

RentSafeTO:

Apartment Building Standards Program

2025 SNAPSHOT



BUILDING EVALUATIONS AND AUDITS

Building Evaluations: **1,772**

Audits: **55**

WHY WE'RE HERE:

RentSafeTO is a bylaw enforcement and compliance program that ensures apartment building owners and operators meet building maintenance standards. The goal of the program is to ensure that tenants live in safe and well-maintained buildings.

SERVICE REQUESTS

Total **11,518**

INVESTIGATION AND PERFORMANCE

98% Emergency service requests responded within 24 hrs

98% Non-emergency service requests responded within 5 days

WHAT WE'VE DONE:

In 2025, the RentSafeTO team completed 1,772 evaluations, 55 building audits and helped tenants with 11,518 service requests. RentSafeTO issued a total of 2,050 Orders and Notice of Violation with 94.5% of service request resolved.

ENFORCEMENT ACTION

Orders to Comply*: **1,788**

Notice of Violations: **262**

Submitted to the Courts: **166**

*Issued as a result of service requests

HOW WE REACHED TORONTONIANS

208 Stakeholder and community events

More than **362K** website visits

11,532 doors knocked

WHAT WE'RE DOING:

The RentSafeTO team ensures that service requests made by tenants are properly addressed. The team also leads community engagement and outreach initiatives to increase awareness of the program and to ensure tenants and building owners understand their rights and responsibilities.

PROGRAM UPDATES











RentSafeTO will report back to City Council in Spring 2026 on the implementation of colour-coded signage, proposed updates to the building evaluation, audit, and reactive scoring processes, and the development of a remedial action framework.

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NUMBER OF SERVICE REQUESTS BY CATEGORY:

	Property Standards:	8,214
	Adequate Heat:	1,315
	Waste:	531
	Building Audit:	429
	Zoning:	328
	Snow and Ice:	226
	Graffiti:	79
	Long Grass and Weeds:	63
	Fence:	13
	Appliance (Emergency):	4
	Clothing Drop Boxes:	0

Note that this includes all service requests received through 311 but excludes any 2024 audit-related files.

TOP PROPERTY STANDARDS SERVICE REQUESTS:

	Dwelling Unit Requires Repair:	2,146
	Pests:	1,065
	Common Area Requires Repair:	728
	Vital Services:	612
	General Cleanliness:	415
	Elevators Not Working:	407
	Apartment Buildings Bylaw:	310
	Garbage Storage / Bin Condition:	230
	Excessive Heat in a Rental Unit with AC:	207

Note that there are 2,094 other types of property standards service requests not listed here.

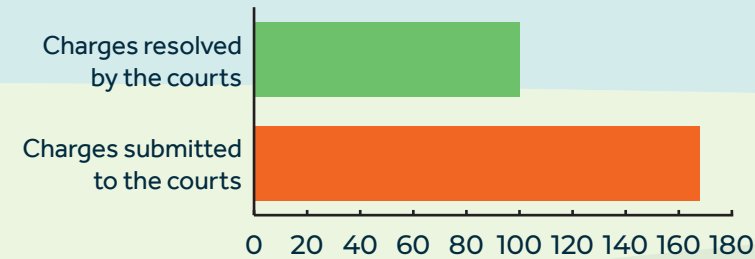
INVESTIGATION & PERFORMANCE

In 2025, average response time decreased in the most frequently requested service areas, including property standards, adequate heat and waste. The RentSafeTO program saw a 38% decrease in average response times in 2025 compared to 2024.

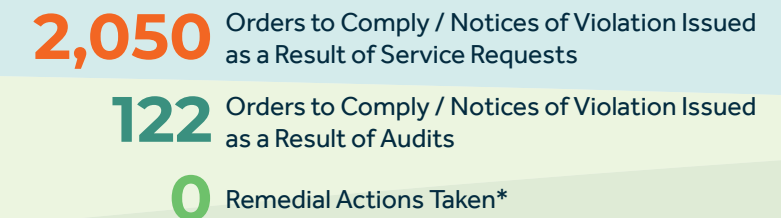


ENFORCEMENT ACTION

CHARGES



ENFORCEMENT



*Remedial action is typically employed as a last resort and predominantly used for Health and Safety violations. The objective of the RentSafeTO Enforcement team is to achieve compliance and work with building owners to ensure proper standards are met in a timely manner.