tenant Assistance Plan (see Section 3.2).

Partially eligible tenants

Tenants who move into the unit after the property owner applies for the rental housing demolition permit and have signed a tenancy agreement addendum (provided by the City) are called “post-application” tenants, and are entitled to some, but not all, tenant assistance. They are entitled to:

- Six months’ notice to move out;
- Additional assistance if they are a tenant with special needs; and
- Financial compensation required under Ontario’s Residential Tenancies Act, 2006.

Post-application tenants are not entitled to any additional financial compensation or to return to a replacement rental unit.

Tenant assistance is provided on a per-unit basis to a household, and not to individual members of the household. If one member of the household is an eligible tenant, then all members have the right to return to a replacement rental unit as a household. As family situations change over time, tenants should ensure that their leases include current members of the household.



Ineligible Tenants

Tenants who move out before the property owner delivers the Notice to Vacate (N13 form) are not eligible for assistance. This includes tenants who are:

- evicted for cause, or
- sub-leasing or subletting a unit to an occupant who does not have a tenancy agreement directly with the property owner.

(The tenant may transfer their right to return to a replacement rental unit and other tenant assistance to an approved sub-tenant by notifying and receiving approval from the property owner and City Planning staff in writing.)

Property owners deliver all notices to the tenant with the lease (tenancy agreement). It is the responsibility of that tenant to keep any sub-tenants informed and up to date.



3.3 REPLACEMENT RENTAL UNITS

TENURE AND AFFORDABILITY

Tenure

Replacement rental units remain as rental housing for at least 20 years. After this period, the property owner has the right to apply to convert to a use other than rental housing, however the units must remain rental until City Council approves the conversion application. Official Plan policies (such as 3.2.1.8) apply to rental housing conversions.

Affordability

The rents for replacement rental units are restricted for at least ten years, or until tenancy ends. During this affordability period, the rent can be increased only according to Ontario's [Rent Increase Guideline](#). If the tenant chooses to remain in the unit after the ten-year affordability period ends, the rent will continue to be restricted.

Only if a tenant moves out after the ten-year affordability period can the property owner then increase the rent to align with market rates.

UNIT TYPES, SIZES, AND FEATURES

Types

The tenant has the right to return to a replacement rental unit with the same number of bedrooms as the unit they lived in when the property owner applied for the rental housing demolition permit.

Sizes

The tenant can expect to return to a unit that is of a similar size to what they had in the original building. The property owner must replace 100% of the original rental gross floor area in the new

building, and it must be for replacement rental housing. These units must be similar in size, ideally within 3% of the size of the original rental units.

Where very large rental units or rental houses are to be demolished, City Planning staff work with the property owner to find solutions for replacing the units in the new building (for example, by reducing the size to align with those recommended in the City's Growing Up Guidelines).

Features

The tenant can expect the new replacement rental unit to include the same or improved features as the market-rate units in the new building, which may include air conditioning, in-suite laundry, and a dishwasher. Finishings (e.g. paint, knobs, built-in lighting) and built standards (e.g. smoke alarms, accessibility features) are also expected to be the same.

The property owner is not required to provide private outdoor space, such as balconies, in the new building. However, if it is provided for market-rate units in the new building, it is expected to be provided for replacement rental units as well.



BUILDING AMENITIES

Indoor and outdoor activities

The City's rental replacement policy (Official Plan 3.2.1.6) focuses on the replacement of the rental unit. The property owner is not required to replace the same amenities and building features as the original building.

Where indoor and outdoor amenities are provided in the new building, the tenant in the replacement rental unit will have access to the new building's indoor and outdoor amenities on the same basis as all other residents of the new building, unless particular amenities are offered for the exclusive use by a tenant in a replacement unit.

Parking and storage

Although the City makes every attempt to secure similar facilities in a new building, the availability of parking and storage depends on the development. Where parking and storage is provided by the property owner, they will be made available to the returning tenant on the same basis as other residents of the new building.

For a returning tenant who had parking and/or storage included in their previous rent, the same may be secured in the new building, if provided. Where they are not available in a new building, the returning tenant should expect compensation or a reduction of their new rent.

3.4 TENANT ASSISTANCE

Tenant assistance is provided by the property owner to lessen any hardship the tenant(s) may experience due to the demolition and redevelopment of the property.

The Tenant Assistance Plan is presented at the tenant meeting (see Section 2.3). Once finalized, it is secured through a Section 111 Agreement between the property owner and the City.

Tenant Assistance Plans include:

1. The right to return to a replacement rental unit;
2. Advance notice to vacate the original unit;
3. Alternative accommodation or rent gap assistance;
4. Moving allowances;
5. Access to a leasing agent; and
6. Additional assistance for tenants with special needs.

Tenant assistance is not considered income and is not taxable under the federal Income Tax Act, 1985. All financial compensation provided through the Tenant Assistance Plan are cash payments that do not require receipts or proof of expenses.

Tenants who receive assistance from the Ontario Disability Support Program or Ontario Works should contact the City Planning staff named in the Notice of Rental Demolition to discuss the process for receiving tenant assistance when they also receive income-based social assistance.



RIGHT TO RETURN TO A REPLACEMENT RENTAL UNIT

The tenant has the right to return to a rental unit of the same type at a similar rent as they were paying in the original building. They do not have to commit to returning until they sign the lease for the replacement rental unit in the new building. Those who lived in the original building the longest have seniority in choosing the unit they return to.

Type of replacement rental unit

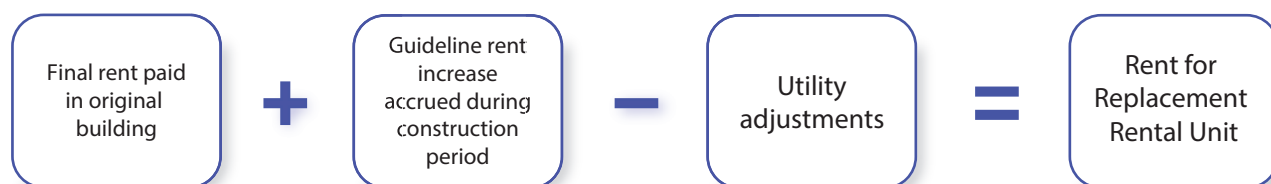
The type of replacement rental unit is based on the number of bedrooms. For example, if the tenant lived in a one-bedroom unit, they have the right to return to a one-bedroom unit. Once the tenant returns, the property owner can raise the rent only on an annual basis according to Ontario's [Rent Increase Guideline](#) for the remainder of their tenancy, even if they stay beyond the initial ten-year affordability period (see Section 3.2).

The tenant may be able to return to a Mid-range (moderate) or High-end replacement rental unit with a different number of bedrooms, if available, and only after all returning tenants have chosen their units. Tenants should expect to pay higher rent if they elect to return to a larger replacement rental unit.

Similar rent

The rent for replacement rental units is based on the rent paid by the tenant for their original unit, plus any increase allowed by the Ontario's Rent Increase Guideline during the displacement period. If there is a change to the utilities (such as electricity, heat, or water) that are included in the new rent, the rent is adjusted according to [current rates](#).

How is initial rent calculated for returning tenants?



Parking and storage are not included as utilities and are additional charges. There are no condominium or other fees added to the rent for replacement rental units.

Seniority

Tenants with the most seniority, who were in the original building for the longest period of time, choose their preferred replacement rental unit from their eligible unit size range first. The tenant must indicate their intent to return on a Tenant Intention Form provided by the property owner before the tenant(s) leave their unit. Accessibility requirements are prioritized and taken into consideration when assigning units.

ADVANCE NOTICE TO VACATE THE ORIGINAL UNIT

The Tenant Assistance Plan requires that property owners provide tenants with a Notice to Vacate (N13 form) at least six months before they must move out of their unit, to provide tenants with extended time to find a new place to live during the displacement period. Once tenants are provided with notice, they can move out anytime with ten days written notice to the property owner. Financial compensation required under the *Residential Tenancies Act 2006* is provided with the Notice to Vacate form.

ALTERNATIVE ACCOMMODATION OR RENT GAP ASSISTANCE

To help tenants find a new place to live during the displacement period, the Tenant Assistance Plan requires the property owner to provide:

- An alternative rental unit that is acceptable to the tenant; or
- Rent gap assistance, which allows the tenant to find their own housing.

In some situations, tenants can move directly from their existing rental unit into a new replacement rental unit. As a result, the property owner does not need to provide an alternative rental unit or rent gap assistance.



Alternative rental units

The City encourages property owners to offer tenants an alternative rental unit while the new replacement rental units are being constructed.

Alternative units must include units of the same bedroom type with similar rents in the area of the original rental building or another location acceptable to the tenant. The tenant can refuse the alternative unit, in which case the property owner must provide rent gap assistance instead.

Rent gap assistance

If the property owner does not arrange for an alternative rental unit or the tenant does not accept the unit that is offered, the tenant must find their own housing (with the assistance of the leasing agent, if they choose) and the property owner must provide rent gap assistance.

The rent gap assistance is to help tenants pay market rent during the entire displacement period, from when they move out of their existing rental unit to when they can move into their replacement rental unit. It is provided by the property owner as a lump sum payment when the tenant moves out.

Rent gap assistance is extended if:

- Construction of the replacement rental unit takes longer than expected; or
- If the tenant moves out of their original unit earlier than the required six months' notice period. For example, if a tenant moves out two months after receiving the Notice to Vacate, they receive an additional rent gap payment for four months.

Rent gap assistance calculations: The rent gap is calculated as the difference between the tenant's rent at the time they vacate the unit and the most recent average market rent for rental units in the private rental market built on or after 2015, as reported in Canada's Rental Market Survey. This difference is multiplied by the estimated length of construction in months, which is usually 36 months.

Rent gap assistance is indexed based on the timing of the Rental Market Survey and the date that tenants need to vacate their rental units, to account for estimated changes in the rental market during that period. Indexing is based on the average ten-year growth rate of overall average market rents. Rent gap assistance is adjusted based on which utilities are paid by tenants in their existing housing before demolition.



Example of Calculation:



MOVING ALLOWANCES

The Tenant Assistance Plan requires that the property owner provide tenants with moving allowances, one for each move, as two separate payments:

- **a move-out allowance**, paid when the tenant receives the Notice to Vacate; and
- **a move-back allowance**, paid when the tenant signs the lease for the replacement rental unit.

The moving allowance is paid on a household basis, not to each individual tenant. The amounts are:

- \$1,500 for a studio or one-bedroom unit; and
- \$2,500 for a two-bedroom (or larger) unit.



LEASING AGENT

Property owners must provide tenants with access to a leasing agent, to help tenants find a new rental unit during the displacement period. The leasing agent is required to be available and to communicate effectively with tenants and City Planning staff, to help them find suitable listings, and to set up viewing appointments. Tenants are not required to use the leasing agent's services.

Property owners should let tenants know there is a leasing agent available by contacting them directly and posting notices in key visible locations in the building. The notice should include contact information and times that the agent is available.



The property owner, with the help of the leasing agent, is expected to provide reference letters for tenants, on request and as appropriate. References typically include:

- The rental payment history;
- The demolition as the reason for the move; and
- That tenant assistance is being provided to ensure the tenant can pay the rent during the displacement period.

ADDITIONAL ASSISTANCE FOR TENANTS WITH SPECIAL NEEDS

The Tenant Assistance Plan requires that the property owner provide additional assistance to tenants with special needs who may need additional help to find an appropriate place to live and through the moving process. These tenants, or their dependents, are:

- 65 years of age or older, and/or
- have existing mental and/or physical health conditions.

The additional financial compensation for tenants with special needs equals to four times the Average Market Rent in Toronto, as published in Canada's Rental Market Survey. Tenants can learn more about this assistance and the process for demonstrating eligibility in the Notice to Eligible Tenants, a virtual information session held within two weeks of receiving the notice, and at the tenant meeting (see Section 2.3).

3.5 BEFORE, DURING, AND AFTER TENANTS MOVE

BEFORE TENANTS MOVE OUT

The property owner begins the move-out process by providing tenants with a series of notices, forms, and assistance, including:

- A **Notice to Vacate** (N13 form).
- A **Notice to Eligible Tenants**, with information on the rental replacement process, tenant assistance, important deadlines, and a virtual information session meeting link.
- A **Tenant Intention Form**, to be completed by each eligible tenant who plans to return to a replacement rental unit, and related information, such as their position on the seniority list and assistance for special needs that may be required.
- **Financial compensation**, including three months' rent or an alternative rental unit as required by Ontario's Residential Tenancies Act, and a move-out allowance.
- The **leasing agent's contact information**.

Within two weeks of receiving the notices, tenants are invited to attend a virtual information session led by City Planning staff, in collaboration with the property owner, to explain the move out process and answer questions.

During the balance of the tenancy, tenants are entitled to good building maintenance and continue to enjoy all the usual rights afforded to tenants, including protection from discrimination and harassment.

It is important to note that after the rental housing demolition application is approved by City Council, the property owner does not have a deadline for when they must start construction. Property owners must provide tenants with biannual updates on when they expect to start the move-out process

The N13 Form is a Notice to End your Tenancy because the Landlord wants to Demolish the Rental Unit, Repair it, or Convert it to Another Use. Receiving this notice does not mean a tenant needs to relocate immediately. It is a legal notice that communicates the date the landlord wants the tenant to move out by, the compensation the tenant is entitled to, where to find further information, and the tenant's right to dispute the contents of the notice.



Terminating the existing lease

Once the tenant has found a suitable place to live, they should submit a [Notice to End the Tenancy](#) (N9 form) to the property owner with at least ten days' notice.

The property owner must provide the remaining balance of the tenant assistance on the date the tenant vacates their rental unit. This includes, as applicable:

- A lump sum rent gap assistance payment, and
- Additional assistance to tenants with special needs.

Deciding not to return

The tenant can waive their right to return to a replacement rental unit and remove themselves from the seniority list, maintained by the property owner and provided to City Planning staff, when they complete the Tenant Intention Form. If they do not plan to return, this does not change other tenant assistance they will receive, including the lump-sum rent gap assistance payment.

The tenant can also decide not to move back to a replacement rental unit during the displacement period, by notifying the property owner in writing.

A property owner can offer additional financial compensation to tenants who waive their right to return if:

- The offer is specified from the start, in the Notice to Eligible Tenants; and
- The amount of financial compensation is offered to all tenants occupying the same bedroom type on the same terms and conditions.

DURING TENANT DISPLACEMENT

Staying in contact

The tenant must inform the property owner and City Planning staff within **30 days** of any changes to their contact information (e.g. phone, email, mailing address, interim [temporary] address) during the displacement period. Otherwise, they may become ineligible for the replacement rental unit.

The property owner must notify tenants if construction is delayed and provide any additional compensation required, as provided for in the Tenant Assistance Plan.

Establishing a fair approach for returning tenants

The property owner must provide a seniority list to City Planning staff before tenants move out. The list should include tenants' names and original unit number and size, type, rent, and move-in date, organized in order of those with the most seniority to the least. If the tenant has accessibility requirements that would require a specific unit type, that information is noted on the seniority list. Tenants are notified of their position on the seniority list, and have the ability to dispute their position through the Tenant Intention Form.

Preparing tenants to return

At least six months before the replacement rental units are ready for occupancy, the property owner must send an Occupancy Information Notice and a Unit Preference Form by registered mail to all tenants who indicated their intent to return on the Tenant Intention Form.

The Occupancy Information Notice includes:

- A floor plan showing the location of the replacement rental units in the new building.
- The layouts of the replacement rental units, with sample furnishings for the unit type that the tenant may choose from.
- An estimate of the initial rents for each replacement rental unit, including any adjustments for utilities. This estimate may be subject to minor changes based on the final utility adjustments at the time of occupancy.
- Information on timelines and the move-back process.
- Meeting information, including a link for a virtual information session led by City Planning staff and the property owner to explain the occupancy process and answer tenant questions.
- The Unit Preference Form where the tenant can select their top three preferred units.

The tenant must return the Unit Preference Form to the property owner within **45 days**. The form will indicate the method and address for returning the form to the property owner. If it is not returned, the tenant may lose their right to a replacement rental unit. Once it is received, the property owner assigns the replacement rental unit, based on seniority and the tenant's preference.

If there is a dispute between the property owner and the tenant about the delivery of the Occupancy Information Notice, the property owner must provide City Planning staff with notification of receipt from Canada Post.



Signing the lease

At least **90 days** before the replacement rental unit is ready for occupancy, the property owner must notify the returning tenant of their assigned replacement rental unit, the initial rent, and the time, location, and deadline for viewing the unit and signing the new lease (tenancy agreement).

The tenant has the right to delay the start of their tenancy for a maximum of two months. The lease must include the clauses required in the Section 111 Agreement between the property owner and the City, including the provision that rent can be increased only according to Ontario's Rent Increase Guideline. If the tenant does not sign the lease within **21 days**, they may lose their right to a replacement rental unit.

When the tenant signs the new lease, the property owner must provide the second moving allowance, as described in the Tenant Assistance Plan. The tenant and property owner can then arrange any move-back arrangements, including booking elevator access.

Preparing a Tenant Access Plan: The property owner is required to develop a Tenant Access Plan for replacement rental units where there is no returning tenant. City staff offer these units to new tenants through the City's affordable housing waitlist or in some cases, through a housing lottery or referral agreement with a non-profit housing provider.



AFTER TENANTS MOVE BACK

Once the tenant has moved into their replacement rental unit, their tenancy is protected by the Residential Tenancies Act. For as long as they choose to remain, the rent will continue to be restricted to Ontario's [Rent Increase Guideline](#).



HOW TO REPORT A COMPLAINT

Tenants should contact the City Planning staff listed on the Notice to Eligible Tenants, Notice to Post-Application Tenants, or the Occupancy Information Notice if there are compliance concerns with the rental replacement process. Tenants should also report any issues, including property standard issues, through 311 Toronto.

DEFINITIONS

Affordability period: The ten-year period that begins when a replacement rental unit is first occupied, for which the rents are to remain at affordable, mid-range affordable, or mid-range moderate levels, and increased only in alignment with Ontario's Rent Increase Guideline.

Average market rent: The average rent for private rental units in Toronto, as reported annually by the Canada Mortgage and Housing Corporation.

Displacement period: The time between a tenant leaving the original rental unit and moving back into the replacement rental unit (approximately 36 months).

Dwelling room: A rented room in a rooming house used as living accommodation that is not self-contained but may have private sanitary or cooking facilities. When dwelling rooms are replaced, rents are maintained for at least 15 years and a tenant relocation and assistance plan or alternative accommodation is provided under Official Plan Policy 3.2.1.12.

Lease (Tenancy) Addendum: City-approved schedule attached to a lease agreement that informs tenants about the property owner's intent to redevelop and as a result, the potentially short tenancy.

Official Plan: The Official Plan is a statement of goals, objectives and policies intended to guide future land use, physical development, growth, and change.

Rent: Defined in the Residential Tenancies Act (Section 2) as excluding vehicle parking, internet, and cable television. Rents are defined based on the Canada Mortgage and Housing Corporation (CMHC) average market rent as follows:

Affordable rent: Gross monthly rent that is at or below the lesser of one times the CMHC average market rent or 30% of the before-tax monthly income of renter households in the City of Toronto as follows:

- Studio units: One-person households at or below the 50th percentile income.
- One-bedroom units: One-person households at or below the 60th percentile income.
- Two-bedroom units: Two-person households at or below the 60th percentile income.
- Three-bedroom units: Three-person households at or below the 60th percentile income.

Mid-range (affordable) rent*: Gross monthly rent exceeding affordable rent but at or below 100% of CMHC average market rent.

Mid-range (moderate) rent: Gross monthly rent exceeding affordable and/or mid-range (affordable) rent but at or below 150% of CMHC average market rent.

High-end rent*: Gross monthly rent equal to or greater than 150% of CMHC average market rent.

*Note: For applications submitted prior to December 2021, affordable rent is gross monthly rent no greater than one times the CMHC average market rent.

Current rates are available on the City's Official Plan–Housing [web page](#).

Rental unit: A residential unit with culinary and sanitary facilities for exclusive use by a tenant that is rented or available for rent; excludes condominium-registered, life-lease, and co-ownership units.

Section 111: Section 111 of the City of Toronto Act, 2006 provides City Council with the authority to regulate the demolition and conversion of residential rental properties in Toronto.

Social housing: Rental housing that is owned by a non-profit housing corporation and funded by government. The City has a separate replacement policy and process for the demolition and replacement of social housing.

APPENDIX A: TORONTO’S RENTAL HOUSING DEMOLITION AND REPLACEMENT FRAMEWORK

Government	Legislation, Regulation, Policy, or Guideline	Sections
Province of Ontario	<i>City of Toronto Act</i> , 2006 <i>Planning Act</i> , 1990 Rent Increase Guideline <i>Residential Tenancies Act</i> , 2006	Section 111
City of Toronto	Official Plan Rental Housing Demolition and Conversion Control By-Law (Municipal Code) Zoning By-Law 569-2013 Growing Up Urban Design Guidelines Public Engagement Summary Report Development Guide	3.2.1.1,3.2.1.6,3.2.1.8,3.2.1.12 Chapter 667

Applications and Forms

- Rental Housing Demolition and Conversion Application
- Official Plan and Zoning By-Law Amendment Applications
- Tenant Intention Form
- Unit Preference Form

Notices

- Notice to Eligible Tenants
- Notice of Public Meeting
- Notice of Rental Demolition
- Notice of Toronto City Council Decision
- Notice to Vacate (N13) (“Notice to End Your Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair It or Convert It to Another Use”)
- Occupancy Information Notice
- Tenant’s Notice to End the Tenancy (N9)

APPENDIX B: INFORMATION AND RESOURCES

City of Toronto Resources

- **City Planning's housing policy website:** <https://www.toronto.ca/city-government/planning-development/official-plan-guidelines/housing/>
- **City of Toronto Eviction Prevention Handbook:** <https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/understand-fight-evictions/>
- **City of Toronto Housing Data Hub:** <https://www.toronto.ca/city-government/data-research-maps/toronto-housing-data-hub/>
- **Rental Housing Rights & Information:** <https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/>
- **311 Toronto** (Provides access to non-emergency City services, programs, and information 24 hours a day, seven days a week. Residents and visitors can submit a service request in their neighbourhood by phone or online.)

Tenant information and support

- **Federation of Metro Tenants Association, Tenant Hotline:** 416-921-9494
- **Advocacy Centre for Tenants in Ontario:** 416-597-5855, <http://www.acto.ca/>
- **Canadian Centre for Housing Rights:** <https://housingrightscanada.com/>

Community mental health resources

- **Toronto Distress Centre Help Line:** 416-408-4357
(Answers calls 24 hours a day, seven days a week, with crisis line specialists providing confidential support.)
- **Connex Ontario:** 1-866-531-2600
(Provides free and confidential health services information for people experiencing problems with mental illness, drugs or alcohol, or gambling. The helpline is answered 24 hours a day, seven days a week.)
- **Family Service Toronto:** 416-595-9618
(Offers walk-in counselling services every Wednesday from 3:30-7:30pm at 355 Church Street and counselling by appointment.)
- **211**
(Connects callers to community, social, government and health service information 24 hours a day, seven days a week. The service is free, confidential, and multilingual.)

APPENDIX B: INFORMATION AND RESOURCES (CONT.)

Other Information

- **Ontario Land Tribunal:** <https://www.ontario.ca/document/citizens-guide-land-use-planning/ontario-%ADland-tribunal>

IMAGE CREDITS

COVER PAGE

Aerial photo of dense Toronto neighbourhood, City of Toronto

INTRODUCTION

P.2 Cluster of rental apartment buildings, City of Toronto

DEMOLITION: REQUIREMENTS AND PROCESSES:

P.8 People gathering around a table for a meeting, Redd Francisco on Unsplash

REPLACEMENT RENTAL UNITS AND TENANT ASSISTANCE

P.13 New apartment building in Toronto Designed by Montgomery Sisam Architects for CreateTO, Missanabie Cree Elders Care, and EllisDon Community Builders

P.19 Person packing a moving box, Ketut Subiyanto on Pexels

P.24 People receiving keys for a new apartment, Gustavo Fring on Pexels

