

Multi-Tenant Housing 2025 SNAPSHOT

WHY WE'RE HERE

The Multi-Tenant Houses Program is a bylaw enforcement and licensing program that ensures multi-tenant house operators meet safety, health, and property standards. The goal of the program is to ensure that tenants live in safe, well-maintained, and licensed homes.

WHAT WE'VE DONE

In 2025, the Multi-Tenant Houses team issued 259 licenses and helped tenants and residents with 2,404 service requests.

Multi-Tenant Houses issued a total of 371 Orders and Notices of Violation with 89% of service requests resolved.

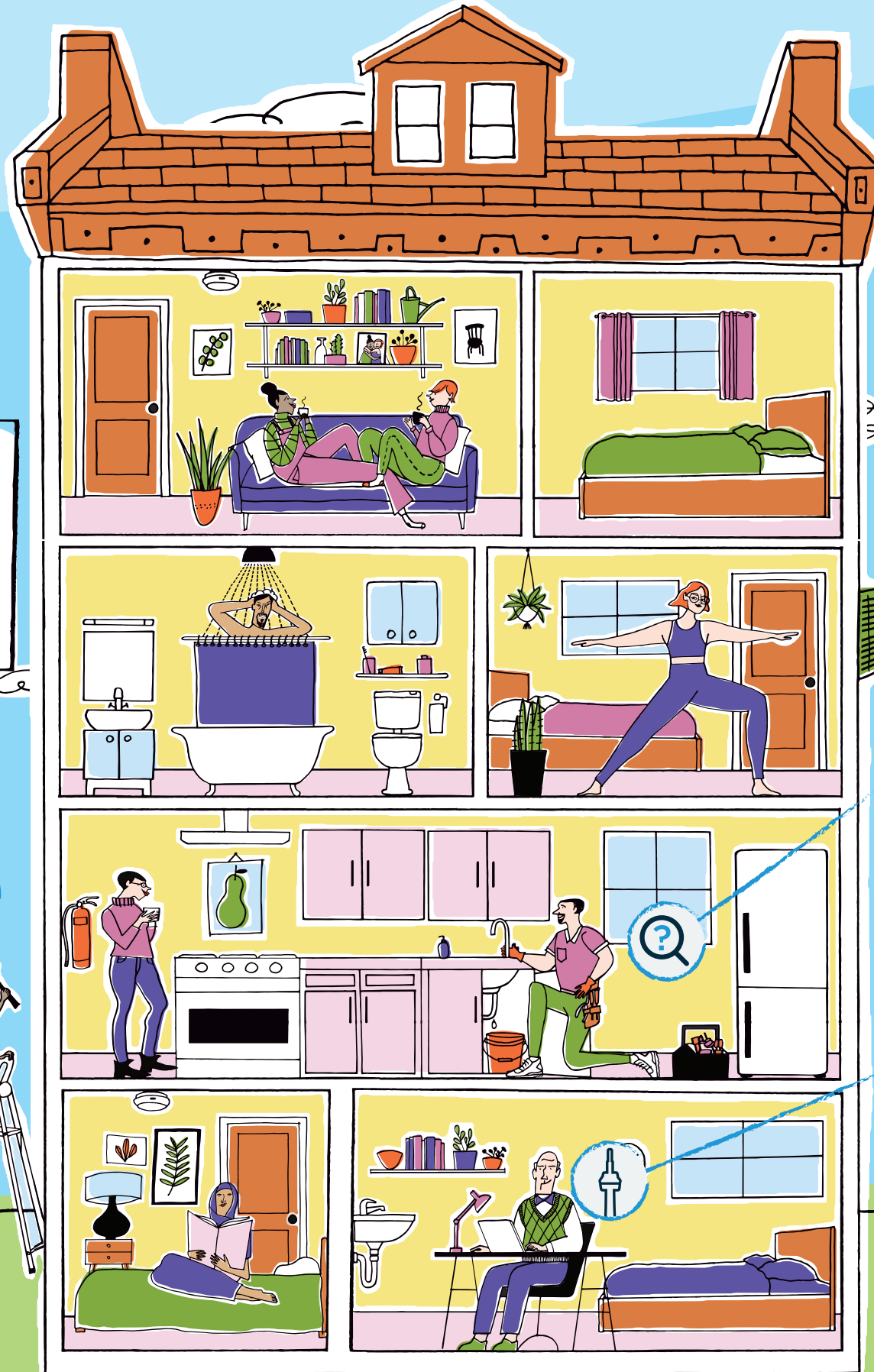
WHAT WE'RE DOING

The Multi-Tenant Houses Program ensures that service requests submitted are properly addressed and urgent health and safety concerns are responded to quickly. The team also leads community engagement and outreach initiatives to help tenants and operators understand their rights, responsibilities, and the licensing and compliance requirements for multi-tenant houses.

ENFORCEMENT ACTION

Orders to Comply*: **85**
Notice of Violations: **286**

*Issued as a result of service requests



INVESTIGATION AND PERFORMANCE

95% Emergency service requests responded within 24 hrs

99% Non-emergency service requests responded within 5 days

HOW WE REACHED TORONTONIANS

30+ Information sessions and community meetings

More than **36K** website visits

Multi-Tenant Housing 2025 SNAPSHOT



INVESTIGATION & PERFORMANCE

In 2025, the Multi-Tenant Houses Program responded quickly to service requests across all categories. Average response times were 1–2 days, including 2 days for property standards and waste, and 1 day for adequate heat, zoning, and unlicensed multi-tenant houses (rooming house) complaints. This shows the program’s dedication to keeping multi-tenant homes licensed, safe and well-maintained.

NUMBER OF SERVICE REQUESTS BY CATEGORY :

LICENSING

Rooming House:	157
Property Standards:	110
Waste:	20
Zoning:	11
Snow and Ice:	4
Adequate Heat:	3
Graffiti:	3
Long Grass and Weeds:	3
Appliance (Emergency):	0
Fence:	0

ENFORCEMENT

Rooming House:	1,506
Property Standards:	382
Zoning:	263
Waste:	110
Long Grass and Weeds:	32
Adequate Heat:	15
Fence:	6
Snow and Ice:	4
Graffiti:	3
Appliance (Emergency):	1

