

# Rental Standards Services

RentSafeTO | Multi-Tenant Houses | Short-Term Rental

**YEAR IN REVIEW | 2025**



# Message from the Interim Executive Director, **GADI KATZ**

Across Toronto, safe, well-maintained rental homes support stability, dignity and quality of life for more than half of the city's residents. In 2025, the City of Toronto continued its commitment to protecting rental standards by delivering responsive service, strong enforcement and meaningful engagement across three programs: RentSafeTO: Apartment Building Standards Program, Multi-Tenant Houses and Short-Term Rentals.

Throughout 2025, our teams responded to tens of thousands of service requests, conducted thousands of proactive and investigative inspections, and expanded outreach to tenants, building operators and owners and community partners. These efforts are strengthening compliance with City bylaws, promoting safer living conditions and helping to maintain Toronto's critical rental housing supply.

This year, **RentSafeTO** completed more than 1,700 building evaluations and undertook 55 comprehensive building audits with door-to-door outreach - an increase driven by the City's enhanced building evaluation model. The program received over 11,500 service requests and significantly improved emergency response times, with officers making first contact within 24 hours 98% of the time. The team also completed more than 200 stakeholder engagements, to provide education to residents, collect service requests, and support healthier, safer homes.

The **Multi-Tenant Houses** program made significant progress implementing the new citywide regulatory framework which came into effect in 2024. In 2025, the program issued 259 licences, completed over 300 annual inspections, addressed more than 2,300 enforcement-related service requests and advanced enforcement against unlicensed and unsafe operations. Engagement with tenants, community organizations, educational institutions and operators

helped raise awareness of the new bylaw requirements and support safer, more affordable shared housing options across the city.

The **Short-Term Rentals** program continued its critical role in preserving long-term housing, by limiting short-term rentals to principal residences. In 2025, the team processed more than 3,300 new applications, completed nearly 2,800 in-person inspections, and resolved over 5,000 service requests. Enforcement actions - including registration revocations, charges and ongoing platform monitoring - helped ensure operators follow the City's requirements and maintain safe and compliant accommodations.

These achievements reflect the dedication of more than 100 staff, including our bylaw enforcement officers, licensing and support teams, and engagement leads. Their work ensures that all partners receive timely, consistent and professional services every day.

Looking ahead, we will continue listening to tenants and communities, implementing Council-approved changes and modernizing our tools to provide responsive services. Thank you to all our partners who engaged with us throughout the year. Your feedback helps shape our programs and strengthens our shared goal: safe, well-maintained rental homes for everyone in Toronto.



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# RentSafeTO:

Apartment Building Standards Program

**ANNUAL REPORT | 2025**

# BACKGROUND

The RentSafeTO Apartment Building Standards Program helps ensure Toronto's apartment buildings are safe, well-maintained and meet City standards. For tenants, it means stronger protections, easier access to information and confidence that maintenance issues will be addressed. For building owners and operators, the program provides clear requirements and regular building evaluations to keep properties in good condition. By encouraging proactive maintenance, RentSafeTO works to preserve Toronto's critical housing stock.

## RENTSAFETO TEAM

The RentSafeTO program applies to apartment buildings with three or more storeys and 10 or more units. Currently, there are more than **3,600 apartment buildings** registered with the program.

This work is supported by **60 staff**, which includes **49 full-time** bylaw enforcement officers.

## 2025 HIGHLIGHTS

**1,772**  
Building  
Evaluations

**90.6%**  
Average  
Evaluation Score

**11,518**  
Service Requests  
(inclusive of  
audits)

**55**  
Building  
Audits

**208**  
Stakeholder Events  
Interacted with more  
than 5,623 people

**362,542**  
Webpage Visits

## WHAT WE DO

- ▶ Register qualifying buildings for the RentSafeTO program
- ▶ Investigate service requests and take progressive enforcement action to address bylaw violations
- ▶ Proactively evaluate buildings every two years to ensure compliance
- ▶ Audit low scoring buildings to drive improvements
- ▶ Foster communication between landlords and tenants to resolve complaints
- ▶ Engage with tenants, tenant advocates, building owners, councillors, community organizations and other divisions to inform about the latest program updates
- ▶ Educate tenants and buildings owners about the program requirements, standards and responsibilities
- ▶ Consult with stakeholders about program changes and policies

## KEEP IN MIND

If you have a property standards issue, put it in writing to your building owner/operator first. If no response is received, please contact 311.



# BUILDING EVALUATIONS & AUDITS

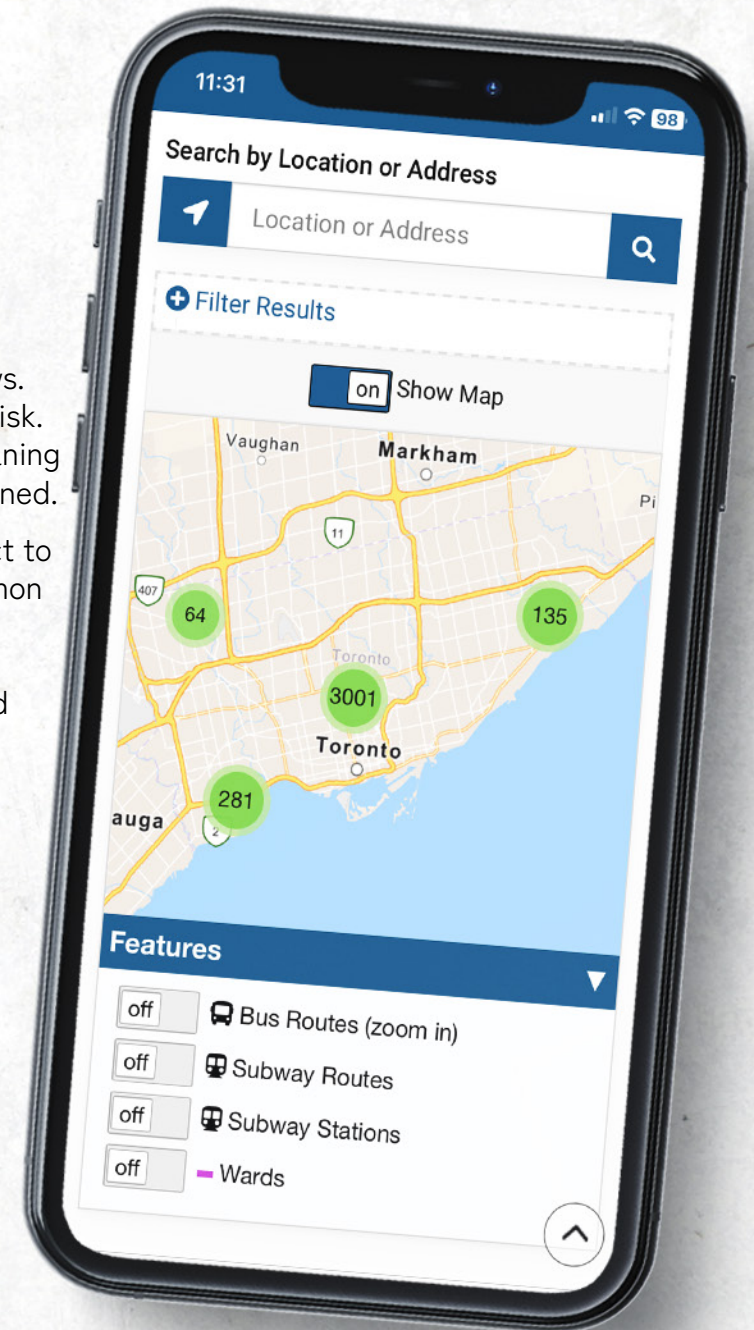
All buildings registered with RentSafeTO are evaluated every two years to identify areas for improvement in common spaces and to ensure compliance with City bylaws. Evaluations cover 50 categories, each weighted according to health and life safety risk. Categories are scored from 1 to 3, with 3 meaning no violations observed and 1 meaning multiple violations. At the end of each evaluation, a proactive building score is assigned.

Buildings that score in the bottom 2.5 percentile of evaluations each year are subject to a building audit the following spring. Audits are comprehensive inspections of common areas, followed by enforcement measures to correct identified violations. During audits, the RentSafeTO team also goes door-to-door to educate tenants about the program and collect service requests for unit-specific issues, which are investigated further.

## DYNAMIC BUILDING SCORES

The RentSafeTO [interactive building score map](#) enables residents and prospective tenants to view active and closed Orders to Comply or Notices of Violation for both in-suite and common areas, based on service requests submitted through 311. Violations temporarily reduce a building's score (reactive scoring).

If a building score drops 5% or more for 60 consecutive days, Targeted Engagement will occur. To review building violation please visit the [RentSafeTO Interactive Building Score Map](#)





BUILDING  
EVALUATIONS  
CONDUCTED  
**1,772**



BUILDING  
AUDITS  
CONDUCTED  
**55**



## EVALUATION SCORES

AVERAGE

**90**

MEDIAN

**92**

With updates to the evaluation tool in 2023 and the introduction of a new audit threshold, RentSafeTO has seen a **575% increase in building audits** compared to previous years. In 2026, the bottom 2.5 percentile of buildings evaluated in 2025 will be audited.

\*2025 Audits were based on 2024 evaluation scores.

# SERVICE REQUESTS

When a service request is received through 311, it is reviewed using a priority response model. While City staff do their best to respond to service requests as quickly as possible, the priority response model ensures that urgent requests are addressed first, while maintaining a responsive process and delivering excellent customer service for all service requests.


**Priority 1:** Urgent service requests where matters present health and safety issues, vital service disruptions, or have an imminent impact on life safety. The City aims to contact residents within 24 hours for issues such as no heat, abandoned appliances and discriminatory and hateful graffiti.

**Priority 2:** Non-urgent service requests involving new or recurring issues that may require a time-specific appointment to obtain photographic evidence, conduct a site assessment and/or collect witness statements. The City aims to contact residents within five days for such service requests including low heat and maintenance violations.

**Priority 3:** Non-urgent service requests which include first time offences that do not meet the criteria for a Priority 1 or 2 response and may be resolved without a physical inspection. The City aims to contact residents within 10 days for such service requests including waste on private property and graffiti removal.

**Priority 4:** Service requests that are considered out of scope of enforced bylaw.

More information about the priority response model can be found at the [Municipal Licensing & Standards Customer Service Standards webpage](#).



# 73,793

## SERVICE REQUESTS

have been closed since 2017



# 94.5%

of service requests received in 2025 have been closed

# 10,888

## CLOSED SERVICE REQUESTS

2025



# 5.4%

of service requests in 2025 remained open for continued investigation in 2026

# 630

## OPEN SERVICE REQUESTS

2025

# NUMBER OF SERVICE REQUESTS BY CATEGORY (2025)

Property Standards

8,214



Adequate Heat

1,315



Waste

531



Fence

13



Turfgrass &  
Prohibited Plants

63



Appliance  
(Emergency)

4



Building Audit

429



Graffiti

79



Snow  
and Ice

226

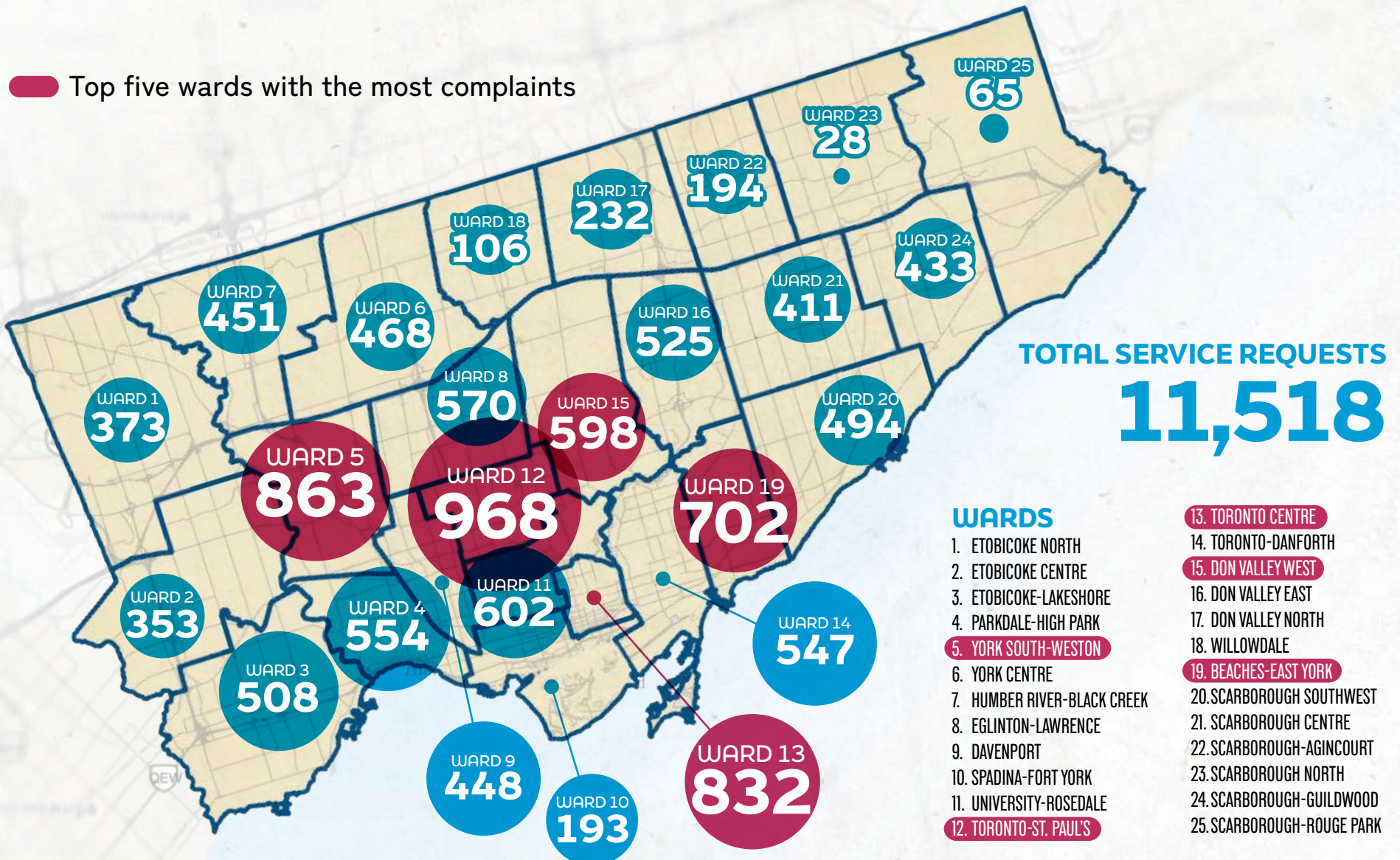


Zoning

328

# SERVICE REQUESTS BY WARD

● Top five wards with the most complaints



# RESPONSE TIME

When a service request is received through 311, a RentSafeTO Bylaw Enforcement Officer (BEO) is assigned to investigate. Each request is reviewed and prioritized based on the impact to health and safety. Emergency service requests - such as no heat in apartment buildings, discontinuation of a vital service, abandoned appliances or the presence of hate graffiti - are prioritized over non-emergency service requests such as turfgrass and prohibited plants, zoning or waste concerns.

In 2025, the RentSafeTO team achieved further improvements to response times. The team responded to emergency requests

within 24 hours 98% of the time, representing a 5% increase from 2024. For non-emergency service requests, RentSafeTO responded within 5 days 98% of the time, a 3% increase from 2024.

These results highlight RentSafeTO's ongoing commitment to protecting tenant health and safety while ensuring building owners receive timely, consistent enforcement and guidance, demonstrating that even small improvements are meaningful steps in the right direction.

PERCENTAGE OF EMERGENCY RESPONSES  
WITHIN 24 HOURS

93%  
2024

98%  
2025

PERCENTAGE OF NON-EMERGENCY RESPONSES  
WITHIN 5 DAYS

95%  
2024

98%  
2025

# INVESTIGATION RESPONSE TIME

## AVERAGE NUMBER OF DAYS BY CATEGORY

In 2025, RentSafeTO continued to improve response times across service request types. The program's average response time decreased in the most frequently requested service areas, including property standards, adequate heat and waste. The RentSafeTO program saw a 47% decrease in average response times in 2025 compared to 2024.



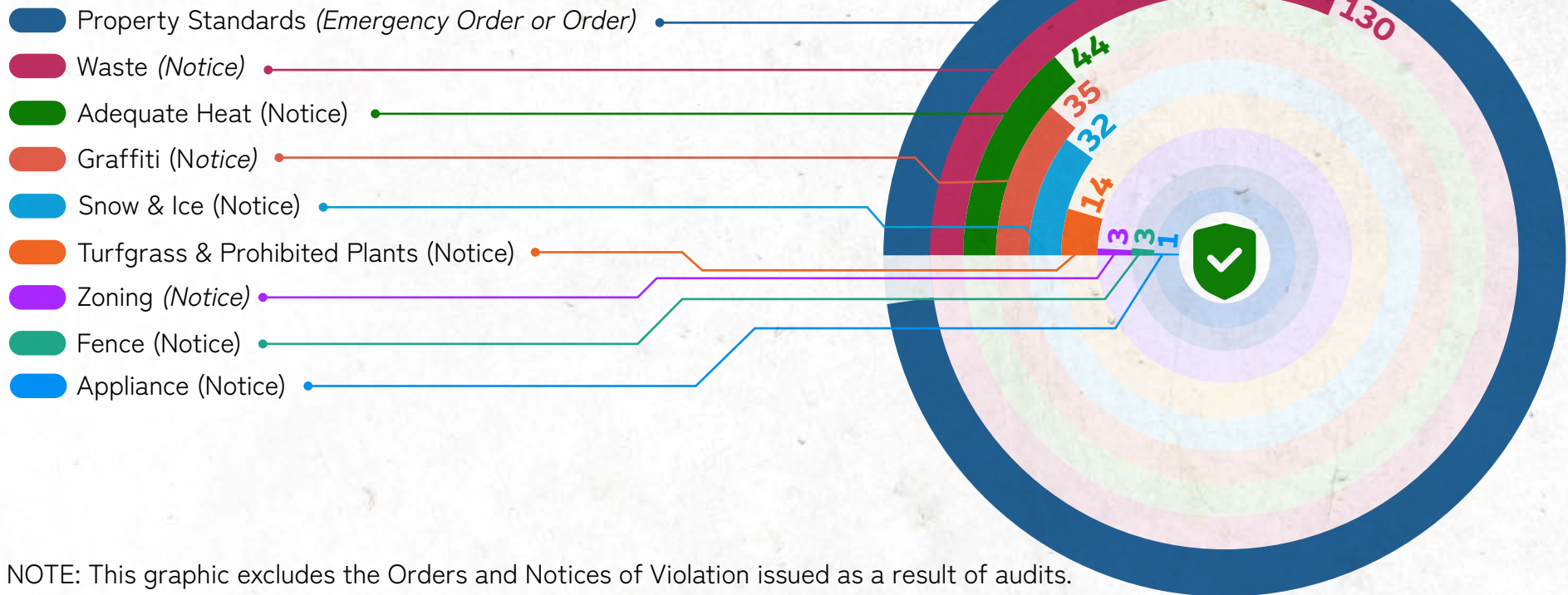
- Property Standards
- Adequate Heat
- Waste
- Zoning
- Snow and Ice

# ENFORCEMENT ACTION

The primary goal of RentSafeTO is to ensure building owners and operators achieve and maintain compliance with City bylaws. To do this, the program uses a progressive enforcement approach, escalating actions as needed until compliance is reached. Enforcement measures may include Notices of Violation, Orders to Comply, fines, charges and if all other options have been exhausted, potential remedial action.

When a violation is found, BEOs will issue a Notice of Violation and/or an Order to Comply to notify a building owner and/or operator that they must correct the bylaw violation. In 2025, one in every 5.3 service requests resulted in the issuance of a Notice of Violation or an Order to Comply.

## ORDERS TO COMPLY AND NOTICES OF VIOLATION ISSUED AS A RESULT OF SERVICE REQUESTS



NOTE: This graphic excludes the Orders and Notices of Violation issued as a result of audits.

## ORDERS TO COMPLY AND NOTICES OF VIOLATION ISSUED AS A RESULT OF AUDITS

Category	2018	2019	2020	2021	2022	2023	2024	2025
Property Standards (Order)	155	122	64	17	25	20	132	107
Waste (Notice)	9	8	6	2	5	-	16	15
Graffiti (Notice)	-	3	1	-	1	-	3	-
Turf Grass and Prohibited Plants (Notice)	1	-	1	-	-	-	-	-
Fence (Notice)	1	2	1	-	-	-	-	-
<b>TOTAL</b>	<b>166</b>	<b>125</b>	<b>73</b>	<b>19</b>	<b>31</b>	<b>20</b>	<b>151</b>	<b>122</b>

## REMEDIAL ACTIONS TAKEN

Category	2017	2018	2019	2020	2021	2022	2023	2024	2025
Property Standards	2	0	4	1	0	0	0	0	0
Waste	1	0	6	0	1	0	0	0	0
Graffiti	1	1	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



# OUTCOMES OF KEY SERVICE REQUEST TYPES

Out of the 11,518 total service requests received in 2025, RentSafeTO responded to 2,970 related to vital services, low heat, and pest issues. Most of these requests were resolved through education or voluntary compliance, however, over 200 investigations required formal Orders or Notices and some resulted in charges. Staff also made 671 referrals to partner agencies when issues fell outside the program’s authority, including referrals to Toronto Public Health, more than half of which involved mould.

## KEY SERVICE REQUESTS

Service Request Type	# of Service Requests Received	Orders & Notices Issued
Vital Services (no heat, water, or electricity)	1,537	94
Low Heat	367	12
Pests	1,066	110
<b>TOTAL</b>	<b>2,970</b>	<b>216</b>

## REFERRALS

Organization*	# of Referrals
Electrical Safety Authority (ESA)	122
Technical Standards & Safety Authority (TSSA)	73
Toronto Building (TB)	214
Toronto Fire (TFS)	70
Toronto Public Health (TPH)**	192
<b>TOTAL</b>	<b>671</b>

## COMPLIANCE OUTCOMES

Service Request Type	No Violation Observed	Complied Through Education	Complied with Order/Notice	Part 1 Charges	Part 3 Charges (Court Summons)
Vital Services (no heat, water, or electricity)	455	390	81	1	1
Low Heat	136	58	11	1	-
Pests	209	186	80	-	-
<b>TOTAL</b>	<b>800</b>	<b>634</b>	<b>172</b>	<b>2</b>	<b>1</b>

*The above numbers are only reflective of service requests received for vital services, low heat and pests.*

\* Some service requests may include both enforcement action taken through the RentSafeTO program and a referral to other relevant organizations or City divisions where issues fall outside the program’s enforcement authority.

\*\* Service requests involving mould, air quality, stagnant water, or other potential health concerns are referred to TPH for assessment and follow-up. 52% of referrals to TPH were involving issues of mould.



**CHARGES  
SUBMITTED  
TO THE COURTS**

**PART 1 (SET FINE)**

**95**

**PART 3 (SUMMONS)**

**71**



**CHARGES  
RESOLVED  
BY THE COURTS**

**75**

**35**

**NUMBER OF  
FINES IMPOSED**

**110 fines totalling \$175,990**



The most common charge under the RentSafeTO program is the Failure to Comply with a Property Standards Order. The RentSafeTO team has issued 881 court charges since the introduction of the program. Fines, which are imposed by the Courts, have ranged from \$100 to 30,000.

**PART 1 OFFENCES**

These offences are often referred to as set fines, are for minor offences, and they can be issued for non-compliance under several bylaws including Chapter 354, Apartment Buildings.

**PART 3 OFFENCES**

These offences are for more serious violations, including ongoing non-compliance or repeated failures to meet required standards. They involve issuing a summons and requires the building owner to appear in court. City staff can serve a summons for offences under Apartment Buildings Bylaw, as well as other bylaws including Property Standards Bylaw, in accordance with but not limited to, the Provincial Offences Act.

# Engagement & COMMUNICATIONS

The RentSafeTO team continues to expand outreach through a variety of methods, ensuring both tenants and building owners are informed and supported. Engagement activities include door-to-door visits, participation in tenant association and advocacy meetings, attendance at community events, attendance at councillor townhalls, walkthroughs with building owners, and circulation of the program's semi-annual newsletter.

In 2025, RentSafeTO successfully completed 208 engagements, connecting with approximately 5,623 diverse stakeholders across the city. These interactions strengthened relationships with tenants, advocates, building owners, councillors and community organizations, while providing opportunities to share program education, updates, and gather feedback.

The program also delivered its annual, citywide, multilingual public education campaign. Leveraging both digital and print media, the campaign increased awareness of RentSafeTO, the issues it can help address, and when residents should submit service requests through 311.

For inquiries or information on how to request an engagement session, please email [RentSafeTO@toronto.ca](mailto:RentSafeTO@toronto.ca).

 **208** In-person & virtual events

 **11,532** Doors knocked

 **51** Seminars

 **36** Councillor-held events

 **24,373** Webpage views during public education campaign



# LOOKING AHEAD

The RentSafeTO team has numerous initiatives that staff will be working towards in 2026, including:

- ▶ Requiring buildings, where feasible, to provide a **cooled indoor amenity space** starting June 1, 2026, to support residents' indoor thermal safety during the summer months.
- ▶ Implementing the City Council approved **colour-coded signage** system by June 15, 2026.
- ▶ Reporting back to City Council in Spring 2026 with proposed updates to the building evaluation, audit and dynamic scoring processes.
- ▶ Developing an **improved framework** for MLS' use of remedial action.
- ▶ Completing **public consultations** and communicating all upcoming program changes.
- ▶ Conducting approximately **1,800 building evaluations**.
- ▶ Conducting **audits** based on 2025 evaluation results.
- ▶ Using data to **improve program outreach**.

Stay connected and receive the latest program updates at [toronto.ca/RentSafeTO](https://toronto.ca/RentSafeTO).



If you are interested in learning more or having RentSafeTO conduct an education session at a community event, please email [RentSafeTO@toronto.ca](mailto:RentSafeTO@toronto.ca).



# RentSafeTO



# Multi-Tenant Houses

**ANNUAL REPORT | 2025**

# BACKGROUND

Multi-Tenant Houses are premises with four or more rooms, inhabited or intended to be inhabited by persons who do not live together as a single housekeeping unit. Multi-tenant houses are an important part of Toronto's housing stock, offering lower cost accommodations for students, newcomers, seniors and individuals with low or fixed incomes. The Multi-Tenant Houses Program aims to ensure multi-tenant houses in Toronto are safer and permit affordable housing options across the city.

The program ensures that operators provide safe living conditions, comply with zoning bylaws, property standards, building and fire safety requirements, and are licensed. By establishing clear operating standards and a licensing process, the City helps protect tenants while supporting responsible operators. The program also plays a key role in preserving this essential form of affordable housing. This work is supported by a team of 45 staff, including 28 bylaw enforcement officers.

## WHAT WE DO

- ▶ **Licence and regulate** multi-tenant house owners and operators under a citywide, licensing framework, and conduct inspections to ensure compliance with all applicable bylaws
- ▶ **Respond to and investigate** concerns by addressing 311 service requests and urgent health and safety issues, while enforcing safety and livability standards.
- ▶ **Support and educate** tenants and operators by providing accessible reporting channels and guidance on licensing requirements, inspections, and compliance processes.
- ▶ **Engage and collaborate** with tenants, operators, community groups, Councillors, post-secondary institutions, neighbourhood stakeholders, and City divisions to share program updates, gather feedback, and coordinate compliance efforts.



## KEEP IN MIND

If you have a property standards issue, put it in writing to the owner/operator first. If no response is received, please contact 311.

# 2025 HIGHLIGHTS

## LICENSING

The Multi-Tenant Houses Licensing Team reviews applications, conducts inspections, issues licences, and addresses complaints in licensed homes

**259**

### Licences Issued

The number of new licences issued to operators of multi-tenant houses.

**360**

### Applications in Progress

The number of licence applications and renewals received

**100**

### Group Home Certificates Issued

Certificates issued for group homes

**224**

### Occupancy Checks

Inspections to confirm home is operating as a multi-tenant house

**334**

### Service Requests for Licensing

Complaints received about possible deficiencies within a licensed multi-tenant house.

**319**

### Annual Inspections Completed for Licensing

Inspections conducted to ensure licensed multi-tenant houses continue to meet licensing requirements.

**36,359**

### Webpage Visits

The total number of visits to the Multi-Tenant Houses Program website for information, applications or resources.

**30+**

### Stakeholder Events

Number of engagement events with stakeholders, such as tenants, operators and community groups.

## ENFORCEMENT

The Multi-Tenant Houses Enforcement Team investigates suspected unlicensed multi-tenant houses and other bylaw violations, and takes corrective action including issuing orders when properties do not comply with applicable bylaws.

**2,070**

### Investigations Completed for Unlicensed Homes

Complaints received of homes suspected of operating unlicensed multi-tenant houses

**85**

### Orders Issued to Unlicensed MTHs

Formal notice to a property owner to bring property into compliance with the bylaw



# OPERATOR LICENSING

Under the new regulatory framework, all multi-tenant house operators must obtain a licence to operate in Toronto. Licensing requirements help ensure that operators meet standards related to health, safety and property maintenance.

Applicants must submit documentation including floor plans, property plans, fire safety plan and property maintenance plans. The licensing process includes inspections from relevant City divisions. Licensing continues to increase transparency for tenants and ensures consistent standards for all multi-tenant houses across Toronto.

## IN 2025, THE PROGRAM:

- ▶ Received 360 licence and renewal applications and issued 259 licences, while supporting operators transitioning to new licensing requirements and providing guidance throughout the application process.
- ▶ Strengthened compliance by issuing 82 Orders to Comply for operating without a licence and 15 Orders to Comply to licensed multi-tenant houses for property standards violations.

**TORONTO**  
Municipal Licensing and Standards  
Multi-Tenant Houses Program

## Licence

LIC: 25 1234587 0  
TYPE: A  
ISSUED FOR: Feb 0  
EXPIRES: Feb. 05, 2

**Multi-Tenant House - Type A Regular Licence**  
Licensed Address: 100 QUEEN ST W  
TORONTO ON  
M5H 2N2

**Property Owner:** CITY OF TORONTO  
**Work Telephone:**  
**Work Telephone:** (416) 555-1231  
**Work Telephone:** (416) 555-1232  
**Home Telephone:** (416) 555-1234

**Licence Issued to:** JOHN SMITH  
**Emergency Contact:** JANE SMITH

It is a condition of this licence that the name, address and telephone numbers of the Emergency Contact be accurate and up-to-date. Operator is responsible for notifying Municipal Licensing and Standards in writing of any changes.

Room Type	Common Bathrooms	Common Kitchens	Dwelling room with Sanitary Facility	Dwelling Units - Self-Contained	Dwelling room w/out Sanitary Facility and/or Kitchens	Dwelling room with Kitchen	Room
Basement							
1st Floor		1	4				
2nd Floor			4				
3rd Floor			7				
Total Rooms		1	6				
			21				

**Total Dwelling Rooms: 21**  
**Toronto Fire Inspection Date: 22-JAN-26**  
**Total Dwelling Units:**

**This licence must be posted on the notification board in the front entrance of the multi-tenant house.**

MUNICIPAL LICENSING AND STANDARDS  
MULTI-TENANT HOUSES PROGRAM  
ETOBICOKE CIVIC CENTRE  
399 THE WEST MALL, 3RD FLOOR, NORTH BLOCK  
TORONTO, ON M9C 2Y2  
TEL: 416-394-8178  
EMAIL: MultiTenantHousing@toronto.ca

*Gadi Katz*  
Gadi Katz  
Executive Director, Municipal Licensing and Standards

# SERVICE REQUESTS



# 4,659

## SERVICE REQUESTS

have been closed since 2024



# 2,404

total service requests  
received in 2025

\*does not include Occupancy Checks

Residents can report concerns at multi-tenant houses through 311, including issues related to property standards, life safety, waste, noise, pests and zoning. Each request is investigated by a Bylaw Enforcement Officer.

# 310

LICENSED PROPERTY  
SERVICE REQUESTS

# CLOSED

2025

# 24

LICENSED PROPERTY  
SERVICE REQUESTS

# OPEN

2025

# 1,834

UNLICENSED PROPERTY  
SERVICE REQUESTS

# CLOSED

2025

# 236

UNLICENSED PROPERTY  
SERVICE REQUESTS

# OPEN

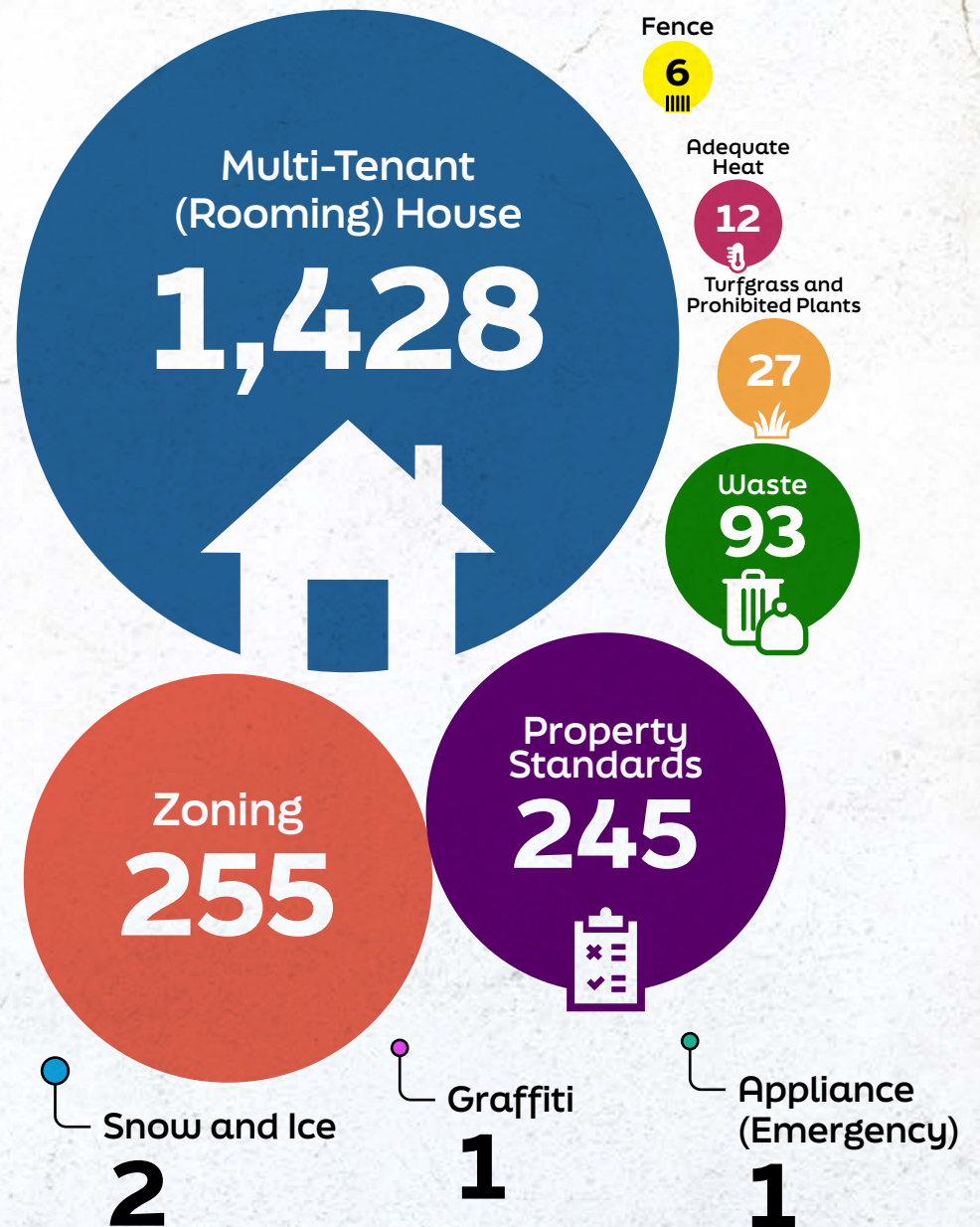
2025

# SERVICE REQUESTS BY CATEGORY (2025)

## LICENSED PROPERTY COMPLAINTS



## UNLICENSED PROPERTY COMPLAINTS



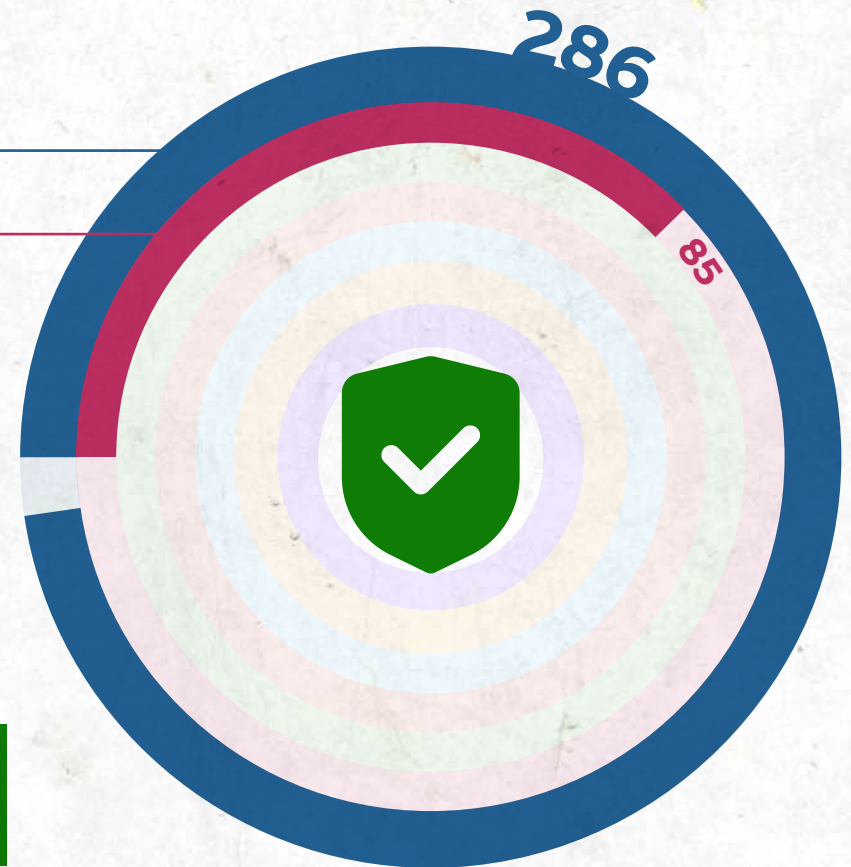
# ENFORCEMENT ACTION

The program uses a progressive enforcement model designed to achieve compliance while educating operators about their responsibilities. Actions may include Notices of Violation, Orders to Comply, fines, charges and, in some cases, referrals for remedial action.

## IN 2025:

### OFFICERS ISSUED

- Notices of Violation
- Orders to Comply for operating without a licence



The program continues to prioritize tenant safety and hold operators accountable to City standards.

# RESPONSE TIME

## PERFORMANCE STANDARDS FOR LICENSING AND ENFORCEMENT

When a service request is received through 311, a Multi-Tenant Houses Bylaw Enforcement Officer (BEO) is assigned to investigate. Each request is reviewed and prioritized based on the impact to health and safety. Emergency service requests - such as no heat, discontinuation of a vital service, unsafe living conditions, fire safety concerns are prioritized over non-emergency service requests, such as turfgrass and prohibited plants, zoning or waste concerns.

PERCENTAGE OF EMERGENCY RESPONSES  
WITHIN 24 HOURS

100%  
2024

95%  
2025

PERCENTAGE OF NON-EMERGENCY RESPONSES  
WITHIN 5 DAYS

96%  
2024

99%  
2025

# INVESTIGATION RESPONSE TIME


AVERAGE NUMBER OF DAYS BY CATEGORY




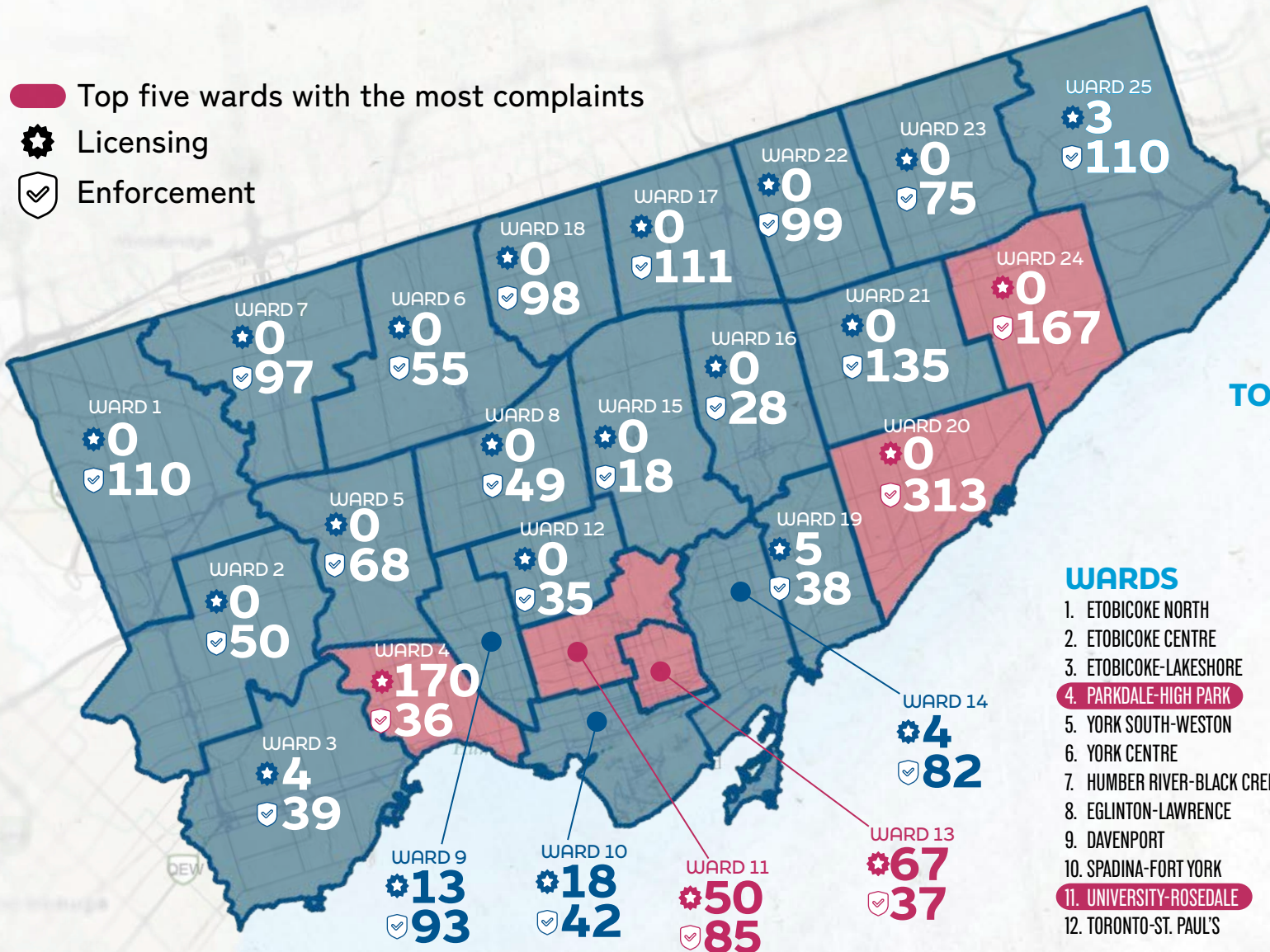
- Property Standards
- Adequate Heat
- Waste
- Zoning
- Long Grass and Weeds
- Rooming House

# SERVICE REQUESTS BY WARD

█ Top five wards with the most complaints

 Licensing

 Enforcement



TOTAL LICENSING SERVICE REQUESTS

334

TOTAL ENFORCEMENT SERVICE REQUESTS

2,070

## WARDS

1. ETOBICOKE NORTH
2. ETOBICOKE CENTRE
3. ETOBICOKE-LAKESHORE
4. PARKDALE-HIGH PARK
5. YORK SOUTH-WESTON
6. YORK CENTRE
7. HUMBER RIVER-BLACK CREEK
8. EGLINTON-LAWRENCE
9. DAVENPORT
10. SPADINA-FORT YORK
12. TORONTO-ST. PAUL'S
13. TORONTO CENTRE
14. TORONTO-DANFORTH
15. DON VALLEY WEST
16. DON VALLEY EAST
17. DON VALLEY NORTH
18. WILLOWDALE
19. BEACHES-EAST YORK
20. SCARBOROUGH SOUTHWEST
21. SCARBOROUGH CENTRE
22. SCARBOROUGH-AGINCOURT
23. SCARBOROUGH NORTH
24. SCARBOROUGH-GUILDWOOD
25. SCARBOROUGH-ROUGE PARK

# OUTCOMES OF KEY SERVICE REQUEST TYPES

Out of the 2,404 total service requests received in 2025, MTH responded to 107 related to vital services, low heat, and pest issues. Most of the requests were resolved through education or voluntary compliance, however 25 investigations required formal Orders or Notices, and 1 resulted in charges. Staff also made 268 referrals to partner agencies when issues fell outside the program’s authority, including referrals to Toronto Building.

## KEY SERVICE REQUESTS

Service Request Type	# of Service Requests Received	Orders & Notices Issued
Vital Services (No heat, water, or electricity)	39	11
Low Heat	3	1
Pests (Infestation and Wildlife)	65	10
<b>TOTAL</b>	<b>107</b>	<b>25</b>

## REFERRALS

Organization*	# of Referrals
Electrical Safety Authority (ESA)	8
Technical Standards & Safety Authority (TSSA)	1
Toronto Building (TB)	164
Toronto Fire (TFS)	176
Toronto Public Health (TPH)**	19
<b>TOTAL</b>	<b>268</b>

## COMPLIANCE OUTCOMES

Service Request Type	No Violation Observed	Complied Through Education	Complied with Order/Notice	Part 1 Charges
Vital Services (no heat, water, or electricity)	18	3	9	1
Low Heat	1	-	-	-
Pests (Infestation and Wildlife)	28	1	10	-
<b>TOTAL</b>	<b>47</b>	<b>4</b>	<b>19</b>	<b>1</b>

The above numbers are only reflective of service requests received for vital services, low heat and pests.

\* Some service requests may include both enforcement action taken through the MTH program and a referral to other relevant organizations or City divisions where issues fall outside the program’s enforcement authority.

\*\* Service requests involving mould, air quality, stagnant water, or other potential health concerns are referred to TPH for assessment and follow-up.



**CHARGES  
SUBMITTED  
TO THE COURTS**

**PART 1 (SET FINE)**

**16**

**PART 3 (SUMMONS)**

**5**



**CHARGES  
RESOLVED  
BY THE COURTS**

**8**

**6**

**NUMBER OF  
FINES IMPOSED**

**39 fines totalling**

**\$5,100**



The most common charge under the Multi-Tenant Houses program is the Failure to Comply with a Property Standards Order. The City has issued 39 charges since the introduction of the program, with fines ranging from \$600 to 1,500.

**PART 1 OFFENCES**

These offences are often referred to as set fines, are for minor offences and they can be issued for non-compliance under several bylaws including Multi-Tenant Houses Bylaw.

**PART 3 OFFENCES**

These offences are for more serious violations. It involves issuing a summons and requires the individual to appear in court. Staff can serve a summons for offences under Multi-Tenant Houses Bylaw, as well as other bylaws including Property Standards Bylaw, in accordance with but not limited to, the Provincial Offences Act.

# INTER-DIVISION PARTNER DATA

Compliance and enforcement under the MTH regulatory framework involve multiple divisions, including Toronto Building and Toronto Fire Services, each acting within its respective regulatory authority:

## TORONTO BUILDING

In 2025, Toronto Building initiated 126 investigations, including files referred by MLS (85) and Toronto Fire Services (32), and issued 60 Orders to Comply under the Building Code Act.

Of the 60 Orders, 27 were closed, including 9 after a permit was obtained, and 1 Unsafe Order was issued. A January 2026 follow-up confirmed that the property had been restored to a safe condition.

## TORONTO FIRE SERVICES

In 2025, Toronto Fire Services conducted 392 inspection files at 328 addresses, including 258 licensed and 70 unlicensed properties.

TFS initiated legal proceedings against 40 addresses for non-compliance with the Ontario Fire Code. Of these 40 addresses, 39 were unlicensed and 1 was licensed.



# Engagement & COMMUNICATIONS

Engagement and outreach are essential in supporting both tenants and operators of Multi-Tenant Houses. In 2025, the Multi-Tenant Houses program expanded education and engagement efforts across the city, focusing on operator compliance, tenant safety and neighbourhood awareness.

## ACTIVITIES INCLUDED:

- ▶ Over 30 information sessions and community meetings
- ▶ 1,500 people engaged directly through information sessions and community meetings
- ▶ Direct engagement with post-secondary institutions, community development officers, non profit organizations and advocacy groups
- ▶ Targeted outreach in areas with high concentrations of multi-tenant houses
- ▶ Distribution of educational materials for tenants and operators
- ▶ Ongoing collaboration with Toronto Fire Services, Housing Secretariat, Toronto Building and City Planning

These efforts help stakeholders understand expectations, navigate licensing processes and stay informed about the program.

The program also delivered its annual, citywide, multilingual public education campaign. Leveraging multi-platform channels, the campaign educated operators about the new multi-tenant house regulations and grants available to them, informed tenants about the resources available to them and increased awareness among Toronto residents on how the program is expanding affordable and safe housing options in the city. During the campaign, the program webpage was viewed 18,208 times.

## Multi-Tenant Houses

The rules for multi-tenant houses (rooming houses) ensure that owners and operators of multi-tenant houses in Toronto address health and safety issues as well as property standards related issues.

The bylaw applies to premises with four or more rooms being rented out to people who do not live together as a single housekeeping unit and share common spaces like a kitchen and/or bathroom. It has introduced consistent standards and regulatory oversight to protect the safety of tenants and respond to neighbourhood concerns.

### How do I get a problem fixed within my multi-tenant house?

If you have an issue in your room or common areas of your home, contact the operator first and submit a service request.

Keep a copy of the service request for your records.

Owners and operators are also required to track tenant service requests.



 TORONTO

**311**  
TORONTO AT YOUR SERVICE

# LOOKING AHEAD

In 2026, the Multi-Tenant Houses Program will continue strengthening compliance, improving service delivery and supporting safe, affordable housing across Toronto. Key priorities include:

- ▶ Continuing to support all operators through the licence application process
- ▶ Enhancing communications materials and online tools for applicants and tenants
- ▶ Improving licensing and inspection coordination across City divisions to streamline compliance
- ▶ Expanding public education campaigns targeting tenants, students and operators
- ▶ Reporting to City Council on program progress and recommending improvements to processes
- ▶ Continuing to refine data collection to improve transparency and inform policy decisions

The program remains committed to ensuring multi-tenant houses are safe, well-maintained and integral to Toronto's affordable housing landscape.



If you are interested in learning more or having Multi-Tenant Houses conduct an education session at a community event, please email [MultiTenantHousing@toronto.ca](mailto:MultiTenantHousing@toronto.ca).



An aerial photograph of a cityscape featuring a large body of water, a marina with many sailboats, and several modern high-rise apartment buildings. The scene is framed by a thick purple border. The sky is blue with scattered white clouds.

# Short-term Rentals

ANNUAL REPORT | 2025

# BACKGROUND

Regulating short-term rentals is one of the City's several initiatives to preserve rental housing supply across Toronto. The Short-Term Rentals Program aims to limit short-term rental activity in Toronto to principal residences and to protect critical rental stock by maintaining access for tenants to long-term accommodation.

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. This includes rentals offered through online platforms such as Airbnb and Booking.com.

The Short-Term Rental program oversees the registration, renewal and compliance status of operators. Through application reviews, complaint investigations, inspection activities and ongoing monitoring of online listings, the team ensures operators comply with municipal bylaws.

Once an operator is registered, the Short-Term Rental Program also supports enforcement of property standards related concerns – such as waste issues, turf grass and prohibited plants, and maintenance – by working with other City divisions to ensure that short-term rental uphold community expectations. The team collaborates with rental platforms, residents and other stakeholders to educate the public, support responsible hosting, and maintain the quality of life in communities.

## 2025 HIGHLIGHTS



## WHAT WE DO

- ▶ Review and take action on short-term rental registrations in accordance with the Short-Term Rental Bylaw
- ▶ Investigate service requests related to illegal short-term rental activity, nuisance complaints, zoning violations, and property standards concerns, such as waste and maintenance issues
- ▶ Monitor short-term rental listings on major platforms to identify unregistered or non-compliant operators
- ▶ Respond to complaints from residents, neighbours, platform partners, and community stakeholders
- ▶ Educate operators and residents about bylaw requirements, registration processes and responsible hosting practices
- ▶ Deliver community outreach and information sessions to help residents understand the rules and program updates
- ▶ Coordinate with licensed short-term rental companies to remove non-compliant listings and improve data accuracy



# OPERATOR REGISTRATION

All individuals offering short-term rentals in Toronto must register with the City and meet specific criteria under the Short-Term Rental Bylaw.

- ▶ Short-term rentals are only allowed in principal residences
- ▶ Operators must provide valid contact information and attest to principal residency
- ▶ Annual registration is required, with a unique registration number issued per listing

The Short-Term Rental team reviews each application to verify eligibility and may request supporting documentation or conduct investigations before issuing approval. Registrations can be approved, denied or revoked based on compliance.

## THE PROGRAM:

- ▶ Registers 7,410 licenced short-term rental operators
- ▶ Received 3,398 new applications in 2025
- ▶ Approved 2,795 registrations in 2025
- ▶ Revoked or denied 2,512 registrations in 2025



# SERVICE REQUESTS & ANNUAL INSPECTIONS



Residents may report suspected illegal short-term rentals, property standard concerns, zoning issues, or other concerns through 311. These are assigned to Bylaw Enforcement Offices who investigate the matter and take appropriate action.

## Service Request Categories:

- ▶ Unregistered or illegal short-term rental activity
- ▶ Multiple listings per operator
- ▶ Short-term rentals in non-principal residences
- ▶ Suspected fraudulent documentation
- ▶ Short-term rental company bylaw violations

**5,629**

SERVICE REQUESTS  
**CLOSED**

2025

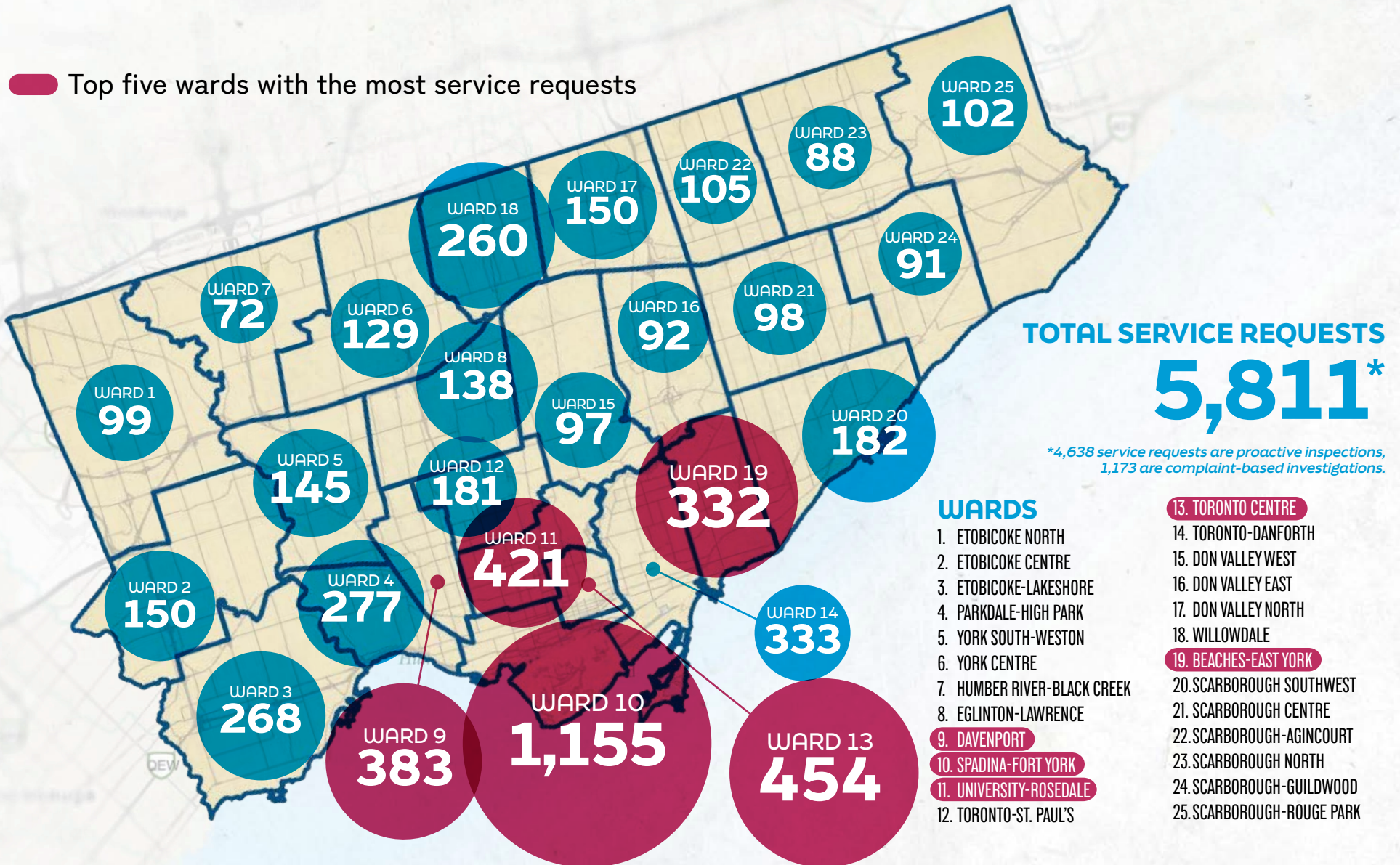
**182**

SERVICE REQUESTS  
**OPEN**

2025

# SERVICE REQUESTS BY WARD

Top five wards with the most service requests



TOTAL SERVICE REQUESTS  
**5,811\***

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

## WARDS

1. ETOBICOKE NORTH
2. ETOBICOKE CENTRE
3. ETOBICOKE-LAKESHORE
4. PARKDALE-HIGH PARK
5. YORK SOUTH-WESTON
6. YORK CENTRE
7. HUMBER RIVER-BLACK CREEK
8. EGLINTON-LAWRENCE
9. DAVENPORT
10. SPADINA-FORT YORK
11. UNIVERSITY-ROSEDALE
12. TORONTO-ST. PAUL'S
13. TORONTO CENTRE
14. TORONTO-DANFORTH
15. DON VALLEY WEST
16. DON VALLEY EAST
17. DON VALLEY NORTH
18. WILLOWDALE
19. BEACHES-EAST YORK
20. SCARBOROUGH SOUTHWEST
21. SCARBOROUGH CENTRE
22. SCARBOROUGH-AGINCOURT
23. SCARBOROUGH NORTH
24. SCARBOROUGH-GUILDWOOD
25. SCARBOROUGH-ROUGE PARK

# RESPONSE TIME

## PERFORMANCE STANDARDS

When a service request is received through 311, a Short-term rental Bylaw Enforcement Officer (BEO) is assigned to investigate. Each request is reviewed and prioritized based on the impact to health and safety. Emergency service requests - such as no heat in short-term rental properties, discontinuation of a vital service, unsafe living conditions, fire safety concerns are prioritized over non-emergency service requests, such as turfgrass and prohibited plants, zoning or waste concerns.

PERCENTAGE OF EMERGENCY RESPONSES  
WITHIN 24 HOURS

100%  
2025

PERCENTAGE OF NON-EMERGENCY RESPONSES  
WITHIN 5 DAYS

92%  
2025

INVESTIGATION RESPONSE TIME  
AVERAGE NUMBER OF DAYS

3.39  
ZONING

# SCOPE

## Short-Term Rental Condominium Oversight and Permit Evaluation Team

Starting in Spring 2025, the Short-Term Rental Condominium Oversight and Permit Evaluation (SCOPE) Team is a targeted enforcement initiative designed to address high-volume short-term rental activity in condominium buildings across Toronto. The initiative focuses on identifying and addressing “ghost hotel” activity—where units are operated as short-term rentals by individuals who do not reside in the unit as their principal residence, contrary to Toronto Municipal Code Chapter 547.

SCOPE was established to regulate and enforce short-term rentals, with specific emphasis on improving oversight in condominium buildings with concentrated short-term rental activity. These buildings often present higher compliance risks and require a coordinated, building-by-building enforcement approach.

The SCOPE Team is comprised of a dedicated group of Short-Term Rental Bylaw Enforcement Officers. Officers conduct comprehensive, proactive inspections within targeted condominium buildings, reviewing every registered short-term rental unit to confirm compliance with principal residence requirements and other applicable bylaw provisions. This approach allows the City to systematically address non-compliance, reduce illegal STR operations, and prevent the commercialization of residential condominium units.

In addition to enforcement, the SCOPE Team works closely with condominium boards, property management companies, and residents. Engagement efforts include educating stakeholders on short-term rental regulations, clarifying the City’s role versus condominium rules, and supporting condo corporations in understanding how municipal enforcement complements their internal governance. Through this collaborative approach, the program helps improve transparency, compliance, and awareness within affected buildings.

### SCOPE Activity Statistics (2025)

Condominium buildings inspected	8
Units inspected	391
Registrations revoked	100
Registrations cancelled	23

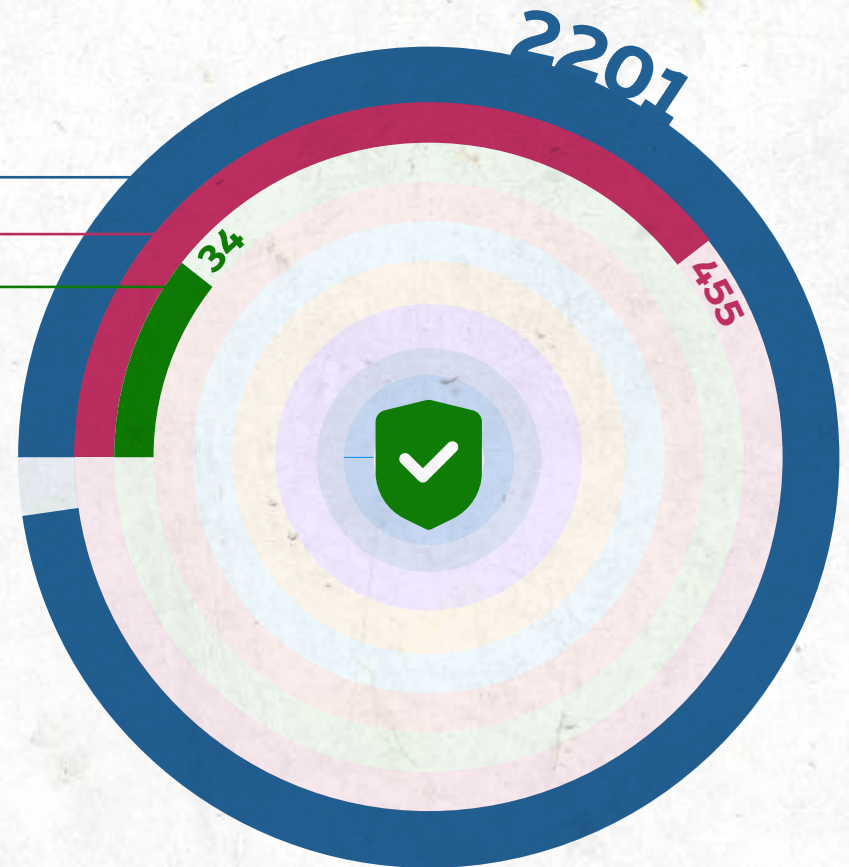


# ENFORCEMENT ACTION

The Short-Term Rental program follows a progressive enforcement model focused on education and compliance before escalating to legal remedies.

## ACTIONS MAY INCLUDE REVOCATION OF OPERATOR REGISTRATION OR LAYING OF CHARGES IN 2025:

- Registrations Revoked
- Registrations Denied
- Charges Submitted





**CHARGES  
SUBMITTED  
TO THE COURTS**

**PART 1 (SET FINE)**

**3**

**PART 3 (SUMMONS)**

**31**



**CHARGES  
RESOLVED  
BY THE COURTS**

**8**

**32**

**74 charges totalling \$82,500 in fines**



**CHARGES**

The city may issue charges for:

- ▶ Operating short-term rentals without a registration
- ▶ False information on registration
- ▶ Short-term renting non-principal residences
- ▶ Violations under municipal bylaws

**PART 1 OFFENCES**

These offences are often referred to as set fines, are for minor offences and they can be issued for non-compliance under several bylaws including Chapter 547, Licensing and Registration of Short-Term Rentals.

**PART 3 OFFENCES**

These offences are for more serious violations. It involves issuing a summons and requires the individual to appear in court. Staff can serve a summons for offences under Short-Term Rental bylaw, as well as other bylaws including Property Standards Bylaw, in accordance with but not limited to, the Provincial Offences Act.

# Engagement & COMMUNICATIONS

Community outreach and education are vital to ensure operators, neighbours and stakeholders understand the program and how to remain compliant.

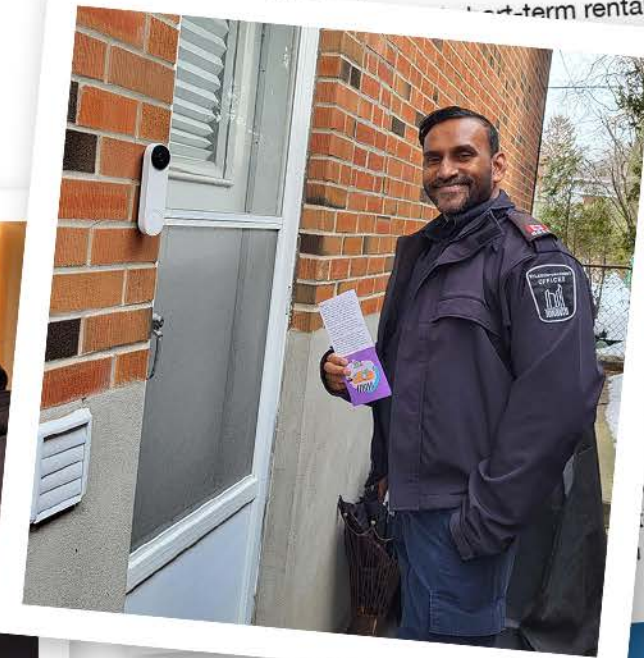
## 2025 ENGAGEMENTS INCLUDED:

- ▶ Direct communication with short-term rental companies
- ▶ Targeted email campaigns to operators
- ▶ Updates to the City's webpage and guidance documents
- ▶ Participation in Councillor-hosted community events
- ▶ Representation at City events such as Fairview Community Sessions
- ▶ Presentations at general meetings for condominium boards and property management groups

These efforts aim to build awareness, answer resident questions, and promote responsible short-term rental operations across Toronto.

## Short-Term Rental Platforms

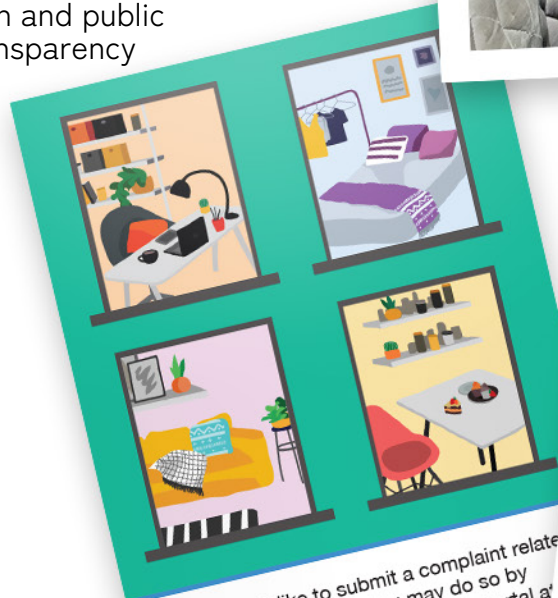
A short-term rental company is a company facilitating or brokering short-term rental reservations online and receiving payment for this service (e.g., Airbnb and Booking.com). All short-term rental companies are required to have a licence to operate in Toronto.



# LOOKING AHEAD

In 2026, the Short-Term Rental Program will continue to evolve with the changing landscape of this industry in Toronto. Key priorities include:

- ▶ Enhancing fraud prevention during the registration process
- ▶ Streamlining company monitoring with new technology tools
- ▶ Improving turnaround times for service requests
- ▶ Strengthening collaboration with short-term rental companies to de-list non-compliant properties
- ▶ Continuing to refine data collection and public reporting to increase program transparency



If you would like to submit a complaint related to a short-term rental, you may do so by contacting 311 or using the online portal at [toronto.ca/create-a-service-request](https://toronto.ca/create-a-service-request).



For more information, please visit the City of Toronto short-term rental website at [toronto.ca/ShortTerm](https://toronto.ca/ShortTerm)

about short-term

