

# RentSafeTO:

Apartment Building  
Standards program

Ensuring Toronto  
tenants live in safe,  
well-maintained  
buildings

# BUILDING OWNER/OPERATOR REQUIREMENTS

## Under RentSafeTO, building owners/operators must:

- register their buildings with the City, then renew annually
- track and respond to tenant service requests
- regularly inspect common areas for cleanliness and pests
- have plans for maintenance, waste, cleaning and disruptions to vital services such as water, heat and electricity
- notify tenants of service disruptions
- undergo routine building evaluations
- comply with all applicable City bylaws

**Enforcement action may be taken if owners and operators do not comply with City bylaws.**



# WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR UNIT

If you have an issue in your unit or a common area of your building, contact your building owner/operator first and submit a service request. Keep a copy of the service request for your records.

If there is no action from your building owner/operator within a reasonable time or if problems persist, **contact 311 to file a service request.**

Be sure to keep your reference number. Based on health and safety concerns, 311 will prioritize urgent service requests and a Bylaw Enforcement Officer will investigate.

**You can check the status  
of your request using the  
reference number provided to  
you by 311 at [toronto.ca/311](https://toronto.ca/311).**

# REQUIRED BUILDING OWNER/ OPERATOR RESPONSE TIMES

Building owners/operators must respond to urgent requests within 24 hours and all other requests within seven days. Requests are urgent if they are related to the disruption of vital services.

## Urgent Requests

Response time: Within 24 hours



No water



No heat



No power



No gas



Breach of building security



Snow and ice clearing

## Other Requests

Response time: Within seven days



Pests (cockroaches, rodents)



Low heat



Leaks



Property damage, such as broken or cracked windows, damaged cabinets or peeling paint



Common area cleanliness, such as dirty or stained surfaces, graffiti



Property maintenance, such as litter or grass cutting



Waste management

# ADDITIONAL SUPPORTS FOR TENANTS

For issues that fall outside **RentSafeTO**'s authority, please contact the appropriate support below.

## **Mould and Bed Bugs**

Toronto Public Health  
311

## **Fire Code**

Toronto Fire Services  
For emergencies, call 911.  
For non-emergencies contact 311

## **Building Code & Permits**

Toronto Buildings  
311

## **Criminal Matters**

Toronto Police Service  
For emergencies, contact 911.  
For non-emergencies contact  
416-808-2222

## **Elevator Operation and Certification**

Technical Standards & Safety Authority  
1-877-682-8772  
tssa.org

## **Electrical Issues**

Electrical Safety Authority  
1-877-372-7233  
esasafe.com

## **Lease Problems or Above Guideline Rent Increases**

Landlord and Tenant Board  
416-645-8080  
tribunalsontario.ca/ltb

## **Tenant Rights and Residential Tenancies Act Questions**

Advocacy Centre for Tenants Ontario  
(ACTO)  
acto.ca/contact

Or

## **Legal Aid Ontario**

1-800-668-8258  
legalaid.on.ca

# BUILDING SCORES

The City evaluates all apartment buildings registered with **RentSafeTO**. During this process, staff inspect and score the condition of common areas, mechanical and security systems, parking and exterior grounds. Between evaluations, confirmed violations based on service requests, received through 311, reduce this score until compliance is achieved.



Scan the QR code to find building scores and information about violations

