

Short-Term Rentals 2025 SNAPSHOT

WHY WE'RE HERE

The Short-Term Rentals Program regulates short-term rental activity in Toronto to help protect the City's long-term rental housing supply and support safe, stable neighbourhoods. The program limits short-term rentals to an operator's **principal residence**, helping reduce the use of residential properties as commercial accommodations. In Toronto, a short-term rental is defined as the rental of all or part of a dwelling unit for fewer than 28 consecutive days, including rentals offered through online platforms.

WHAT WE'VE DONE

In 2025, the Short-Term Rentals Program reviewed and processed **3,398 new registration applications**, approving **2,795 registrations** and **denying or revoking 2,512 registrations** based on compliance with the Short-Term Rental Bylaw.

The program responded to **5,811 service requests**, issued **34 charges submitted to the courts**, and conducted **4,638 annual inspections** to support proactive compliance and oversight.

WHAT WE'RE DOING

The Short-Term Rentals Program oversees the registration, renewal, and ongoing compliance of short-term rental operators across the city. The team reviews applications, investigates complaints, conducts inspections, and monitors online listings to ensure operators comply with municipal bylaws.

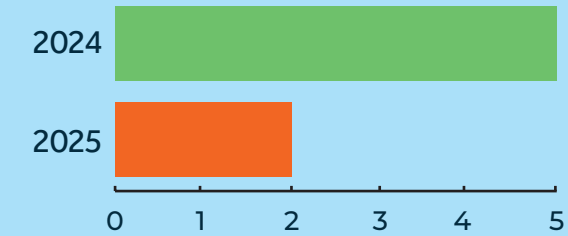
The program also supports enforcement of related property standards issues – such as waste, turfgrass and prohibited plants, and general maintenance – by working collaboratively with other City divisions. Through education, inspections, and enforcement, the program promotes responsible hosting and helps maintain neighbourhood quality of life.



INVESTIGATION & PERFORMANCE

In 2025, the Short-Term Rentals Enforcement Team reduced average response times from 5 days in 2024 to 2 days – a 60% improvement. This reduction reflects a more efficient triage and investigation process.

AVERAGE NUMBER OF DAYS

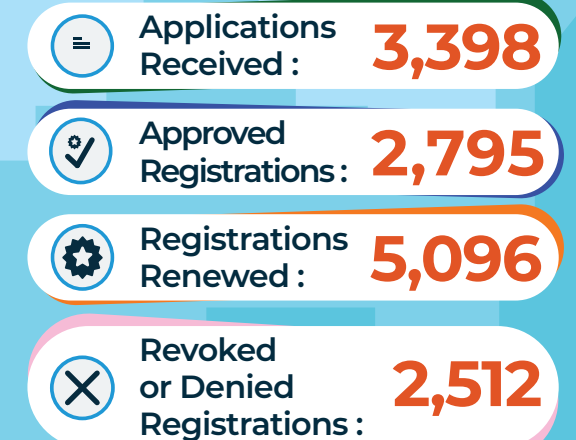


ENFORCEMENT & REGISTRATION ACTIVITY

ENFORCEMENT



REGISTRATIONS



NUMBER OF SERVICE REQUESTS BY CATEGORY



*4,638 service requests are proactive inspections, 1,173 are complaint-based investigations.