

RentSafeTO

Apartment Building Standards
Program

Agenda

- Introduction
- How we got here
- Program goals
- Overview of New Bylaw Requirements
- Registration Requirements
- Specific Bylaw Requirements
- Building Evaluations
- Fee's & Penalties
- Resources
- Questions

Introduction

- Mark Sraga, Director, Investigation Services
- Pat Burke, Manager, Apartment Building Standards Team (formerly MRAB)
- Amy Buitenhuis, Senior Policy and Research Officer

How we got here

- July 2015 – City Council directs Executive Director, MLS to conduct public consultation on proposed framework for a multi-residential rental property licence.
- June 2016 – City Council directs Executive Director, MLS to report to L&S Committee on an enhanced full cost recovery model for MRAB audit and enforcement program
- December 2016 – City Council approved new regulatory bylaw for rental apartment buildings
- March 2017 – City Council adopted new ‘apartment building’ bylaw Chapter 354 Toronto Municipal Code

Program Goals

- Promote preventative maintenance in apartment buildings to prevent the deterioration of standards
- Strengthen enforcement of city bylaws
- Enhance tenant engagement and access to information
- Recover costs of program through user fees

New Bylaw Requirements

- New Bylaw comes into force July 1, 2017
- Applies to all residential rental apartment buildings that are three or more storeys tall and have 10 or more apartment units
- Require apartment building owners to register their building(s) annually and pay an annual fee
- Initial registration will occur between July 1st, 2017 – September 30th, 2017
- Subsequent registrations to occur between July 1st – July 31st every year
- Newly built apartment buildings have 30 – 60 days to register after occupancy granted

New Bylaw Requirements

- Have a process for receiving and tracking tenant service requests
- Conduct regular inspections for cleanliness and the presence of pests in the buildings
- Take action when pests are detected
- Develop and maintain operational plans
 - Cleaning, waste management and capital repairs/maintenance
- Use licensed contractors
- Have a tenant notification board in a central location
- Retain records relating to the operations of the building

How to Register

- A letter is being sent to each building owner providing a login and PIN
- When you log in, you will be asked to confirm the list of buildings that belong to you and name up to 2 individuals to be ‘primary contacts’ for each building you own
- Primary contacts can be you and/or individuals who will be responsible for communicating with the City, updating building information and paying the registration fee(s)
- Each building must be registered

Registration – cont'd

- The registration process will require questions be answered and/or information provided – must be done for each apartment building
- Upon completion of the registration process an invoice will be generated
- Payment can be made by either credit card, certified cheque, debit card, cash or debit.
- Payment can be paid online for credit cards or in person at our offices located at 1530 Markham Road.

RentSafeTO Online Registration

To use online registration you will need:

- Login and PIN number that was mailed to you
- A valid email address
- A credit card for online payment

City of Toronto / ML&S MRAB Portal

ML&S MRAB Portal

The Multi-Residential Rental Apartment Building (MRAB) Portal application will allow you to:

- View and update your building information
- View and update your contact information
- Register your apartment building(s)

RentSafeTO: Apartment Building Standards Program aims to ensure residents of Toronto a bylaw takes effect on July 1, 2017 and applies to all residential rental apartment building apartment units. Building owners must register their buildings and pay the applicable registration fee.

To learn more about the new requirements visit www.toronto.ca/RentSafeTO.

Review the bylaw - [Toronto Municipal Code, Chapter 354, Apartment Buildings](#).

The registration fee is \$10.60 per residential unit.

Need assistance? Go to www.toronto.ca/RentSafeTO, e-mail RentSafeTO@toronto.ca or call 416-396-7228.

To protect your privacy and security it is recommended that you close the browser after you have finished your session.

To register an apartment building you will need the following:

- A login and PIN number
- An e-mail address
- A credit card (optional)

To proceed you must read and consent to the [Terms of Use](#).

MRAB Portal Login

If you require any assistance accessing your building information, please send an email to RentSafeTO@toronto.ca or call 416-396-7228, Monday to Friday, 9 a.m. to 4 p.m.

Please use the Login and PIN password that you received in the mail to proceed.

The sample letter pictured contains an example Login ID and PIN.

Login ID

PIN

Exit **Login**

City of Toronto
Municipal Licensing and Standards
RentSafeTO: Apartment Building Standards Program
1530 Markham Road, 3rd Floor
Toronto, Ontario M1B 3C4
Tel: 416-396-7228
RentSafeTO@toronto.ca
Tracey Cook
Executive Director
June 01, 2017

On March 28, 2017, Toronto City Council approved a new regulatory bylaw for rental apartment buildings that becomes part of a new program called **RentSafeTO: Apartment Building Standards Program (RentSafeTO)**. The new **Apartment Building Standards Program** will include the requirements of the new bylaw and incorporates the existing regulatory, audit and enforcement system (Multi-residential Apartment Building Program or MRAB).

RentSafeTO: Apartment Building Standards Program aims to ensure residents of Toronto have a suitable place to call home. **This program and new bylaw takes effect on July 1, 2017** and applies to all residential rental apartment buildings that are three or more storeys tall and have 10 or more apartment units. New requirements for apartment buildings include: annual registration with the City; a process for tracking tenant service requests; regular inspections in common areas for cleanliness and pests; and plans for cleaning, waste management and capital planning. To learn more about the new requirements visit www.toronto.ca/RentSafeTO.

Register your apartment buildings at www.toronto.ca/RentSafeTO starting July 1, 2017.

Building owners must register their buildings and pay the applicable registration fee by September 30, 2017.

Use the Login and PIN password below to register your building(s) at www.toronto.ca/RentSafeTO:

Login : 3011193
PIN password: rW2W*Kmjxsx

Entering Building Information

Here are the building information sections that require your input

Please provide at least one building operator contact.

Building Operator ✓

Accessibility ✓

Elevators and Security ✓

Garage and Parking ✓

HVAC ✓

Solid and Waste ✓

Fire Services ✓

Amenities ✓

Building Operator

On-Site Superintendent

First Name: Amy Last Name: Agulay

Phone Number: 4163921063

Property Management

Company Name

Street #: Street Name: Street Type: St

Building Operator ✓

Accessibility ✓

Elevators and Security ✓

Garage and Parking ✓

HVAC ✓

Solid and Waste ✓

Fire Services ✓

Amenities ✓

Energy, Water, Heating, Ventilation and Cooling (HVAC)

Heating Type

Electric Forced Air Gas Hot Water

Status of Heating Equipment

Original Replaced

Air Conditioning Type

Central Air Individual Units

Air Conditioning Year Installed/Replaced: 2001

Is There a Cooling Room?

Yes No

Is There Emergency Power?

Yes No

Separate Hydro Meters for each Unit

Yes No

Separate Water Meters for each Unit

Yes No

Separate Gas Meters for each Unit

Yes No

Hydro Service Provider: Toronto Hydro

Water Service Provider: Toronto Water

Gas Service Provider: Enbridge

Back Save Save & Continue

Tenant Service Requests

- Building owners must have a process for receiving and tracking tenant service requests
- Must keep records of requests and their responses for 24 months
- Tenant service requests must will be categorized as either 'urgent' or 'non-urgent' requests
- Urgent requests must be responded to within 24 hours
 - Urgent requests are those that relate to the disruption of electricity, gas, heat, hot or cold water or breach of building security, suite security or building envelop
- Non-urgent requests to be responded to within 7 days

Tenant Service Requests – Service Request Template

Tenant Service Request Form	
Date of tenant service request:	Time:
Tenant Name:	
Phone:	Email:
Building Address:	Unit Number:
You may come in to do the requested repair: <input type="checkbox"/> any time <input type="checkbox"/> if you call first <input type="checkbox"/> with 24 hours notice	
Is the problem related to: <input type="checkbox"/> Fuel <input type="checkbox"/> Electricity <input type="checkbox"/> Gas <input type="checkbox"/> Heat <input type="checkbox"/> Hot or cold water <input type="checkbox"/> Safety and security - suite or building <input type="checkbox"/> Other	
Description of problem or repair:	
Tenant signature:	
Date of tenant response:	
Description of action taken by building management:	
Date tenant service request closed or complete:	
Building management signature:	

Tenant Notification Board

- An owner or operator shall erect or install a notification board in a central location within the apartment building
- The following information must be posted on the board:
 - Planned or unplanned service disruptions
 - Major capital projects
 - Pest Inspections and treatments
 - Cleaning Plan
 - Emergency Contact Information
 - Nearest Cooling Location
 - City issued Notices/Orders
 - Notification if a Property Standards Order has been appealed
 - Upcoming Building Audit dates by MLS

Tenant Notification Board Checklist

Example Template: Tenant Notification Board Checklist

Do I have this item on my notice board?	Yes.
1. Planned or unplanned service disruptions	
2. Major capital projects	
3. Pest inspections and treatments	
4. Cleaning plan	
5. Emergency Contact Information:	
6. Nearest Cooling Location or Summer Heat Safety Notice Template	
7. City-issued Notices/Orders	
8. Appeals to property standards orders.	
9. Any upcoming audits from the City of Toronto.	

Tenant Notification Board - Service Disruption Template

SERVICE DISRUPTIONS

[Insert Building Address]

WATER SHUT-OFF

Units Affected: _____

THIS SERVICE INTERRUPTION IS:

Planned

Date of water shut-off: _____

Between the hours of: _____ a.m./p.m. and _____ a.m./p.m.

Unplanned

Due to an emergency, we temporarily do not have water running in the building.

Our professional contractor is on their way.

We expect to have water restored by: _____ a.m./p.m. today.

We apologize for this inconvenience. Please contact your superintendent if you require assistance.

Thank you for your patience and understanding!

Your Superintendent

[Insert Company Name]



Pest Management

- The owner or operator shall inspect the property for the presence of pests in accordance with the following schedule:
 - Common areas at least once every 30 days
 - Any area of the property within 72 hours of receipt of information indicating the presence of pests in that portion of the property
- If pests are found you must retain a pest management operator licensed by the Ministry of Environment
- Take adequate measures to prevent the spread of pests into other areas of the property and eliminate or exterminate the pests
- Do not hide the presence of pests or interfere with the treatment of pests
- You cannot rent to a new tenant if you are aware of pests in the rental unit
- Pest inspection and treatment records must be made available

Waste Management Plan

- Create a plan for your building(s) and maintain any information and records necessary to demonstrate you are following that plan.
- The Plan is to include information on how you intent to comply with garbage, recycling and organics storage and disposal requirements as per Chapter 629 (Property Standards Bylaw).
- The Plan is also to include information on how you intent to comply with mandatory diversion requirements
- Post garbage, recycling and organics diversion information in a common area of the building
- Use stickers or posters to identify the correct place to deposit garbage, recycling and organic materials.

Cleaning Plan

- Develop and implement a cleaning plan and keep records of cleaning activity to ensure buildings are clean and safe.
- All common areas are to be inspected daily
- Cleaning plan shall identify all common areas and the schedule or frequency in which they will be cleaned
- Cleaning plan is to also include a process and timelines on how unexpected or unforeseen situations will be responded to (i.e., spills, wet/slippery floors)

Cleaning Plan - Template

Daily Cleaning Activity Log		
Date:		
Building Address:		
<p>Daily</p> <p><input type="checkbox"/> Housekeeping routine</p> <ul style="list-style-type: none"> Lobby and entrances Hallways, corridors and stairwells Laundry rooms Pest management Common area washrooms Garbage chute rooms Recreation rooms Lights Elevators Garbage compactor room and enclosure Exterior of property <p><input type="checkbox"/> Property walk</p> <p><input type="checkbox"/> Parking area</p> <p><input type="checkbox"/> Grounds inspection</p> <p><input type="checkbox"/> All entrance and exit doors close and latch</p>	<p>Weekly</p> <p><input type="checkbox"/> Weekly cleaning routine</p> <ul style="list-style-type: none"> Hallways, corridors and stairwells Laundry rooms Common area washrooms Garbage chute rooms Elevators Garbage compactor room and enclosure Exterior of property <p><input type="checkbox"/> Preventative maintenance</p> <p><input type="checkbox"/> Pest control booked</p> <p><input type="checkbox"/> Notice of Entries delivered</p> <p><input type="checkbox"/> Unplanned Service Disruptions and Emergencies poster(s)</p>	<p>Monthly/Seasonal</p> <p><input type="checkbox"/> Monthly cleaning routine</p> <ul style="list-style-type: none"> Lobby and entrances Hallways, corridors and stairwells Lights Exterior of property <p><input type="checkbox"/> Health and safety inspection</p> <p><input type="checkbox"/> Salt walks</p> <p><input type="checkbox"/> Snow removal</p> <p><input type="checkbox"/> Other</p>
<p>Unscheduled cleaning activity or emergency clean up:</p>		
<p>Notes:</p>		

Contractors for Maintenance

- An owner or operator shall demonstrate that they have retained or used the services of a certified tradesperson where required by law.
- This means you must use tradespersons that are members in good standing of the Ontario College of Trades (OCOT).
- There are 23 ‘compulsory’ trades where persons are required to be a member in good standing with OCOT.
- Common compulsory trades used in apartment buildings:
 - Electricians
 - Plumbers
 - Air conditioning and heating system mechanics
 - Sprinkler and fire protection installer
 - boilers

Contractors for Maintenance

- You must also keep logs of service and maintenance conducted on:
 - Fuel burning appliances, such as furnaces and boilers
 - Heating systems
 - Cooling systems
 - Plumbing and ventilation systems
- The log must include
 - The date and nature of service
 - The name of a tradesperson who has been certified for at least two years

Capital Repair Plans

- You must create a Capital Repair plan that consists of a list of ‘capital elements’ of the building and the anticipated timeframe when the element will be repaired/replaced or upgraded.
- Capital elements shall include;
 - Roof
 - Elevator
 - Building Façade
 - Windows
 - Mechanical Systems
 - Parking Areas
 - Interior Finishes
 - Balcony guards
 - Stair handrails and guards

Record Keeping

- You must create and maintain the following records/logs for two years:
 - Information regarding tenant service requests and responses
 - Log of scheduled and unscheduled cleaning activities, including nature of activity, date and location
 - Log of scheduled and unscheduled activities related to waste management plan, including the date and location of the activity
 - Log of scheduled and unscheduled pest inspections including:
 - Date and location of proactive and reactive inspections
 - Name of pest management operator
 - Inspection results
 - Recommended treatment

Record Keeping

- Log of all pest treatment activities, including;
 - Date and location of treatment
 - Name of pest management operator
 - Nature of treatment
- Log of service and maintenance conducted on fuel burning appliances, heating systems, cooling systems, ventilation systems and plumbing systems
 - Date and nature of service
 - Name of licensed contractor

Renting to new tenants

- You cannot rent a unit to a new tenant if there are any outstanding issues with that unit including;
 - Outstanding property standards orders with the unit
 - Suspension of vital service (fuel, electricity, heat, water) in the building
 - Presence of pests in the rental unit

Building Evaluation

- All buildings will be evaluated at least once every 3 years.
- All buildings will be evaluated this year
- Evaluations are a 'high' level assessment of the condition of the building
- There will be no advanced notification of the evaluation
- Building owners/representatives will be given a copy of the evaluation assessment findings
- Based upon the total score of a building evaluation, it will determine the frequency of how often a building will be evaluated (1, 2 or 3 years) or if it needs to be audited

Building Evaluation

- During the evaluation the following areas of the building will be inspected:
 - Common areas (includes building grounds)
 - Mechanical systems
 - Electrical systems
 - Elevators
 - Garbage and recycling management
 - Lighting
 - Parking facilities (surface parking and parking structures)
 - Security systems (external doors and intercom systems)
 - Building façade/structure


Audit

- If a buildings evaluation score is low, then it will be audited by the Apartment Building Standards Team.
- If a building audit is required then the owner will be notified of the date of the audit and notifications will be posted in the building advising the tenants of the audit date.

Fee's

- The fee's associated with this program are as follows;
 - Registration - \$10.60/unit
 - Building Evaluation – no costs
 - Audit - \$1800.00 administrative fee, plus
 - Inspection fee - \$108.80/hour/officer (minimum 1 hour), plus
 - Re-inspection fee - \$108.80/hour/officer (minimum 1 hour)
 - Re-inspection fee applies when an Order or Notice has been issued and full compliance has not been achieved

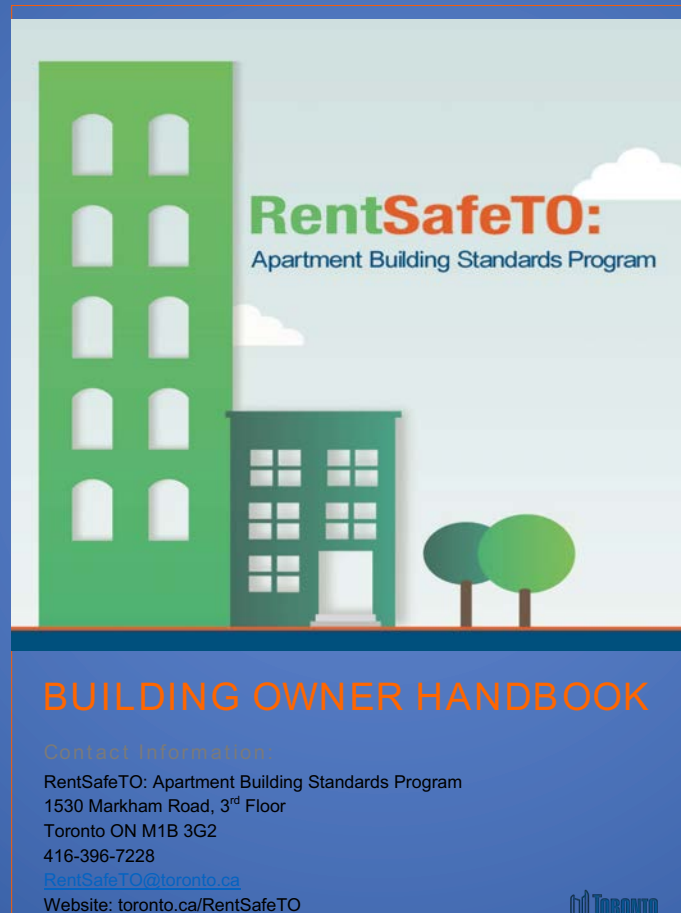
Fines

- If there is non-compliance with the Bylaw requirements then charges can be laid with accompanying fines:
 - Set fine tickets up to a maximum \$1000.00
 - Court summons with maximum penalties of up to \$100,000.00
- In addition to these general fines, there are additional fines that can sought:
 - Continuing fines for each day the offence continues to a maximum of \$10,000.00 per day
 - Escalating fines for second and subsequent convictions for the same offense, to a maximum  \$100,000.00

Additional Resources

- RentSafeTO website;
 - www.toronto.ca/RentSafeTO

Additional Resources



Recognition

- None of this would have been possible without the efforts of the following people:
 - Pat Burke
 - Amy Buitenhuis
 - Joanna Duarte Laudon
 - Tammy Robbinson
 - Amy Agulay
 - Angelica Santos

Questions?