

To: Safety and Facilities Services Committee

From: Tracy Adams, Chief Administrative Officer,  
Office of the C.A.O.

Report Number: SF-23-18

Date of Report: May 1, 2023

Date of Meeting: May 18, 2023

Subject: Proposed Policy Options for the Residential Rental Housing  
Licensing Program and Other Rental Housing Regulatory  
Considerations

Ward: All Wards

File: 03-05

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## 1.0 Purpose

The purpose of this report is to:

- Present feedback from the Residential Rental Housing Licensing (R.R.H.L.) Program consultation conducted by staff in 2022 and present options for consideration as per Council Directive 2 in CORP-22-02.
- Address the direction in CORP-18-10 in the Safety and Facilities Services Committee Outstanding Items Status Report “that staff investigate either adding duplexes under two unit house registration or create a mirrored registration system for duplexes.”
- Address the direction of CORP-22-48 regarding an exemption for temporary accommodations for seasonal workers from the R.R.H.L. Program.
- Recommend other enhancements and considerations for the City of Oshawa’s (“the City”) rental regulations and enforcement response.

**Attachment 1** is a handout that was provided as information to attendees at the April 4, 2022 Special Corporate Services Committee meeting.

**Attachment 2** is a Frequently Asked Questions Document provided by staff to participants as information at the 2022 Residential Rental Housing Licensing Consultation.

**Attachment 3** is a summary of feedback received from Oshawa’s online feedback tool “Connect Oshawa”.

**Attachment 4** is correspondence received from I. George Lysyk dated April 17, 2022.

**Attachment 5** is correspondence received from The Valiant Group of Companies Limited dated April 28, 2022.

**Attachment 6** is correspondence received from the Durham Region Home Builders' Association dated May 4, 2022.

**Attachment 7** is correspondence from the Durham Region Association of Realtors received in April 2022.

**Attachment 8** is correspondence received from the Durham Region Association of Realtors dated May 5, 2022.

**Attachment 9** is correspondence received from a local property owner on March 10, 2022.

**Attachment 10** is a detailed overview of the four (4) potential policy options for consideration.

## **2.0 Recommendation**

That the Safety and Facilities Services Committee recommend to City Council:

That the Safety and Facilities Services Committee select an option as detailed in Section 5.5 of Report SF-23-18 "Proposed Policy Options for the Residential Rental Housing Licensing Program and Other Rental Housing Regulatory Considerations", dated May 1, 2023.

## **3.0 Executive Summary**

Not applicable.

## **4.0 Input From Other Sources**

The following were consulted in preparation of this report:

- Building Services
- Corporate Communications
- Finance Services
- Fire Services
- Legal Services
- Planning Services
- City of Guelph
- Durham Region – Affordable Housing and Homelessness
- Durham Region Association of REALTORS®
- Durham Region Home Builders' Association (D.R.H.B.A.)
- Durham Community Legal Clinic (D.C.L.C.)
- Local Property Management Companies:
  - Valiant Group of Companies Limited
  - Cobblestone Property Management

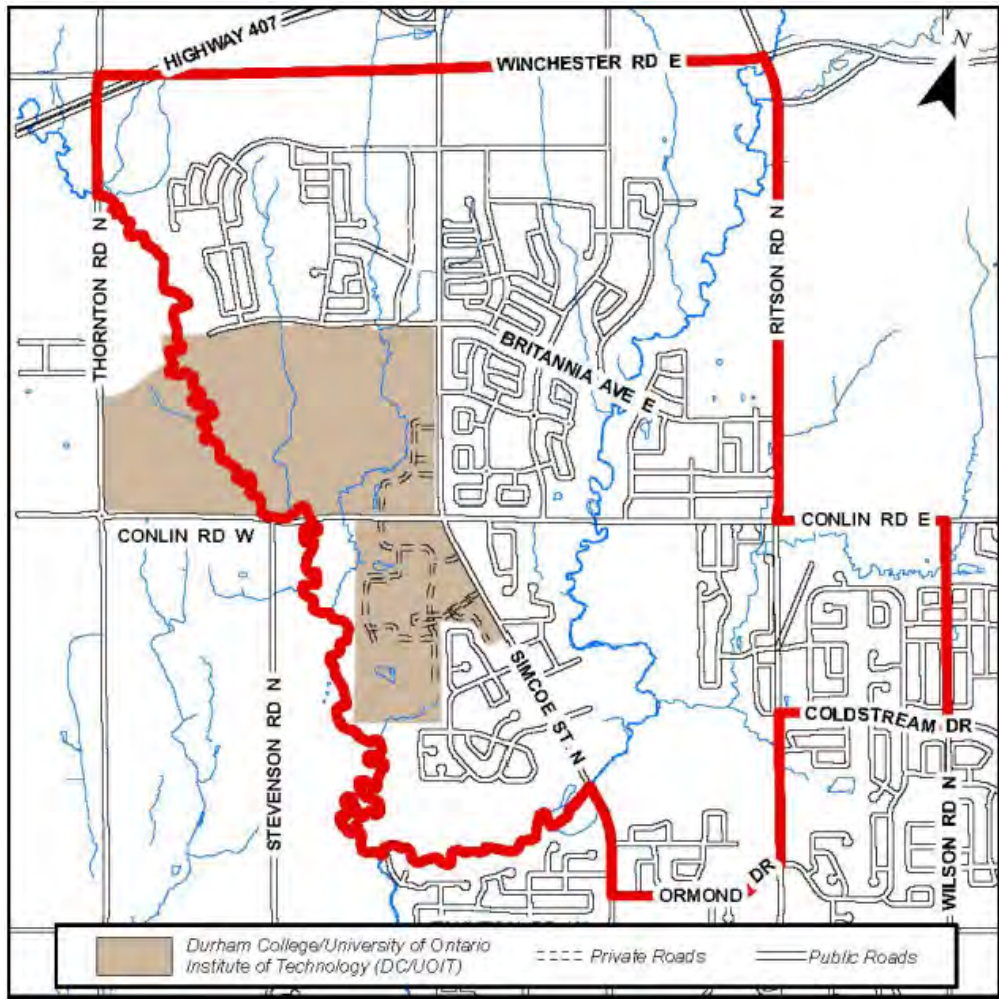
In addition to directly reaching out to organizations and internal branches, staff also undertook a comprehensive public consultation process as detailed in Section 5.2 of this report.

## 5.0 Analysis

### 5.1 Background

The R.R.H.L. Program was originally created in 2008 to address destabilization to an area in northern Oshawa near Ontario Tech University and Durham College that included uncontrolled rental housing growth and homes illegally being converted to multi-unit dwellings, as well as an abundance of parking and property standards related issues. The R.R.H.L. Program currently inspects rental properties in the defined rental area (see **Figure 1**) for compliance with various standards and by-laws, including but not limited to the Fire Code O. Reg. 213/07 (“Fire Code”), Electrical Safety Code, O. Reg. 164/99, Building Code Act, 1992, S.O. 1992, c. 23 (“Building Code Act”), and the City’s Zoning By-law 60-94, as amended (“Zoning By-law”) and Property Standards By-law 1-2002, as amended (“Property Standards By-law”).

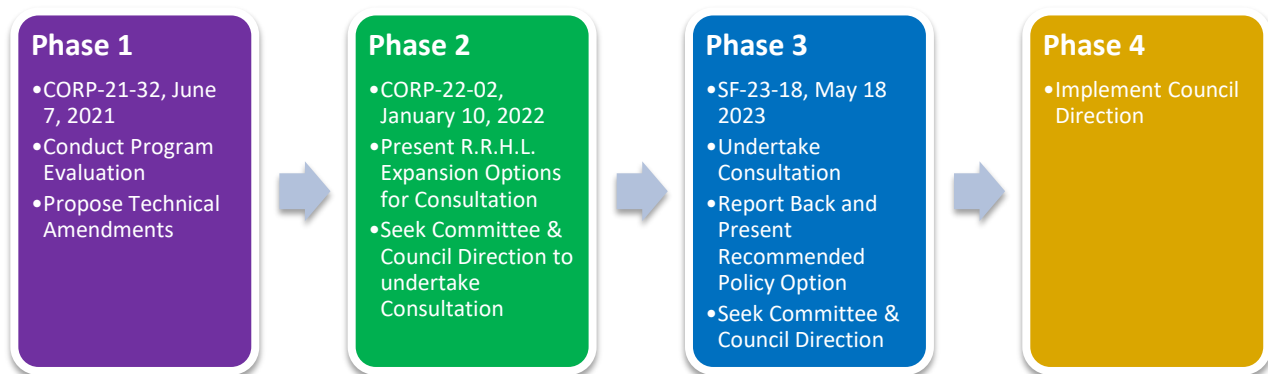
**Figure 1 Existing R.R.H.L. Boundaries**



The R.R.H.L. Program cannot address issues that are governed by the Residential Tenancies Act, 2006, S.O. 2006, c. 17 (“R.T.A.”). The R.T.A. provides rules for increasing rent and evicting tenants, gives specific rights and responsibilities to landlords and tenants, and establishes the Landlord and Tenant Board (“L.T.B.”). The L.T.B. is a tribunal that provides dispute resolution for landlord and tenant matters in Ontario.

In January 2020, City Council directed staff ([CORP-20-02](#)) to review options to potentially expand the R.R.H.L. Program beyond the existing geographical boundaries and report back. This began a process that is detailed in **Figure 2**.

**Figure 2 Proposed Process to Study Expansion of R.R.H.L.**



### 5.1.1 Phase One and CORP-21-32

Phase One (1) was addressed in [CORP-21-32](#) during the June 7, 2021 Corporate Services Committee meeting. This report presented a program evaluation of the existing R.R.H.L. Program, including an estimated compliance rate, complaint data, and cost recovery information. Some key findings from the program evaluation included:

- The R.R.H.L. Program is full cost recovery and in 2020 achieved an approximate favourable variance of \$56,545.
- In 2020, based on analysis of property data in the rental area, the Program had a license compliance rate of approximately fifty per cent (50%).
- Staff compared the rental area to the rest of the city using a per dwelling unit by-law complaint rate. The complaints used to develop this rate were those most relevant to housing: Adequate Heat, Boulevard, Lot Maintenance, Noise, Property Standards, Refuse, Snow and Ice, Unauthorized Parking, and Zoning. There has been a relatively stable amount of housing-related complaints per dwelling unit since 2011 in the rental area, and since 2016, the Rental Area has seen fewer complaints per dwelling unit than those received city-wide.

The report also proposed a number of technical amendments to the R.R.H.L. Program including:

- Removing the demerit point system.

- Establishing two (2) licensing rental classes (“A” and “B”), as well as changing the licence renewal period from annually to every two (2) years as outlined in **Table 1**.

**Table 1 – Current Licensing Classes for R.R.H.L.**

	<b>Class “A” Individually-Owned Dwelling Units</b> (e.g. singles, semis, townhouses, condo units, etc.)	<b>Class “B” Multi-unit Dwellings under Single Ownership</b> (e.g. Apartment Buildings and Townhouse Complexes with a single owner, etc.)
<b>Application Requirements</b>	<ul style="list-style-type: none"> <li>• Licensing application</li> <li>• Various certificates demonstrating compliance to applicable standards</li> </ul>	<ul style="list-style-type: none"> <li>• Licensing application</li> <li>• Various certificates demonstrating compliance to applicable standards</li> </ul>
<b>Inspection Requirements</b>	<ul style="list-style-type: none"> <li>• <b>Inspection:</b> entire property (interior and exterior)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Inspection:</b> all common areas (where applicable) and based on the number of dwelling units in the building, a pre-defined quantity of units will be inspected:                             <ul style="list-style-type: none"> <li>○ 0 to 25: 4</li> <li>○ 26 to 50: 6</li> <li>○ 51 to 75: 8</li> <li>○ 76 to 100: 10</li> <li>○ Every 25+: 2</li> </ul> </li> </ul>
<b>Operating Standards</b>	<ul style="list-style-type: none"> <li>• Compliance with all City By-laws and all applicable law including but not limited to Provincial Legislation (e.g. Fire Protection and Prevention Act, 1997, Building Code Act, 1992, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with all City By-laws and all applicable law including but not limited to Provincial Legislation (e.g. Fire Protection and Prevention Act, 1997, Building Code Act, 1992, etc.)</li> </ul>
<b>Licensing Fee Structure</b>	<p><b>Application Fee:</b> \$75  <b>Licensing Fee:</b></p> <ul style="list-style-type: none"> <li>• Base Fee: \$250</li> <li>• Per Bedroom Fee: \$75</li> </ul>	<p><b>Application Fee:</b> \$75  <b>Licensing Fee:</b></p> <ul style="list-style-type: none"> <li>• Base Fee: \$250</li> <li>• Dwelling Unit Fee:                             <ul style="list-style-type: none"> <li>○ 0 to 25: \$400</li> <li>○ 26 to 50: \$600</li> <li>○ 51 to 75: \$800</li> <li>○ 76 to 100: \$1,000</li> <li>○ Every 25+: \$200</li> </ul> </li> </ul>

Staff were directed to study expansion options for the R.R.H.L. Program, which was addressed in Phase Two (2).

**5.1.2 Phase Two and CORP-22-02**

Report [CORP-22-02](#) presented potential R.R.H.L. Program expansion options to proceed with for consultation at the January 10, 2022 Corporate Services Committee meeting, addressing Phase Two (2). Staff analyzed the rental rates for each ward in the city to determine where the most rentals exist, outlined in **Table 2**.

**Table 2 - Rental Rates by Ward**

	Dwelling Units <sup>1</sup>	Owner-Occupied Dwelling Units <sup>2</sup>	Rental Dwelling Units <sup>3</sup>	Rental Rate <sup>4</sup>
<b>Ward 1</b>	6,761	5,969	792	12%
<b>Ward 2</b>	14,922	8,804	6,118	41%
<b>Ward 3</b>	14,796	11,000	3,796	26%
<b>Ward 4</b>	18,082	9,786	8,296	46%
<b>Ward 5</b>	15,079	7,965	7,114	47%
<b>Total</b>	<b>69,640</b>	<b>43,524</b>	<b>26,116</b>	<b>38%</b>

**Notes:**

These rental rates are approximate figures given that housing tenure is dynamic, and this data represents the rental rate at the time the data was queried.

<sup>1</sup> Dwelling Unit means a unit consisting of one or more rooms, which unit contains toilet and cooking facilities and which is designed for use as a single housekeeping establishment.

<sup>2</sup> Owner-Occupied Dwelling Unit means a Dwelling Unit that is inhabited by the property owner.

<sup>3</sup> Rental Dwelling Unit means a Dwelling Unit that is inhabited by a tenant.

<sup>4</sup> Rental Rate means the percentage of total Dwelling Units in each ward that are Rental Dwelling Units.

Report CORP-22-02 also developed six (6) possible expansion options based on housing type and scope (e.g. city-wide immediately versus a phased-in approach). These options included estimated operating costs, capital costs, and additional staff required to administer each option. From the six (6) options, Council selected a city-wide licensing approach for all property types (e.g. Class “A” and “B”) for staff to consult and report back on.

**5.1.3 Phase Three and SF-23-18**

This report addresses Phase Three (3) and reports back on the consultation staff undertook following Council direction in Phase Two (2). This report also presents policy options related to the existing R.R.H.L. Program and other considerations regarding regulating rental units city-wide, including:

- Enhanced enforcement to address rental and tenant issues; and,
- Increased communication efforts to educate industry participants about various regulations, rights and responsibilities, and other regulatory considerations related to rental units.

Staff will begin Phase Four (4) (the implementation process) should an option be selected by Council.

#### **5.1.4 Bill 23 Impact**

The Province's roll-out of Bill 23 More Homes Built Faster Act, 2022 has minimal impacts on the existing R.R.H.L. Program and all proposed policy options detailed later in this report. This is because the purpose of the R.R.H.L. Program is to be a tool to enhance the City's ability to gain compliance with municipal and provincial standards. The most significant impact involves the removal of Schedule "H" in the City's Zoning By-law, whereby there will no longer be a prohibition on two-unit houses in the R.R.H.L. Program area. Previously, the R.R.H.L. Program acted as an additional tool to ensure compliance with this Zoning prohibition. Moving forward, this will no longer be a consideration and will instead result in owners of unregistered two-unit houses identified during the licensing process being directed to the proper registration/permitting process.

Although the impact of Bill 23 on the existing R.R.H.L. Program may be minimal, there is a need for staff to review the Two Unit Houses Registration By-law 41-2001, as amended, to investigate the impact of Bill 23 and the potential need to expand the application of the registration by-law to all Accessory Apartments and/or an additional Dwelling Unit in an Accessory Building. The registration by-law is a tool to provide initial approval that Accessory Apartments were created lawfully; however, this is a one-time approval. Should an option with city-wide expansion of the R.R.H.L. Program be selected from this Report, the regular licensing of these properties after their initial registration would help to ensure continued maintenance and compliance.

#### **5.1.5 Current Compliance with R.R.H.L. System (February 2023)**

As of February 2023, there were 912 licensed rental units under the existing R.R.H.L. Program. Based on the estimated 1,513 rental units in the rental area (figures per [CORP-21-32](#)) the current compliance rate has increased from roughly 50% in June 2021 to the current compliance rate of 60% in February 2023. Moreover, if the number of current "In Process" applications are included to the number of licensed rental units, the compliance rate is further increased to approximately 65%.

The increase in compliance is the result of a coordinated licensing and enforcement compliance project which leveraged the use of property data to educate rental property owners on the standards of the R.R.H.L. and to support enforcement where applicable. It is important to note that the figures presented above are approximate due to the fact that home ownership and usage of properties in the rental area is fluid (e.g. houses are frequently sold, changed from rental to investment properties, owners decide to occupy the house themselves, etc.). The figure of 1,513 rental units, which was queried in 2021, was used for comparison purposes.

## **5.2 Consultation Process**

In 2022, staff undertook a robust public and industry stakeholder consultation as per Council's direction (CORP-22-02). The details of this consultation process are outlined in **Table 3**.



**Table 3 Potential R.R.H.L. Expansion Consultation**

Stakeholder	Type of Consultation	Timing
<p style="text-align: center;"><b>All Stakeholders</b></p>	<p>Special Meeting of the Corporate Services Committee.                      Stakeholders that provided delegation:</p> <ul style="list-style-type: none"> <li>• Local landlords, real estate agents and investors</li> <li>• Durham Region Association of REALTORS ©</li> <li>• Local Property Management Companies                             <ul style="list-style-type: none"> <li>○ Valiant Property Group Limited</li> </ul> </li> <li>• Federation of Rental Providers of Ontario (F.R.P.O.)</li> <li>• Durham Region Investors Club</li> <li>• Greater Toronto Apartment Association</li> </ul>	<p style="text-align: center;">April 4<sup>th</sup> 2022                      9:30 a.m.</p>
<p style="text-align: center;"><b>All Stakeholders</b></p>	<p>Online feedback form via <a href="http://www.connectoshawa.ca">www.connectoshawa.ca</a> and paper feedback form at City Hall</p>	<p style="text-align: center;">March 9<sup>th</sup> –                      April 18<sup>th</sup>                      2022</p>
<p style="text-align: center;"><b>Advisory Committees, Community Groups, and Building Industry</b></p>	<p>Direct engagement through meetings and/or corresponding with stakeholders, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Town and Gown Committee</li> <li>• Association of Community Organizations for Reform Now (A.C.O.R.N.)</li> <li>• Durham Region Association of REALTORS ©</li> <li>• Local Property Management Companies                             <ul style="list-style-type: none"> <li>○ Valiant Property Group Limited</li> <li>○ Cobblestone Property Management</li> <li>○ Acorn Properties Ltd.</li> </ul> </li> <li>• Direct Intervention Reaching Everyone (D.I.R.E.)</li> <li>• Durham Region Home Builders Association (D.R.H.B.A.)</li> <li>• Durham Community Legal Clinic (D.C.L.C.)</li> <li>• Federation of Rental Providers of Ontario (F.R.P.O.)</li> </ul>	<p style="text-align: center;">April – May                      2022</p>

To proactively address any questions attendees may have, staff developed educational materials for the April 4, 2022 Special Meeting of the Corporate Services Committee (see **Attachments 1 and 2**).

Staff worked with the City’s Corporate Communications branch in 2022 to develop three (3) unique feedback forms for residents to provide feedback on the R.R.H.L. Program’s potential expansion. The feedback forms were used to elicit feedback from residents, landlords and tenants regarding a potential R.R.H.L. expansion.

The public consultation was promoted to the community and stakeholders through various mediums, including media materials, social media, as well as print and digital promotional material.

Additional targeted communications included outreach to known potentially interested parties and targeted mailers with the City’s Tenant Information Guide.



### **5.2.1 Connect Oshawa**

Staff undertook a five (5) week public and industry stakeholder consultation process using Connect Oshawa beginning on Wednesday, March 9 and concluding on Monday, April 18, 2022.

Community members were invited to complete a feedback form on Connect Oshawa or on paper at Service Oshawa. Feedback was received through three (3) unique feedback forms based on the stakeholder providing it:

- General Public and Property Owners (not a rental) – 262 respondents
- Tenants and Renters – 133 respondents
- Residential Property Managers and Landlords – 84 respondents

**Attachment 3** provides a detailed outline of the input received from the feedback forms. Highlights from the three (3) feedback forms are presented below:

- There were a total of 479 responses received
- Responses were received from age groups ranging from 18 to 75+, with the majority of responses coming from those aged:
  - 35-44: General Public and Property Owners (not a rental)
  - 25-34: Tenants and Renters
  - 45-54: Residential Property Managers and Landlords
- The majority of respondents were either Oshawa residents and/or business/property owners:
  - 91%: General Public and Property Owners (not a rental)
  - 92%: Tenants and Renters
  - 85%: Residential Property Managers and Landlords
- Responses were received from all wards, with the majority of responses coming from Ward 4
- The majority of respondents learned about the opportunity to participate in the Connect Oshawa consultation through social media

#### **5.2.1.1 R.R.H.L. Expansion Preference**

Of the 479 respondents, 476 answered the yes or no question:

“The City currently licenses rental properties in the defined area. Do you think the program should be expanded to require all rental properties in the city to be licensed?”

- Members of the public who did not identify as a tenant or landlord were split on their preference to expand the R.R.H.L. Program city-wide.
- Tenants were in favour of R.R.H.L. expansion.
- Residential Property Managers and Landlords were against an R.R.H.L. expansion.

For detailed information on the feedback received, please refer to **Attachment 3**.

### 5.2.1.2 Key Highlights from Feedback Received

The following are the key themes, suggestions, and relevant highlights received from each stakeholder group in response to their unique feedback forms:

#### General Public and Property Owners (not a rental)

- There are “bad” landlords and illegal/unmaintained rentals everywhere, so the R.R.H.L. Program should apply city-wide
- The City should limit the number of people who can live in a dwelling, as well as how many cars can park there
- An expansion of the program can help address illegal lodging and boarding homes
- An expansion of the program would result in higher rent, and is an unneeded cost for landlords
- The R.R.H.L. represents a duplication of standards that already exist (e.g. Fire Code, Property Standards)
- 59.4% of respondents believe the City should license both Class “A” and Class “B” buildings, rather than one or the other

#### Tenants and Renters

- The most important factor when selecting a rental unit is price, with second being health and safety (e.g. Fire Code, Property Standards)
- The City should institute rent control
- “Bad” landlords and tenants issues exist everywhere in the city, so the R.R.H.L. Program should exist everywhere
- Over 70% of respondents felt the City **should** be inspecting for the following regulations when issuing a rental licence:
  - Fire safety
  - Property standards
  - Adequate heat
  - Electrical safety
  - Compliance with the Building Code Act
  - Appropriate insurance
  - Lot maintenance
  - Waste issues
  - Snow and ice removal
  - Zoning issues
  - Noise and nuisance
  - Tenant notification boards in apartment buildings
  - Tenants have a local contact to resolve issues
- Additionally, 56% of respondents felt that the list was exhaustive and no additional standards needed to be regulated
- 58% of respondents felt the fees associated with the R.R.H.L. would be too high if they were passed on to tenants, and would not provide value
- 80% of respondents believe the City should license both Class “A” and Class “B” buildings, rather than one or the other

## Residential Property Managers and Landlords

- Residents can already call by-law for inspections if they see something wrong, the R.R.H.L. represents a duplication of standards that already exist (e.g. Fire Code, Property Standards)
- The City should focus their efforts on illegal rental units, not legal ones
- An expansion of the program would result in higher rent, reduced housing stock, and is a barrier to affordable housing
- 68% of respondents own and/or manage a house as their rental property in the City of Oshawa.
- Over 50% of respondents felt the City **should not** be inspecting for the following regulations when issuing a rental licence:
  - Fire safety
  - Property standards
  - Adequate heat
  - Electrical safety
  - Compliance with the Building Code Act
  - Appropriate insurance
  - Lot maintenance
  - Waste issues
  - Snow and ice removal
  - Zoning issues
  - Noise and nuisance
  - Tenant notification boards in apartment buildings
  - Tenants have a local contact to resolve issues
- 39% of respondents chose not to answer whether the City should license Class “A” buildings, Class “B” buildings, or both

### 5.2.2 Special Meeting and Feedback Received

On April 4, 2022, the Corporate Services Committee held a special meeting to hear delegations and receive comments from the public regarding potentially expanding the R.R.H.L. Program boundaries city-wide. Feedback was received from landlords, large professional property management companies, rental management advocacy groups, and rental housing organizations. The feedback received by the Committee was largely against expanding the R.R.H.L. Program boundaries, for reasons cited such as:

- An expansion would reduce demand for rental units in Oshawa, causing development companies to build properties elsewhere;
- The program’s licensing fees would be passed on to tenants, increasing their rent;
- The program applies a duplication of standards that already exist (e.g. Fire Code and Property Standards By-law);
- Alternative optional programs already exist from private organizations to license rental properties which can ensure their safety;
- Most of the landlords in Oshawa ensure their properties meet all applicable regulations, and the City should instead focus on non-compliant landlords;
- A more beneficial program would reward good landlords, rather than make all landlords pay for the bad actors; and,

- The City should use the resources already at its disposal (e.g. Property Standards Orders) to address tenant issues, as opposed to instituting a large licensing system.

### **5.2.2.1 Enhanced Smoke Alarm Standards**

Feedback heard at the April 4, 2022 Special Corporate Services Committee Meeting suggested the City introduce enhanced smoke alarm regulations, specifically to ensure smoke alarms are hardwired into units, rather than powered by batteries to ensure a more reliable power source. After consulting with Oshawa Fire Services, staff has concluded that the City has no authority to institute such standards, as smoke alarms are regulated by the Building Code Act and the Fire Protection and Prevention Act, 1997, S.O. 1997, c. 4 (“Fire Protection and Prevention Act”).

### **5.2.2.2 Durham Region Rent Safe Program and Other Tenant Education**

Other feedback heard at the Special Corporate Services Committee Meeting suggested that efforts should be made to ensure tenants are educated about their rights and responsibilities as part of a harmonious landlord-tenant dynamic. Staff are aware of RentSmart – a registered charity through the Ready to Rent BC Association. Their program has created a series of educational/training modules to support renters to achieve and maintain housing stability. According to their website ([www.rentsmarteducation.org](http://www.rentsmarteducation.org)) the RentSmart model has three (3) main objectives:

- To provide tenants with the knowledge, skills and confidence to maintain safe, stable housing
- To deliver a high quality educational experience that is relevant and practical
- Utilize a Train the Trainer approach to expand partner organizations capacity to deliver tenant education

As social services related to affordable housing is a responsibility of the upper tier municipality, the Region of Durham participates in this program by having internal staff certified to facilitate the certificate courses offered through RentSmart.

Additionally, since 2017, as part of providing tenant information, the City has distributed a Tenant Information Guide to generally inform renters of their rights and responsibilities as a tenant. The guide is available online and is mailed out using a targeted mail service on an annual basis.

### **5.2.3 Input from Other Stakeholders**

In addition to Connect Oshawa, the Special Meeting of the Corporate Services Committee, and input from agencies, staff received feedback from the following stakeholders:

- Cobblestone Property Management
  - Unsupportive of R.R.H.L. expansion.
  - The City should continue to investigate property-related complaints as they do now, and provide relevant information to landlords for dealing with non-compliant tenants.
- Correspondence from I. George Lysyk (**See Attachment 4**)
- The Valiant Property Group (**See Attachment 5**)
- Durham Region Home Builders' Association (D.R.H.B.A.) (**See Attachment 6**)
- Durham Region Association of Realtors (D.R.A.R.) (**See Attachments 7 and 8**)
- Correspondence from a local property owner (**See Attachment 9**)

### **5.2.4 Input from Region of Durham and Durham Community Legal Clinic**

Staff consulted with the Durham Region Affordable Housing and Homelessness, as well as the Durham Community Legal Clinic. These conversations focused on the potential legal and social impacts of expanding the R.R.H.L. Program, including the potential displacement of tenants when inspections identify unsafe or illegal properties or conditions. Additionally, staff wanted to know what kind of tenant issues these organizations are seeing in Oshawa. Below are some of the key takeaways from these conversations.

#### **5.2.4.1 Durham Region Affordable Housing and Homelessness**

- They are concerned with the possibility of tenants being displaced due to the results of inspections that may identify illegal property uses (e.g. Zoning) or unsafe properties (e.g. Fire Code and Property Standards issues).
- They would like support regarding potential displacement (e.g. ensuring properties are safe to reduce the displacement of tenants).

#### **5.2.4.2 Durham Community Legal Clinic**

- A significant number of tenants come to Durham Community Legal Clinic ("the Clinic") with maintenance issues (e.g. poorly maintained properties, Fire Code issues, etc.).
- The most common issue the Clinic sees is evictions, but this often stems from maintenance issues. In the Clinic's experience, once a tenant complains, rather than getting their property up to code, a landlord will often evict the tenant instead
- Awareness and information about tenant's rights and responsibilities is a gap, and rather than engaging the Clinic after an eviction notice is issued, tenants often come to them once they have already moved out, making it difficult for the Clinic to provide support.
- In addition to the R.R.H.L. Program expansion, it was suggested that there could be a benefit to implementing programs that help support landlords in getting their

properties up to code, and/or provide support to residents who are living in unsafe or illegal conditions. **Note:** this is beyond the scope of a lower-tier municipality.

### 5.3 Policy Options

Staff have developed four (4) proposed policy options for consideration:

- **Option “A”** – Rental Safety Audit Pilot Program (City-Wide)
- **Option “B”** – Maintain Current R.R.H.L. Area
- **Option “C”** – City-Wide R.R.H.L. Program Expansion By Ward
- **Option “D”** – City-Wide R.R.H.L. Program Expansion By Building Stock

The four (4) options and associated estimated implementation timelines are summarized in **Section 5.3.1** of this report and highlights are provided in **Table 4**. Please refer to **Attachment 10** for a detailed description of each option, including estimated costs.

**Table 4 Policy Options Highlights**

Details	Option “A”	Option “B”	Option “C”	Option “D”
R.R.H.L. Expansion (City-wide)			✓ (By Ward)	✓ (By Building Stock)
Rental Safety Audit (R.S.A.) Pilot Program (City-wide)	✓ Pilot Program		Not Applicable	Not Applicable
Expansion of Apartment Building Audit (A.B.A.) Projects	✓	✓	Not Applicable	Not Applicable
Introduction of Quarterly Two-Unit Enforcement Projects (City-wide)	✓	✓	✓	✓
Enhanced Communication and Collaboration (see <b>Table 5</b> and <b>Attachment 10</b> )	✓	✓	✓	✓
Other Regulatory Considerations	✓	✓	✓	✓

A summary of the details contained in the various options are provided below.

#### R.R.H.L. Expansion (City-wide):

R.R.H.L. Expansion (City-wide) refers to the potential expansion of the existing R.R.H.L. Program to the entire city.

**Note:** This only applies to Options “C” and “D”.

### **Rental Safety Audit Pilot Program (City-wide):**

The R.S.A. Pilot Program refers to the introduction of a rental inspection program where tenants can request free inspections for their rental units (City-wide). These inspections would involve staff from both Fire Services and Municipal Law Enforcement (M.L.E.), who would confirm compliance with relevant Fire Code regulations and City by-laws.

**Note:** This only applies to Option “A”.

### **Expansion of Apartment Building Audits (Four (4) Projects a year)**

The City conducts semi-annual audits of select apartment buildings that utilize interdepartmental inspection teams from Fire Services and M.L.E. Buildings are chosen based on their history of received complaints, non-compliance with City by-laws, and with a desire to include both small and large buildings. Staff inspect for violations under the Fire Code, and Property Standards and Lot Maintenance By-laws, among others. Inspections are conducted in common areas, hallways, laundry rooms, parking areas and individual dwelling units when requested by occupant.

From 2017-2022, the City inspected twenty-one (21) apartment buildings, finding a combined one-hundred and forty-eight (148) property standards violations and two-hundred and twenty-one (221) Fire Code infractions.

Staff currently perform two (2) city-wide audits per year totaling six (6) buildings. The potential expansion would increase the total to four (4) city-wide audits per year, totaling twelve (12) buildings.

**Note:** This expansion would only apply to Options “A” and “B”. It would not apply to Options “C” or “D” since a city-wide expansion of the R.R.H.L. Program would result in all apartment buildings in Oshawa requiring inspections to become licensed.

### **Introduction of Quarterly Two-Unit Enforcement Projects (City-wide)**

Introduction of Quarterly Two-Unit Enforcement Projects refers to Municipal Law Enforcement and Licensing Services staff undertaking enforcement projects four (4) times per year involving the dedication of specific times to proactively identify and address two-unit house properties that are not registered with the City. These projects would involve searching through online listings for two-unit house properties at addresses not currently registered with the City. Through the introduction of these proactive projects, staff will identify these unregistered properties, and will undertake take the necessary steps to ensure that the units meet relevant safety standards and become registered, where necessary.

### **Enhanced Communication and Collaboration**

Enhanced Communication and Collaboration refers to the undertaking of various activities to educate residents and industry participants about relevant standards and programs. These activities vary depending on the option chosen and are detailed in **Attachment 10**.



Additionally, this also includes a continuation of the various communication and collaboration efforts currently undertaken by the City, including the mailing out of Tenant Brochures and engaging the Durham Realtor Association about Two-Unit Houses By-law Registration and R.R.H.L. requirements. A summary of the various communication and collaboration activities by option are provided in **Table 5**.

**Table 5 Communication and Collaboration Summary by Policy Option**

<b>Communication and Collaboration Activity</b>	<b>Option “A”</b>	<b>Option “B”</b>	<b>Option “C”</b>	<b>Option “D”</b>
Advertisement	✓ (R.S.A. Pilot Program)	✓ (Current R.R.H.L.)	✓ (City-wide R.R.H.L. Program)	✓ (City-wide R.R.H.L. Program)
Landlord Brochure	✓	✓	✓	✓
Tenant Brochure	✓	✓	✓	✓
Durham Realtor Association and Two-Unit Registration/R.R.H.L. Education	✓	✓	✓	✓
Request for Two-Unit Disclosure	✓	✓	✓	✓

**5.3.1 Proposed Policy Options and Implementation Timelines**

Should Council wish to move forward, staff are presenting four (4) options for consideration:

- **Option “A”** – Rental Safety Audit Pilot Program (City-Wide)
- **Option “B”** – Maintain Current R.R.H.L. Area
- **Option “C”** – City-Wide R.R.H.L. Program Expansion By Ward
- **Option “D”** – City-Wide R.R.H.L. Program Expansion By Building Stock

These options are outlined earlier in Section 5.3, detailed in **Attachment 10**, and are summarized below with estimated implementation timelines and estimated staff and other resources necessary to implement each applicable option.

**5.3.1.1 Option “A” – Rental Safety Audit Pilot Program (City-Wide)**

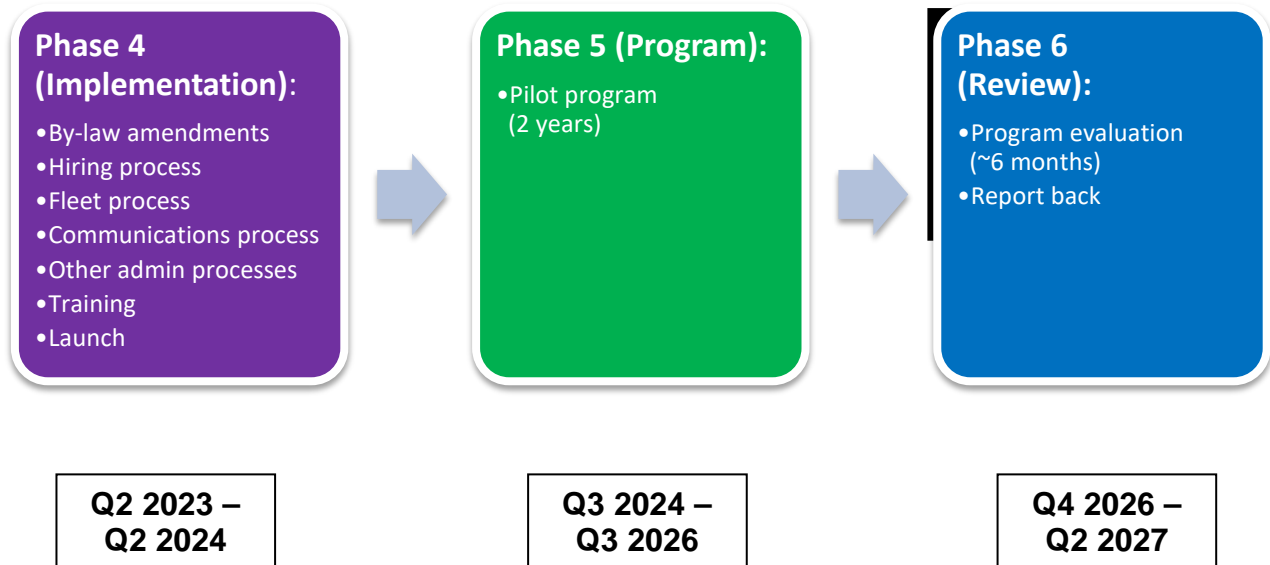
If Option “A” is selected:

- The R.R.H.L. Program will remain only in the current rental area and rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L licence;

- The City will develop and pilot an R.S.A. program, including the addition of three F.T.E.s (equal to one (1) temporary M.L.E. Officer, one (1) temporary Licensing Examiner, and one (1) temporary Fire Prevention Inspector);
- The City will undertake quarterly proactive two-unit enforcement projects;
- Enhanced communications will be undertaken to promote landlord responsibilities and the R.S.A. program in addition to engagement already undertaken through the Tenant Information Guide;
- Staff will continue to engage the Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program;
- The number of apartment building audit projects will be increased to four (4) times a year;
- Correspondence will be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing, and the Real Estate Council of Ontario requesting that two-unit houses be disclosed to municipalities;
- The bedroom limit in Schedule “K” will be removed; and,
- Other regulatory considerations as detailed in Section 5.4 will be addressed.

The implementation timeline associated with the pilot rental inspection program in this option is outlined in **Figure 3**.

**Figure 3 Option “A” Implementation Process and Proposed Timeline**



The implementation of this option would take approximately six (6) to nine (9) months and involve the following activities:

- Implementation of the R.S.A. pilot program:
  - Budget process
  - Hiring process
  - Obtaining fleet
  - Communications process
  - Other administrative processes (e.g. creating/updating procedures and filing systems)
  - Staff training
  - Launch;
- Updating processes related to the apartment building audits
- Requesting the disclosure of two-unit home locations to municipalities; and,
- Amending Licensing By-law 120-2005, as amended (“Licensing By-law”) in collaboration with Legal Services.

It is estimated that these activities could be fully implemented by Q2 2024; however, it should be noted that this is subject to change based on budgetary approvals, hiring processes, etc.

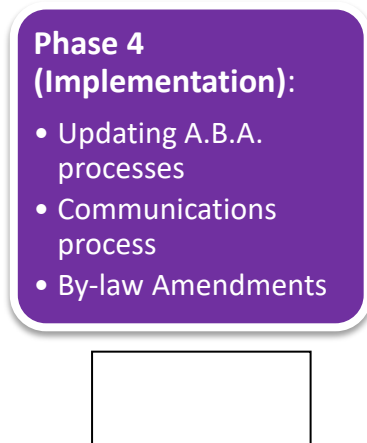
#### **5.3.1.2 Option “B” – Maintain Current R.R.H.L. Area**

If Option “B” is selected:

- The R.R.H.L. Program will remain only in the current rental area and rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L licence;
- Enhanced communications will be undertaken to promote landlord responsibilities, in addition to engagement already undertaken through the Tenant Information Guide;
- The City will undertake quarterly proactive two-unit enforcement projects;
- Staff will continue to engage Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program;
- The number of apartment building audit projects will be increased to four (4) times a year;
- Correspondence will be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing, and the Real Estate Council of Ontario requesting that two-unit houses be disclosed to municipalities;
- The bedroom limit in Schedule “K” will be removed; and,
- Other regulatory considerations as detailed in Section 5.4 will be addressed.

The implementation timeline associated with this option is outlined in **Figure 4**.

**Figure 4 Option “B” Implementation Process and Proposed Timeline**



The implementation of this option would take approximately three (3) to six (6) months and involve the following activities:

- Updating processes related to the apartment building audits;
- Requesting the disclosure of two-unit home locations to municipalities;
- Undertaking communications activities; and,
- Amending the Licensing By-law in collaboration with Legal Services.

It is estimated that these activities could be fully implemented by Q3 2023.

**5.3.1.3 Option “C” – City-Wide R.R.H.L. Program Expansion by Ward**

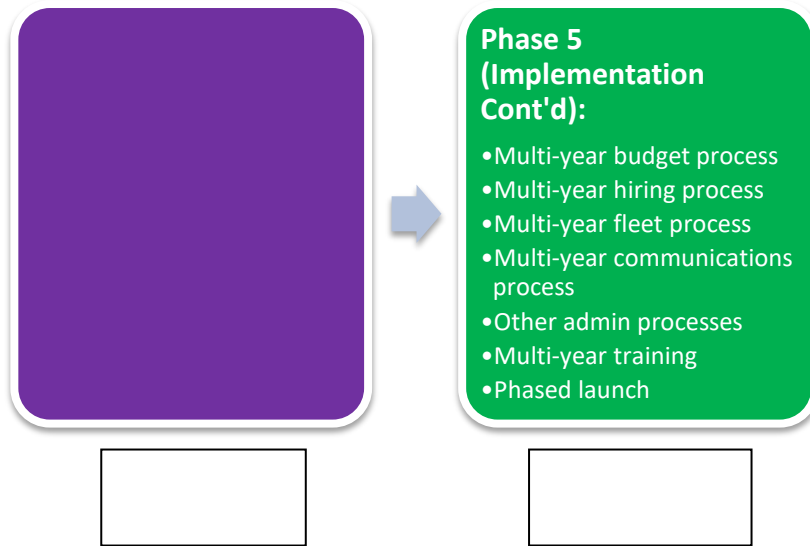
If Option “C” is selected:

- The R.R.H.L. Program will be expanded city-wide (on a schedule based on a Ward roll-out) and rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L. licence;
- Four (4) Fire Prevention Inspectors, eight (8) Licensing Inspectors, four (4) Licensing Examiners, two (2) M.L.E. Officers, and one (1) Licensing Supervisor will be hired to administer the expanded program;
- The existing Lodging House Licensing program will be consolidated into the new city-wide R.R.H.L. Program;
- Two-unit rental properties city-wide will require a licence through the R.R.H.L. program in addition to the initial registration pursuant to Two Unit Houses Registration By-law 41-2001, as amended;
- Owners of two-unit rental properties registered after the launch of city-wide R.R.H.L. licensing would receive their first R.R.H.L. licence at no cost as part of the Two-Unit Registration process;
- Enhanced communications will be put in place to promote landlord responsibilities and the expanded R.R.H.L. program, in addition to engagement already undertaken through the Tenant Information Guide;
- The City will undertake quarterly proactive two-unit enforcement projects;

- Staff will continue to engage Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program;
- Correspondence will be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing, and the Real Estate Council of Ontario requesting that two-unit houses be disclosed to municipalities;
- The bedroom limit in Schedule “K” will be removed;
- Other regulatory considerations as detailed in Section 5.4 will be addressed; and,
- Apartment Building Audits will no longer be undertaken, as inspections of these buildings would be captured through the licensing program.

The implementation timeline associated with R.R.H.L. Program expansion detailed in this option is outlined in **Figure 5**.

**Figure 5 Option “C” Implementation Process and Proposed Timeline**



The implementation of this option would take approximately five (5) years; however, it should be noted that this is subject to change based on budgetary approvals, hiring processes, etc. Implementation would involve the following activities:

- Amending the Licensing By-law and repealing Lodging House Licensing By-law 94-2002, as amended, in collaboration with Legal Services;
- Implementation of the expanded R.R.H.L. Program:
  - Multi-year budget processes
  - Multi-year hiring processes
  - Multi-year vehicle purchasing processes
  - Multi-year communications processes
  - Other administrative processes (e.g. creating/updating procedures and filing systems, etc.)
  - Staff training

- Phased expansion by Ward based on rental rates as outlined in **Table 6**;  
 and,
- Requesting the disclosure of two-unit home locations to municipalities.

**Tables 6 and 7** illustrates the estimated implementation timeline for hiring and adding to the vehicle fleet.

**Table 6 Option “C” Estimated Hiring Implementation Timeline and Phased Expansion Approach**

	2024	2025	2026	2027	
<b>Ward</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>1 &amp; 3</b>	<b>Total</b>
Licensing Supervisor	1	0	0	0	1
Fire Prevention Inspector	2	2	0	0	4
Licensing Inspector	4	3	1	0	8
Licensing Examiner	2	2	0	0	4
M.L.E. Officer	0	1	0	1	2
<b>Total</b>	<b>9</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>19</b>

**Table 7 Option “C” Estimated Fleet Requirements by Year**

Vehicle Type	2024	2025	2026	2027	Total
Fire Prevention Vehicles	2	2	0	0	4
Licensing Vehicles	4	3	1	0	8
M.L.E. Vehicles	0	1	0	1	2
<b>Total</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>14</b>

This approach was selected based on Ward rental rates, the geographical boundaries for the existing R.R.H.L. Program, and general implementation considerations. Staffing numbers were estimated based on the rental data queried during the preparation of Report CORP-22-02. These estimated figures are subject to change based on changes to housing tenure and stock and current salary and resource (e.g. fleet) figures.

It is estimated that these activities could be fully implemented by the end of 2027; however, it should be noted that this is subject to change based on budgetary approvals, the recruitment and hiring process, and other factors.

**5.3.1.4 Option “D” – City-Wide R.R.H.L. Program by Building Stock**

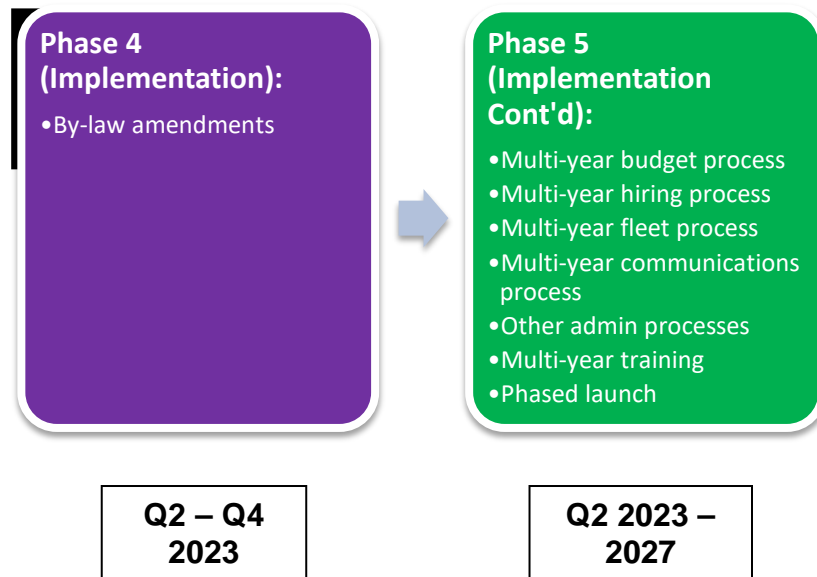
If Option “D” is selected:

- The R.R.H.L. Program will be expanded city-wide by building stock (on a schedule based on the number of units within a building per **Table 8**) and rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L licence;
- Four (4) Fire Prevention Inspectors, eight (8) Licensing Inspectors, four (4) Licensing Examiners, two (2) M.L.E. Officers, and one (1) Licensing Supervisor will be hired to administer the expanded program;

- The existing Lodging House Licensing program will be consolidated into the new city-wide R.R.H.L. Program;
- Two-unit rental properties city-wide will require a licence through the R.R.H.L. program in addition to the initial registration pursuant to Two Unit Houses Registration By-law 41-2001, as amended;
- Owners of two-unit rental properties registered after the launch of city-wide R.R.H.L. licensing would receive their first R.R.H.L. licence at no cost as part of the Two-Unit Registration process;
- Enhanced communications will be put in place to promote landlord responsibilities and the expanded R.R.H.L. program, in addition to engagement already undertaken through the Tenant Information Guide;
- The City will undertake quarterly proactive two-unit enforcement projects;
- Staff will continue to engage Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program;
- Correspondence will be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing, and the Real Estate Council of Ontario requesting that two-unit houses be disclosed to municipalities;
- The bedroom limit in Schedule “K” will be removed;
- Other regulatory considerations as detailed in Section 5.4 will be addressed; and,
- Apartment Building Audits will no longer be undertaken, as inspections of these buildings would be captured through the licensing program.

The implementation timeline associated with R.R.H.L. Program expansion detailed in this option is outlined in **Figure 6**.

**Figure 6 Option “D” Implementation Process and Proposed Timeline**



The implementation of this option would take approximately five (5) years; however, it should be noted that this is subject to change based on budgetary approvals, hiring processes, etc. Implementation would involve the following activities:



- Amending the Licensing By-law and repealing Lodging House Licensing By-law 94-2002, as amended, in collaboration with Legal Services;
- Implementation of the expanded R.R.H.L. Program:
  - Multi-year budget processes
  - Multi-year hiring processes
  - Multi-year vehicle purchasing processes
  - Multi-year communications processes
  - Other administrative processes (e.g. creating/updating procedures and filing systems, etc.)
  - Staff training
  - Phased expansion by building stock as outlined in **Table 8**; and,
- Requesting the disclosure of two-unit home locations to municipalities.

**Tables 8 and 9** illustrates the estimated implementation timeline for hiring and adding to the vehicle fleet.

**Table 8 Option “D” Estimated Hiring Implementation Timeline and Phased Expansion Approach**

	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	
<b>Building Stock</b>	<b>1-3 Units</b>	<b>1-3 Units</b>	<b>4-6 Units</b>	<b>7+ Units</b>	<b>Total</b>
Licensing Supervisor	1	0	0	0	1
Fire Prevention Inspector	4	0	0	0	4
Licensing Inspector	4	4	0	0	8
Licensing Examiner	4	0	0	0	4
M.L.E. Officer	0	2	0	0	2
<b>Total</b>	<b>13</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>19</b>

**Note:** In 2024, the enforcement approach be on a complaint basis. In 2025, a combination of complaint and proactive enforcement would be undertaken.

**Table 9 Option “D” Estimated Fleet Requirements by Year**

<b>Vehicle Type</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>Total</b>
Fire Prevention Vehicles	4	0	0	0	4
Licensing Vehicles	4	4	0	0	8
M.L.E. Vehicles	0	2	0	0	2
<b>Total</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>14</b>

This approach was selected based on building stock, rather than ward, and general implementation considerations. Staffing numbers were estimated based on the rental data queried during the preparation of Report CORP-22-02. These estimated figures are subject to change based on changes to housing tenure and stock and current salary and resource (e.g. fleet) figures.

It is estimated that these activities could be fully implemented by the end of 2027; however it should be noted that this is subject to change based on budgetary approvals, the recruitment and hiring process, and other factors.

## 5.4 Other Regulatory Considerations

In addition to the policy options highlighted in Section 5.3 and detailed more specifically in **Attachment 10**, staff have considered additional regulatory issues related to rental properties as follows:

### 5.4.1 Request that the Real Estate Council of Ontario to Require the Disclosure of Two-Units to Municipalities

Staff recommend that correspondence be sent to the Minister of Public and Business Service Delivery, the Minister of Municipal Affairs and Housing, and the Real Estate Council of Ontario (R.E.C.O.), the regulatory authority responsible for the rules that real estate salespeople, brokers, and brokerages must follow, requesting that the location of two-unit houses be disclosed to municipalities. There are many unregistered two-unit rental properties in the City of Oshawa, which may be unsafe and not meet all applicable City by-laws and Provincial regulations. By disclosing two-unit rental properties, the City can more easily identify them and determine if they are registered, or require they become registered, to ensure the health and safety of tenants.

**Note:** This applies to all four (4) options: A, B, C, and D.

### 5.4.2 Duplex Registration System

The City of Oshawa's Two Unit Houses Registration By-law 41-2001, as amended ("Two Unit Registration By-law") requires all two-unit houses to be registered. Failure to register a two-unit house is an offence under the by-law.

A **two-unit house** is a single detached house, semi-detached house, or row house which contains two residential units, or an accessory apartment as prescribed by the City's Zoning By-law 60-94 (e.g. converted into a two dwelling property).

Conversely, a **duplex** means the whole of a building, which was not originally constructed as a single detached dwelling that consists of two dwelling units (e.g. purpose built to have two dwellings). Staff has been directed to investigate adding duplexes to the Two-Unit House Registration system or creating their own registration system.

Staff recommends against adding duplexes to the existing Two-Unit House Registration system, or developing a mirrored registration system for duplexes for the following reasons:

1. The City has issued building permits for very few duplexes since 2014, generally as a result of:
  - 2014 amendments to the Zoning By-law 60-94 to permit accessory apartments more broadly in single detached and semi-detached houses which has resulted in the creation of more accessory apartments/two-unit houses.
  - The Development Charges Act, 1997, S.O. 1997, c. 27 does not allow the City to levy a development charge for the creation of an accessory apartment/two-unit in a single detached dwelling but it does allow the City to

levy a development charge for both dwelling units in a duplex. As a result, property owners are constructing single detached dwellings and then adding a second dwelling unit to ensure they do not have to pay a development charge for creation of the second dwelling unit.

2. The primary intent of the Two Unit Registration By-law is to ensure the second dwelling unit is safe and is subject to the building permit process:
  - A building permit is required for the construction of a new building containing a duplex, and during the building permit process, including during the final inspection, a duplex is determined to be safe and meets all Building Code Act requirements at that point in time, which is the primary intent of any registration system for two-unit houses.
  - Because of this inspection, there is no need to create a registration system for duplexes as they are already subject to a building permit process.
  - **Note:** two-unit houses built before 1994 are subject to Property Standards Inspections and certain provisions pursuant to the Fire Code O. Reg 213/07 administered by Licensing and Standards and Fire Services, not by Building Services through the building permit process.
  
3. Identifying duplexes requires a case-by-case approach. Each property must be individually assessed to determine whether it was a purpose-built duplex or converted at a later date. The data readily available to staff through the City's property information database originates from self-reported Municipal Property Assessment Corporation information and is not confirmed for accuracy.

**Note:** This applies to all four (4) options: A, B, C, and D.

### **5.4.3 Removing R.R.H.L. Bedroom Limits**

In 2007, property owners were illegally retrofitting rental houses in the R.R.H.L. Program area that were originally built with three (3) or four (4) bedrooms by adding bedrooms in dens and basements, resulting in safety and neighbourhood incompatibility issues. The City established bedroom limits to address these aforementioned issues. It is important to note that the City increased the bedroom limits along the Simcoe Street North Corridor to five (5) bedrooms to support the development of purpose-built student housing in 2011.

While bedroom limits have assisted in part to control the over intensification and destabilization of the R.R.H.L. rental area, the bedroom limits have created an unintended effect of limiting the use of a property originally built with five (5) or more bedrooms based on tenure. For example, owner-occupied properties are permitted to use all originally built bedrooms whereas rental properties are limited to the use of up to four (4) bedrooms, or five (5) bedrooms within the Simcoe Street North Corridor.

The main factors that were once a key principle for establishing bedroom limits are no longer as relevant given that these concerns are addressed through the robust land-use planning (Zoning) and building permit processes when properties with five (5) bedrooms or more are approved.

Staff recommend removing the bedroom limit from Schedule “K” of the Licensing By-law. Furthermore, staff believe that the land-use concerns are appropriately managed through the existing requirements for compliance with City by-laws and applicable Provincial Legislation including, but not limited to, the Building Code Act, and the Fire Protection and Prevention Act, 1997. Staff consulted Planning Services and Fire Services, who were supportive of this change.

**Note:** This applies to all four (4) options: A, B, C, and D.

#### **5.4.4 Exempt Seasonal Worker Accommodations on Oshawa Farms from R.R.H.L.**

Farms in Oshawa that hire out-of-Canada seasonal workers will often provide accommodations on the farms for convenience and well-being. The original intent of the R.R.H.L. Program was not to regulate this type of use (e.g. seasonal, temporary housing). Additionally, the City’s Property Standards By-law applies to all properties in the city, prescribing minimum standards for the maintenance and occupancy of buildings, including temporary accommodations for seasonal workers. Staff recommend exempting temporary accommodations for seasonal farm workers from requiring an R.R.H.L. Program licence.

**Note:** This applies to all four (4) options: A, B, C, and D.

### **5.5 Proposed Policy Options and Applicable Motions**

#### **5.5.1 Option “A” – Rental Safety Audit Pilot Program (City-Wide)**

In the event that the Safety and Facilities Services Committee chooses this option, the Safety and Facilities Services Committee may wish to pass the following motion:

That the Safety and Facilities Services Committee recommend to City Council:

That based on Report SF-23-18 “Proposed Policy Options for the Residential Rental Housing Licensing Program and Other Rental Housing Regulatory Considerations”, dated May 1, 2023 concerning the Residential Rental Housing Licensing Program:

1. That the addition of Full-time Equivalent staff equal to one (1) temporary M.L.E. Officer, one (1) temporary Licensing Examiner, and one (1) temporary Fire Prevention Officer be included during the 2024 budget process to support the two (2) year Rental Safety Audit pilot program generally in the form of Option "A" as outlined in Section 5.3 in Report SF-23-18, dated May 1, 2023; and,
2. That staff be directed to report back with an evaluation of the two (2) year Rental Safety Audit pilot program following the completion of the program; and,
3. That Council direct staff to undertake four (4) apartment building audit projects annually beginning in 2023 as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,
4. That staff undertake enhanced communications regarding landlord-related responsibilities in addition to existing communications related to tenant rights and responsibilities, as outlined in Report SF-23-18, dated May 1, 2023; and,

5. That staff be directed to implement quarterly proactive projects to identify two-unit house properties that are not registered with the City and undertake the necessary steps to bring them into compliance, as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,
6. That staff be directed to review Two Unit Houses Registration By-law 41-2001, as amended, to investigate expanding the application of the By-law to all Accessory Apartments and/or an additional Dwelling Unit in an Accessory Building and to report back with the results of the review, as outlined in Section 5.1.4 of Report SF-23-18 dated May 1, 2023; and,
7. That duplexes not be added to the existing Two-Unit Houses Registration system, a registration system for duplexes not be undertaken as outlined in Section 5.4.2 of Report SF-23-18, dated May 1, 2023, and that Council approve a by-law to amend Two Unit Houses Registration By-law 41-2001, as amended, to enhance the clarity around the exclusion of purpose-built duplexes and to make other minor technical amendments to clarify that the list found in Section 9(b) is not all-inclusive; and,
8. That correspondence be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing and the Real Estate Council of Ontario requesting that Two-Unit Houses be disclosed to municipalities, as outlined in Section 5.4.1 of Report SF-23-18, dated May 1, 2023; and,
9. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to remove the bedroom limit from Schedule “K” and to exempt seasonal accommodations for temporary workers on Oshawa farms from requiring a Residential Rental Housing Licensing Program licence generally in the form of Sections 5.3, 5.4.3 and 5.4.4 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer.

### **5.5.2 Option “B” – Maintain Current R.R.H.L. Area**

In the event that the Safety and Facilities Services Committee chooses this option, the Safety and Facilities Services Committee may wish to pass the following motion:

That based on Report SF-23-18 “Proposed Policy Options for the Residential Rental Housing Licensing Program and Other Rental Housing Regulatory Considerations”, dated May 1, 2023 concerning the Residential Rental Housing Licensing Program:

1. That Council direct staff to undertake four (4) apartment building audits annually beginning in 2023 as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,
2. That staff undertake enhanced communications regarding landlord-related responsibilities in addition to existing communications related to tenant rights and responsibilities, as outlined in Report SF-23-18, dated May 1, 2023; and,
3. That staff be directed to implement quarterly proactive projects to identify two-unit house properties that are not registered with the City and undertake the necessary

steps to bring them into compliance, as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,

4. That staff be directed to review Two Unit Houses Registration By-law 41-2001, as amended, to investigate expanding the application of the By-law to all Accessory Apartments and/or an additional Dwelling Unit in an Accessory Building and to report back with the results of the review, as outlined in Section 5.1.4 of Report SF-23-18 dated May 1, 2023; and,
5. That duplexes not be added to the existing Two-Unit Houses Registration system, a registration system for duplexes not be undertaken as outlined in Section 5.4.2 of Report SF-23-18, dated May 1, 2023, and that Council approve a by-law to amend Two Unit Houses Registration By-law 41-2001, as amended, to enhance the clarity around the exclusion of purpose-built duplexes and to make other minor technical amendments to clarify that the list found in Section 9(b) is not all-inclusive; and,
6. That correspondence be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing and the Real Estate Council of Ontario requesting that Two-Unit Houses be disclosed to municipalities, as outlined in Section 5.4.1 of Report SF-23-18, dated May 1, 2023; and,
7. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to remove the bedroom limit from Schedule “K” and to exempt seasonal accommodations for temporary workers on Oshawa farms from requiring a Residential Rental Housing Licensing Program licence generally in the form of Sections 5.3, 5.4.3 and 5.4.4 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer.

### **5.5.3 Option “C”- City-Wide R.R.H.L. Program Expansion by Ward**

In the event that the Safety and Facilities Services Committee chooses this option, the Safety and Facilities Services Committee may wish to pass the following motion:

That based on Report SF-23-18 “Proposed Policy Options for the Residential Rental Housing Licensing Program and Other Rental Housing Regulatory Considerations”, dated May 1, 2023 concerning the Residential Rental Housing Licensing Program:

1. That in accordance with Option “C” as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023, city-wide expansion of the Residential Rental Housing Licensing Program be approved in principle; and,
2. That future operating and capital budget considerations as outlined in **Tables 6 and 7** in Report SF-23-18, dated May 1, 2023, be presented to Council when appropriate through future budget submissions as part of the City’s regular budget planning process or separate reports as appropriate; and,
3. That staff undertake enhanced communications regarding landlord-related responsibilities in addition to existing communications related to tenant rights and responsibilities, as outlined in Report SF-23-18, dated May 1, 2023; and,

4. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to undertake the city-wide expansion of the Residential Rental Housing Licensing Program in accordance with Option “C” as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer; and,
5. That following Council’s approval of an amendment to Licensing By-law 120-2005, as amended, to undertake the city-wide expansion of the Residential Rental Housing Licensing Program in accordance with Option “C” as outlined in Section 5.3 of Report SF-23-18, that Lodging House Licensing By-law 94-2002, as amended, be repealed as part of expanding the Residential Rental Housing Licensing Program city-wide; and,
6. That staff be directed to implement quarterly proactive projects to identify two-unit house properties that are not registered with the City and undertake the necessary steps to bring them into compliance, as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,
7. That staff be directed to review Two Unit Houses Registration By-law 41-2001, as amended, to investigate expanding the application of the By-law to all Accessory Apartments and/or an additional Dwelling Unit in an Accessory Building and to report back with the results of the review, as outlined in Section 5.1.4 of Report SF-23-18 dated May 1, 2023; and,
8. That duplexes not be added to the existing Two-Unit Houses Registration system, a registration system for duplexes not be undertaken as outlined in Section 5.4.2 of Report SF-23-18, dated May 1, 2023, and that Council approve a by-law to amend Two Unit Houses Registration By-law 41-2001, as amended, to enhance the clarity around the exclusion of purpose-built duplexes and to make other minor technical amendments to clarify that the list found in Section 9(b) is not all-inclusive; and,
9. That correspondence be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing and the Real Estate Council of Ontario requesting that Two-Unit Houses be disclosed to municipalities, as outlined in Section 5.4.1 of Report SF-23-18, dated May 1, 2023; and,
10. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to remove the bedroom limit from Schedule “K” and to exempt seasonal accommodations for temporary workers on Oshawa farms from requiring a Residential Rental Housing Licensing Program licence generally in the form of Sections 5.3, 5.4.3 and 5.4.4 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer.

#### **5.5.4 Option “D” – City-Wide R.R.H.L. Program Expansion by Building Stock**

In the event that the Safety and Facilities Services Committee chooses this option, the Safety and Facilities Services Committee may wish to pass the following motion:



That based on Report SF-23-18 “Proposed Policy Options for the Residential Rental Housing Licensing Program and Other Rental Housing Regulatory Considerations”, dated May 1, 2023 concerning the Residential Rental Housing Licensing Program:

1. That in accordance with Option “D” as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023, city-wide expansion of the Residential Rental Housing Licensing Program be approved in principle; and,
2. That future operating and capital budget considerations as outlined in **Tables 8 and 9** of Report SF-23-18, dated May 1, 2023, be presented to Council when appropriate through future budget submissions as part of the City’s regular budget planning process or separate reports as appropriate; and,
3. That staff undertake enhanced communications regarding landlord-related responsibilities in addition to existing communications related to tenant rights and responsibilities, as outlined in Report SF-23-18, dated May 1, 2023; and,
4. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to undertake the city-wide expansion of the Residential Rental Housing Licensing Program in accordance with Option “D” as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer; and,
5. That following Council’s approval of an amendment to Licensing By-law 120-2005, as amended, to undertake the city-wide expansion of the Residential Rental Housing Licensing Program in accordance with Option “D” as outlined in Section 5.3 of Report SF-23-18, that Lodging House Licensing By-law 94-2002, as amended, be repealed as part of expanding the Residential Rental Housing Licensing Program city-wide; and,
6. That staff be directed to implement quarterly proactive projects to identify two-unit house properties that are not registered with the City and undertake the necessary steps to bring them into compliance, as outlined in Section 5.3 of Report SF-23-18, dated May 1, 2023; and,
7. That staff be directed to review Two Unit Houses Registration By-law 41-2001, as amended, to investigate expanding the application of the By-law to all Accessory Apartments and/or an additional Dwelling Unit in an Accessory Building and to report back with the results of the review, as outlined in Section 5.1.4 of Report SF-23-18 dated May 1, 2023; and,
8. That duplexes not be added to the existing Two-Unit Houses Registration system, a registration system for duplexes not be undertaken as outlined in Section 5.4.2 of Report SF-23-18, dated May 1, 2023, and that Council approve a by-law to amend Two Unit Houses Registration By-law 41-2001, as amended, to enhance the clarity around the exclusion of purpose-built duplexes and to make other minor technical amendments to clarify that the list found in Section 9(b) is not all-inclusive; and,

9. That correspondence be sent to the Minister of Public and Business Service Delivery, Minister of Municipal Affairs and Housing and the Real Estate Council of Ontario requesting that Two-Unit Houses be disclosed to municipalities, as outlined in Section 5.4.1 of Report SF-23-18, dated May 1, 2023; and,
10. That Council approve a by-law to amend Licensing By-law 120-2005, as amended, to remove the bedroom limit from Schedule “K” and to exempt seasonal accommodations for temporary workers on Oshawa farms from requiring a Residential Rental Housing Licensing Program licence generally in the form of Sections 5.3, 5.4.3 and 5.4.4 of Report SF-23-18, dated May 1, 2023, and in a final form and content acceptable to Legal Services and the Chief Administrative Officer.

## **5.6 Conclusion**

As of November 2022, there are an estimated 1,513 rental units that could be licensed under the current R.R.H.L. Program. Of these, approximately 60% are licensed within the R.R.H.L. Program; however, this figure increases to approximately 65% if applications in progress are considered. This is an increase over the estimated compliance rate of 50% previously reported in CORP-21-32.

After consideration of the feedback received during the public and industry consultation process, staff have provided four (4) options ranging from increased education efforts to city-wide expansion of the R.R.H.L. Program. After Council selects an option, staff will proceed with the related implementation activities as outlined in this Report.

## **6.0 Financial Implications**

The estimated financial implications for each proposed option are detailed in **Attachment 10** and summarized in **Table 10**. It is important to note the following:

- The figures in **Table 10** and **Attachment 10** are estimates. They reflect the estimated annual cost and annual revenues associated with the full implementation of the applicable option and are based on the information available at the time of developing the proposed policy options and are subject to change based on various considerations including but not limited to, changes to housing tenure (i.e. rental vs. owned) and stock (e.g. Bill 23), salary changes, changes to the cost of vehicles, etc.
- A one-hundred per cent (100%) compliance model was used for all Options to identify the necessary staff and resources (e.g. fleet) required to fully implement the respective option.
- The Financial Implications of Option “B” would be incurred through the existing operating budget which includes mailing out the new Landlord Brochures. Notwithstanding this, M.L.E would re-prioritize enforcement activities to support an enhanced apartment building audit program.
- While it is anticipated that proposed quarterly Two-Unit Enforcement Projects will result in increased building permit and registration revenues, staff are not able to quantify this

impact at this time. Similarly, staff are unable to quantify the potential impact related to changes to the assessed value of the property as a result of the addition of an accessory apartment/second unit given that assessments are based on a number of variables including but not limited to the quality of the construction, location, and foot print of the property.

**Table 10 Estimated Financial Implications by Option**

Option	Estimated Annual Operating Cost	Estimated Annual Revenue	Estimated Initial One-Time Capital Cost <sup>3</sup>	Cost Recovery
Option "A"	R.S.A.: \$419,148 A.B.A. <sup>1</sup> \$31,800 R.R.H.L. <sup>2</sup> : \$329,838	\$425,412 <sup>2</sup>	\$112,000	Partially Recovered from Property Tax Levy
Option "B"	A.B.A. <sup>1</sup> \$31,800 R.R.H.L. <sup>2</sup> : \$329,838	\$425,412 <sup>2</sup>	N/A	Partially Recovered from Property Tax Levy
Option "C"	\$2,559,242	\$2,683,818	\$798,000	Full Cost Recovery Through Licensing Fees When Fully Implemented
Option "D"	\$2,559,242	\$2,683,818	\$798,000	Full Cost Recovery Through Licensing Fees When Fully Implemented

**Note:**

<sup>1</sup> Refers to the enhanced Apartment Building Audits and costs associated with enhanced communications.

<sup>2</sup> Represents the annual cost and revenue of the existing R.R.H.L. program with a two (2) year licensing term.

<sup>3</sup> The Initial One-Time Capital Cost related to fleet for Option "C" would be incurred over four (4) years and over two (2) years for Option "D". It is important to note that the Estimated Initial Capital Cost is a **one-time** cost.

## 7.0 Relationship to the Oshawa Strategic Plan

The recommendations in this report responds to the Oshawa Strategic Plan Goals of Economic Prosperity and Financial Stewardship, Accountable Leadership, and Social Equity.



Phil Lyon, Director,  
Municipal Law Enforcement and Licensing Services



Tracy Adams, Chief Administrative Officer,  
Office of the C.A.O.

## What is the Residential Rental Housing Licensing Program (R.R.H.L.)?

All rental properties in the vicinity of Durham College and Ontario Tech University need to be licensed every two (2) years under the R.R.H.L. Program.

Addresses minimum standards of health, safety, and property maintenance to protect tenants.

This program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions).

For more information visit  
[www.oshawa.ca/rrhl](http://www.oshawa.ca/rrhl)

### What Does the R.R.H.L. Check?

All Properties are inspected for:

- ✓ Compliance with City By-laws (e.g. property maintenance standards)
- ✓ Compliance with Fire Code and Building Code
- ✓ Compliance with Electrical Safety Code
- ✓ Compliance with Zoning By-law (e.g. land use and parking requirements)
- ✓ Appropriate Insurance

## What are the Licensing Classes and Fees?

### Class “A” – Individually Owned Dwelling Units

(e.g. single and semi-detached dwellings, townhouses, condo units, etc.)

- Application Fee: \$75
- Base Fee: \$250
- Per Bedroom Fee: \$75

### Class “B” – Multi-unit Dwellings Under Single Ownership

(e.g. Apartment Buildings and Townhouse Complexes with a single owner, etc.)

- Application Fee: \$75
- Base Fee: \$250
- Per Dwelling Unit Fee:
  - 0 to 25: \$400
  - 26 to 50: \$600
  - 51 to 75: \$800
  - 76 to 100: \$1,000
  - Every 25+: \$200

### Fee Examples



#### Class “A” – 1 Bedroom Condo Unit

\$400 for a 2 Year Licence  
\$16.66 / month



#### Class “A” – 4 Bedroom House

\$625 for a 2 Year Licence  
\$6.51 / month / bedroom



#### Class “B” – Large Apartment Building (76-100 Units)

\$1,325 for a 2 Year Licence  
\$0.55 - \$0.73 / month / unit

## Do Other Municipalities License Rental Properties?

	London	Hamilton	Oshawa	Toronto	Waterloo
<b>City Wide</b>	Yes	No	No	Yes	Yes
<b>Property Class</b>	“A”	“A”	“A” and “B”	“B”	“A”
<b>Term</b>	Annual	Annual	2 Years	Annual	Annual
<b>Initial Fee</b>	\$336	\$703	\$400 - \$1,325	\$11.24 per unit	\$380 - \$670
<b>Renewal Fee</b>	\$55	\$434	\$400 - \$1,325	\$11.24 per unit	\$257 - \$360

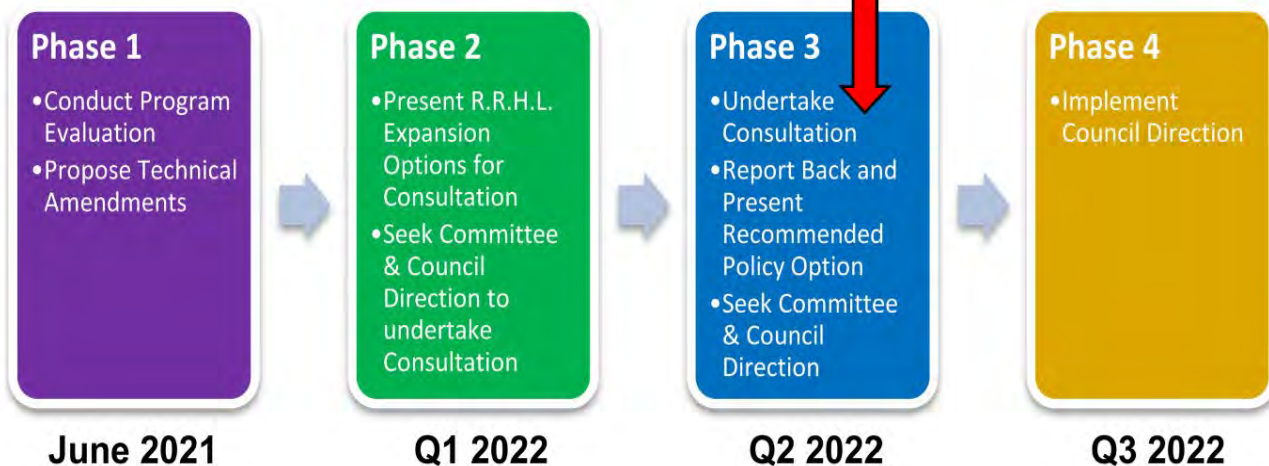
## Is the R.R.H.L. Program Expanding?

City Council is considering a **potential expansion** of the R.R.H.L. to require all rental properties, City wide to become licensed as outlined in Report CORP-22-02.

Council has directed staff to undertake a public and industry consultation regarding the potential expansion. Feedback from property owners, landlords, tenants, and other interested residents is critical to informing potential changes to the R.R.H.L.

Input is being received through Feedback Forms via Connect Oshawa ([www.connectoshawa.ca/RentalLicensing](http://www.connectoshawa.ca/RentalLicensing)), and in person at Service Oshawa until noon on Monday, April 18, 2022. The City is currently in Phase three (3) of four (4) of its process to study the potential expansion of the R.R.H.L.

We Are Here

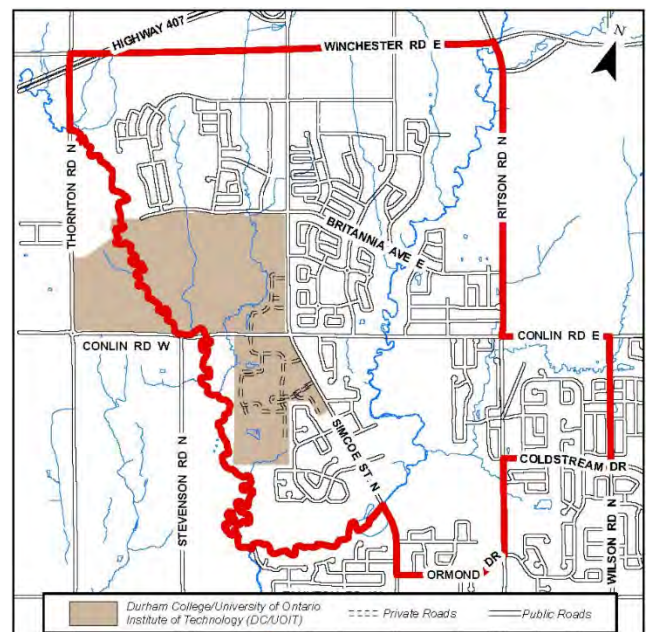


## Where is the R.R.H.L. Required and Why?

The current R.R.H.L. rental area is outlined in red.

The R.R.H.L. Program was originally established to address the significant increase of rental properties and related issues in the area around Ontario Tech University and Durham College.

These issues included the conversions of single-detached dwellings into multiple unit rentals, traffic congestion, numerous vehicles parked illegally, excess garbage, and poorly maintained lawns and house exteriors.



## Residential Rental Housing Licensing (R.R.H.L.) Program

### Potential Expansion Consultation

### Frequently Asked Questions

Question/Statement	City Response
What is the R.R.H.L. Program?	<p>Residential rental properties located within a <a href="#">defined area</a> in the vicinity of Durham College and Ontario Tech University must be licensed under the <a href="#">Licensing By-law</a> (see Schedule 'K').</p> <p>Licensed rental properties must comply with various standards and by-laws including the Fire Code, Electrical Safety Code, Building Code and the City's Zoning and Property Standards By-laws. Refer to <a href="http://www.oshawa.ca/rrhl">www.oshawa.ca/rrhl</a> for additional information, application forms and documents related to the Residential Rental Licensing process.</p> <p>This program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions).</p>
How much does it cost?	<p>The cost for two year licences are as follows:</p> <p>Class "A" – Individually Owned Dwelling Units (e.g. single and semidetached dwellings, townhouses, condo units, etc.)</p> <ul style="list-style-type: none"> <li>• Application Fee: \$75</li> <li>• Base Fee: \$250</li> <li>• Per Bedroom Fee: \$75</li> </ul> <p>Class "B" – Multi-unit Dwellings Under Single Ownership (e.g. Apartment Buildings and Townhouse Complexes with a single owner, etc.)</p> <ul style="list-style-type: none"> <li>• Application Fee: \$75</li> <li>• Base Fee: \$250</li> <li>• Per Dwelling Unit Fee: <ul style="list-style-type: none"> <li>○ 0 to 25: \$400</li> <li>○ 26 to 50: \$600</li> <li>○ 51 to 75: \$800</li> <li>○ 76 to 100: \$1,000</li> <li>○ Every 25+: \$200</li> </ul> </li> </ul>
Is this program in place to make the City money?	<p>The fees were established to ensure the program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report <a href="#">CORP-21-32</a>, and Section 5.2 of <a href="#">CORP-22-02</a> for more information regarding R.R.H.L. operating costs, and cost recovery.</p>



Question/Statement	City Response																																										
<p>Do other municipalities licence rental properties?</p>	<p>Yes: London, Waterloo, Toronto, Hamilton. Here is a table comparing their licensing program's features to Oshawa:</p> <table border="1" data-bbox="414 268 1534 716"> <thead> <tr> <th></th> <th>London</th> <th>Hamilton</th> <th>North Bay</th> <th>Oshawa</th> <th>Toronto</th> <th>Waterloo</th> </tr> </thead> <tbody> <tr> <td><b>City Wide</b></td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td><b>Property Class</b></td> <td>"A"</td> <td>"A"</td> <td>"A" with 3-5 Bedrooms</td> <td>"A" and "B"</td> <td>"B"</td> <td>"A"</td> </tr> <tr> <td><b>Term</b></td> <td>Annual</td> <td>Annual</td> <td>2 Years</td> <td>2 Years</td> <td>Annual</td> <td>Annual</td> </tr> <tr> <td><b>Initial Fee</b></td> <td>\$336</td> <td>\$703</td> <td>\$300</td> <td>\$400 - \$1,325</td> <td>\$11.24 per unit</td> <td>\$380 - \$670</td> </tr> <tr> <td><b>Renewal Fee</b></td> <td>\$55</td> <td>\$434</td> <td>\$300</td> <td>\$400 - \$1,325</td> <td>\$11.24 per unit</td> <td>\$257 - \$360</td> </tr> </tbody> </table>		London	Hamilton	North Bay	Oshawa	Toronto	Waterloo	<b>City Wide</b>	Yes	No	Yes	No	Yes	Yes	<b>Property Class</b>	"A"	"A"	"A" with 3-5 Bedrooms	"A" and "B"	"B"	"A"	<b>Term</b>	Annual	Annual	2 Years	2 Years	Annual	Annual	<b>Initial Fee</b>	\$336	\$703	\$300	\$400 - \$1,325	\$11.24 per unit	\$380 - \$670	<b>Renewal Fee</b>	\$55	\$434	\$300	\$400 - \$1,325	\$11.24 per unit	\$257 - \$360
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<p>Who is responsible for paying for this – landlords or tenants?</p>	<p>The current R.R.H.L. program requires landlords to apply for and pay the fee associated with a licence in the <a href="#">defined area</a>. If Council chooses to expand the program city-wide, the same process would apply to all residential properties in the city.</p>																																										
<p>If the cost of the program was passed on to tenants, how much would it cost?</p>	<p>Fee examples:</p> <p>Single-Family Dwelling (4 bedrooms)</p> <ul style="list-style-type: none"> <li>• \$625 Total Cost for Two Year Licence</li> <li>• \$312.50 / year</li> <li>• \$26.04 / month</li> <li>• \$6.51 / month / bedroom</li> </ul> <p>1 Bedroom Condo Unit</p> <ul style="list-style-type: none"> <li>• \$400 Total Cost for Two Year Licence</li> <li>• \$200 / year</li> <li>• \$16.66 / month</li> </ul> <p>"Large" apartment building</p> <ul style="list-style-type: none"> <li>• 76-100 Dwelling Units: \$1,325 Total Cost for Two Year Licence</li> <li>• \$662.50 / year</li> <li>• \$55.2 / month</li> <li>• \$0.55 - \$0.73 / month / rental unit (76 – 100 rental units)</li> </ul>																																										
<p>How can I provide feedback on this potential expansion?</p>	<p>Community members are invited to participate in one of two ways:</p> <ul style="list-style-type: none"> <li>• Complete a feedback form on Connect Oshawa (<a href="http://www.connectoshawa.ca/RentalLicensing">www.connectoshawa.ca/RentalLicensing</a>) or on paper at Service Oshawa, located at City Hall (50 Centre St. S.); or</li> <li>• Attend a Special Meeting of the Corporate Services Committee on Monday, April 4 at 9:30 a.m. View the <a href="#">City's meeting calendar</a> for details.</li> </ul> <p>Feedback will be received until noon Monday, April 18, 2022.</p> <p>If individuals would like to speak at the Special Meeting, they should contact <a href="mailto:clerks@oshawa.ca">clerks@oshawa.ca</a> prior to noon on Friday, April 1.</p>																																										



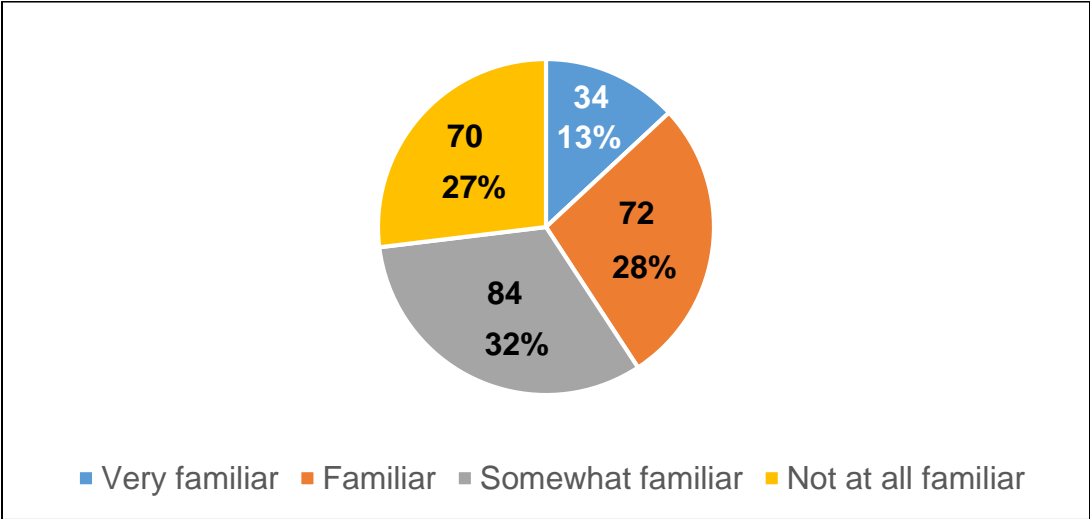
Question/Statement	City Response
<p>Why is there a Special Corporate Services Committee meeting to receive feedback on the potential City wide expansion of the R.R.H.L. Program?</p>	<p>Committee is holding this discussion because on January 24<sup>th</sup> Council passed <a href="#">CORP-22-02 Residential Rental Housing Licensing: Proposed Expansion Options and Consultation Process</a> and directed staff to undertake a public and industry consultation regarding a potential City wide expansion of the R.R.H.L. Program.</p> <p>Part of the consultation, along with the Feedback Forms on <a href="http://www.connectoshawa.ca/RentalLicensing">www.connectoshawa.ca/RentalLicensing</a>, is the Special Corporate Services Committee Meeting on April 4<sup>th</sup> at 9:30 a.m.</p> <p>The purpose of this meeting is to receive feedback from interested parties regarding the potential expansion of the R.R.H.L. Program. No decisions regarding potential expansion will be made at this meeting.</p> <p>Feedback from the Special Meeting and the Connect Oshawa Feedback Forms will be used to inform a Corporate Services Committee report which will; be presented for consideration later this year.</p>
<p>How did staff determine this program expansion was needed?</p>	<p>Staff were directed by Council to review options to potentially expand the R.R.H.L., as per direction 1 in Attachment 1 to Report <a href="#">CORP-21-32</a>.</p>
<p>Why is the R.R.H.L. Program needed at all?</p>	<p>The licensing program was created as a result of a need outlined in the <a href="#">Student Accommodation Strategy</a> (see page 9).</p> <p>In addition, it also addressed the significant increase of rental properties and related issues in the area around Ontario Tech University and Durham College.</p>
<p>Is the licensing program geared towards tenants and landlords are not a beneficiary of the program?</p>	<p>Property owners were a key stakeholder the original consultation which led to the creation of the R.R.H.L. as articulated in the <a href="#">Student Accommodation Strategy</a> (see page 9).</p> <p>It may be of benefit to a landlord to be able to advertise that the rental property is licensed and complies with all by-laws.</p>
<p>Why is the R.R.H.L. Program needed if the standards it's enforcing are already in place? Aren't these duplicate standards?</p>	<p>The Residential Rental Housing Licensing (R.R.H.L.) Program inspects rental properties for compliance with City by-laws, applicable provincial acts. These properties receive Property Standards and Fire Prevention inspections every two (2) years.</p> <p>In addition to inspections, the licensee is required to submit proof of appropriate insurance, an Electrical Safety Authority certificate every four (4) years, a floor plan of the rental property, and a declaration that the property complies with a number of City by-laws and provincial acts and regulations (e.g. Zoning, Property Standards, Fire Code, and Building Code Act).</p> <p>While the Program is not creating new standards, it is ensuring that existing standards are being met in rental properties to ensure the health and safety of tenants.</p>
<p>Why does this program require people to pay? Is it because the City does not have enough money to fund the program internally?</p>	<p>The fees were established to ensure the program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report <a href="#">CORP-21-32</a>, and Section 5.2 of <a href="#">CORP-22-02</a> for more information regarding R.R.H.L. operating costs, and cost recovery.</p>

Question/Statement	City Response																						
How many Property Standards By-law complaints has the City received over the past 10 years?	<p>There have been approximately 1,000 a year, and Section 5.4 of Report <a href="#">CORP-21-55</a> outlines the Enforcement Process and provides data for Property Standards By-law (P.S.B.) complaints:</p> <table border="1" data-bbox="418 310 1430 401"> <thead> <tr> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>478</td> <td>973</td> <td>831</td> <td>942</td> <td>1,032</td> <td>1,014</td> <td>837</td> <td>1,090</td> <td>996</td> <td>1030</td> <td>996</td> </tr> </tbody> </table>	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	478	973	831	942	1,032	1,014	837	1,090	996	1030	996
2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020													
478	973	831	942	1,032	1,014	837	1,090	996	1030	996													
Can you provide additional information regarding 2020 Property Standards By-law files?	<p>To provide more clarity, we examined 2020 data and this is the breakdown of the P.S.B. complaint outcomes:</p> <ul style="list-style-type: none"> <li>• 996 Complaints were received</li> <li>• 191 resulted in an Order being issued</li> <li>• Regarding subsequent fines for non-compliance of an Order, the City's ability to issue penalties using Administrative Monetary Penalties only came into effect in November 2021 after Council approved enhancements to the Property Standards By-law in <a href="#">CORP-21-55</a>. Prior to that, when non-compliance of an Order occurred, the City was limited to proceeding with Part 3 charges through a court process. In 2020, three (3) of the 996 complaints were referred to this process.</li> </ul>																						
What other health and safety standards does the R.R.H.L. Program address?	<p>In addition to Property Standards, the R.R.H.L. Program also addresses compliance with other regulations that address health, safety, and consumer protection standards such as Snow and Ice Removal By-law and the Fire Protection and Prevention Act. See Table 1 in Report <a href="#">CORP-21-32</a> for more information.</p>																						
How did you determine the licensing fee?	<p>The fees were established to ensure the Program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report <a href="#">CORP-21-32</a>, and Section 5.2 of <a href="#">CORP-22-02</a> for more information regarding R.R.H.L. operating costs, and cost recovery.</p>																						
Has technology been implemented to reduce the operational costs of the R.R.H.L.?	<p>The City currently uses a property-based system "Oshawa Land Information" to track all by-law related complaints and R.R.H.L. applications. The City is currently in the process of replacing this software with upgraded technology "City View". At this time, reduction of operational costs has not be determined.</p>																						
Will you be providing a copy of the feedback received from the R.R.H.L. consultation process?	<p>Responses received from Feedback Forms will be compiled so that no personal information is shared and will be considered in the development of potential regulatory licensing standards that will be presented to the Corporate Services Committee for consideration later this year. Similar to the City's reporting of feedback in the <a href="#">Property Standards By-law modernization project</a> (see Attachment 2), the summary of the results will be made public at that time.</p>																						
Where is the link for the web stream of the Special Meeting?	<p>The link to the web stream to watch the meeting will be available on the meeting webpage: <a href="https://calendar.oshawa.ca/Meetings/Detail/2022-04-04-Corporate-Services-Committee-Special-Meeting">https://calendar.oshawa.ca/Meetings/Detail/2022-04-04-Corporate-Services-Committee-Special-Meeting</a> on the date of the meeting (April 4, 2022).</p> <p>Individuals can sign up to receive alerts about the upcoming meeting using the "Subscribe" button on the meeting web page.</p>																						
How can I speak at the meeting?	<p>If individuals would like to speak at the meeting, they should contact <a href="mailto:clerks@oshawa.ca">clerks@oshawa.ca</a> prior to noon on April 1, 2022.</p>																						

Question/Statement	City Response
<p>The R.R.H.L. Feedback Forms are biased and only asks what type of licensing program is wanted, “none” is not an option.</p>	<p>Questions 14 and 15 in the Feedback Form for Residential Property Managers and Landlords provides an opportunity for the respondent to indicate that they do not feel the R.R.H.L. program should be expanded in addition to a text box to provide additional comments.</p> <p>The same question is also asked in the Tenants and Renters and General Public and Property Owners (not a rental) Feedback Forms.</p>
<p>Question #5 on the feedback form asks if rental properties should be regulated and licensed, but the City already does this. Why is this question included?</p>	<p>The intent of Question 5 is to receive feedback on the potential expansion of the R.R.H.L. program. Currently rental properties are only licensed in one area of the city, as seen in the <a href="#">map here</a>.</p>
<p>A question on the feedback form asks how often people experience issues living near rentals, but some people may not know if they live near rentals, so you’re basically asking people to say they do not have issues with rentals. Why is this question included?</p>	<p>This question is not mandatory to answer to complete the Feedback Form. Respondents can skip the question if they are unsure how to answer it (e.g. respondent is unsure if they live near a rental).</p> <p>While some rentals can be difficult to identify, others can be easier (e.g. large apartment buildings), and if residents know they live near rental properties, the City would be interested in receiving feedback on how frequently they experience these issues. Issues such as these were amongst the reasons the R.R.H.L. was originally established (see page 9-10 in the <a href="#">Student Accommodation Strategy</a>).</p> <p>It is also a conditional question:  “While living near a rental property, how frequently have you experienced the following” is a conditional question. On Question 3, if respondents do not respond, respond “No”, or respond “Unsure”, they are not asked “While living near a rental property, how frequently have you experienced the following”. Only if a respondent answers “Yes” are they asked “While living near a rental property, how frequently have you experienced the following”, otherwise they are asked the next question, “Do you believe the City should regulate and license rental properties”.</p>
<p>If people skip question 1 and answer the other questions in your report are you going to identify them as having no issues with rental properties, or simply skipping question 1?</p>	<p>Question 1 in all 3 Feedback Forms asks respondents how familiar they are with the <a href="#">R.R.H.L. Program</a> (e.g. the purpose of the licensing program, licensing requirements, fees, etc.), not if they live near rental properties, or if they have had any issues with rental properties.</p> <p>Given that Question 1 asks respondents how familiar they are with the R.R.H.L. Program, we would not be able to infer that the respondent had any issues with rental properties based on any response given to this question, including skipping it.</p>

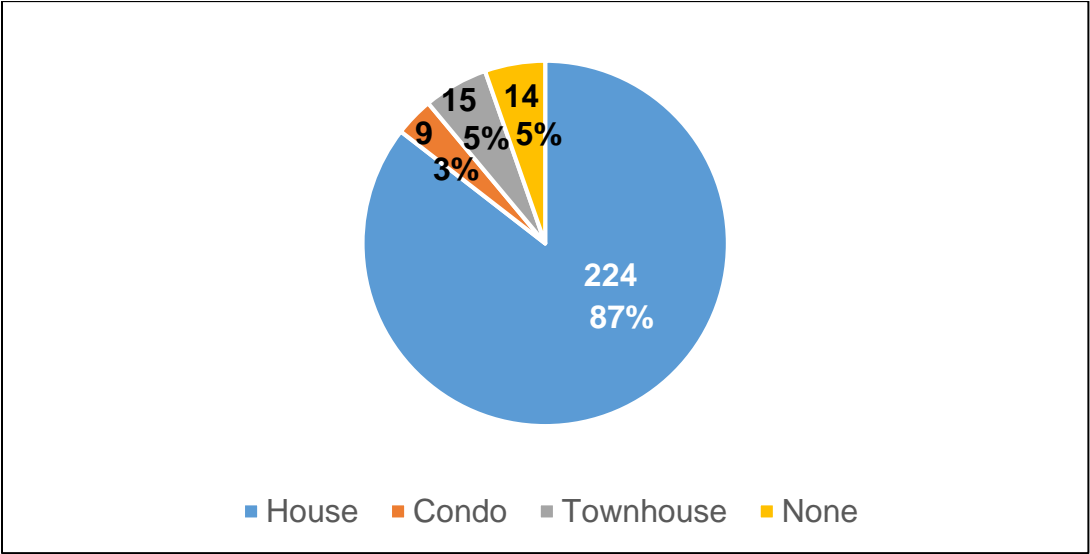
# R.R.H.L. Consultation Feedback Form Results – Property Owners (not a rental)

1. How familiar are you with Oshawa’s Residential Rental Licensing Program (R.R.H.L.)?



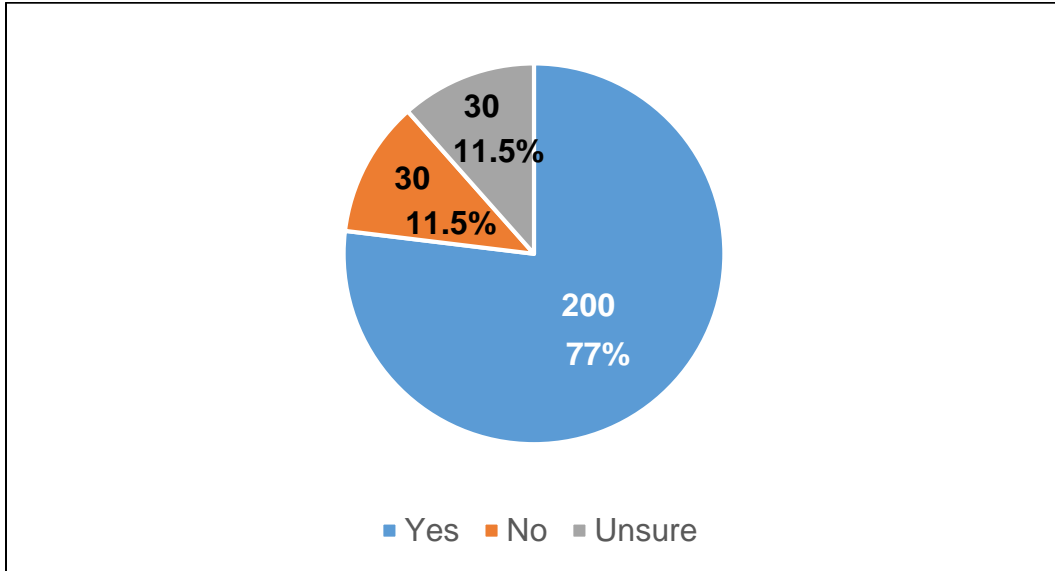
260 responses, 2 skipped

2. Select the type of property you currently own.



257 responses, 7 skipped

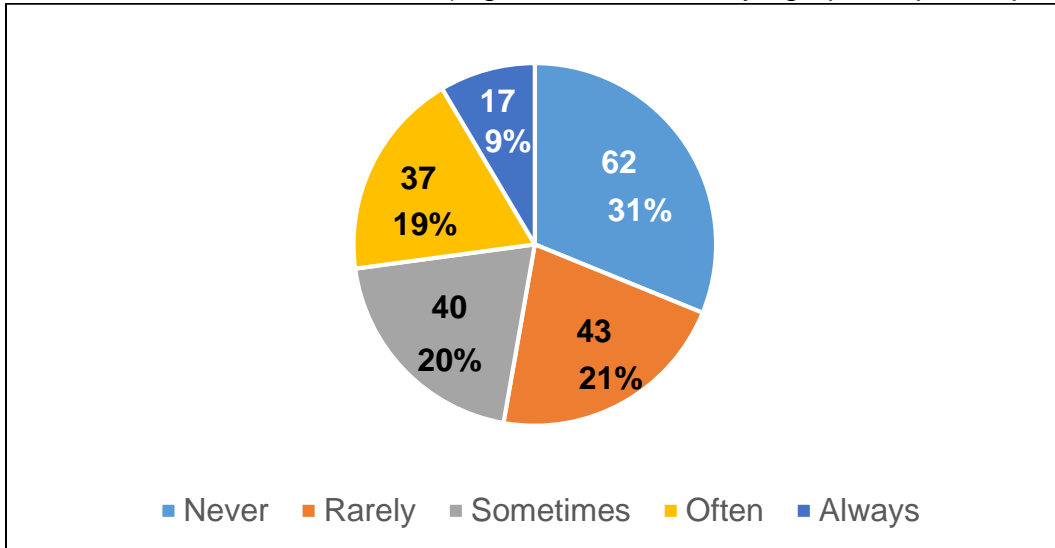
3. Do you currently live near a rental property?



260 responses, 2 skipped

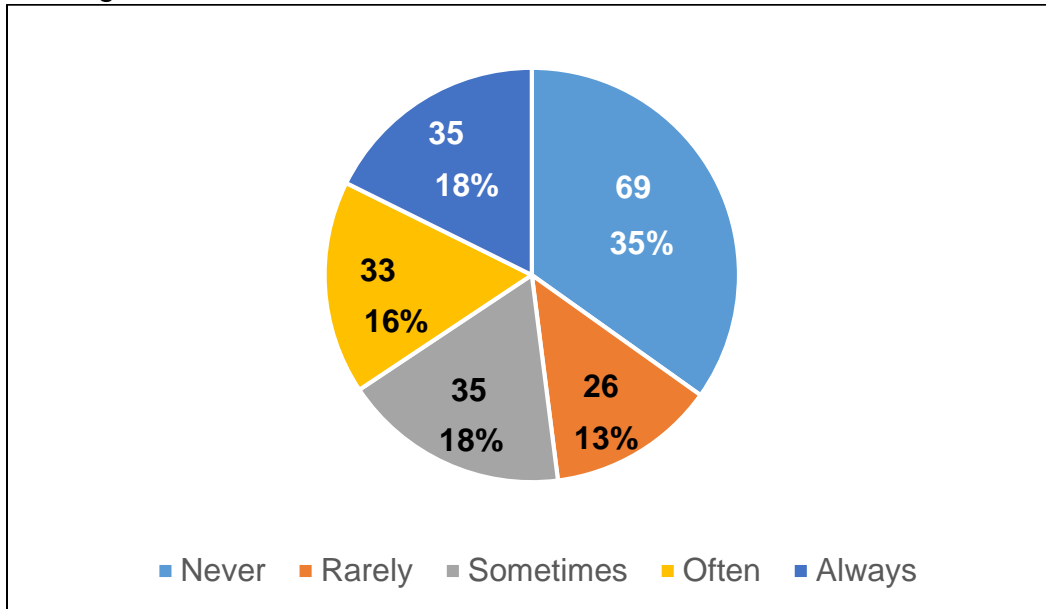
4. While living near a rental property, how frequently have you experienced the following:

Excessive noise and nuisance (e.g. loud music, carrying open liquor in public, etc.)



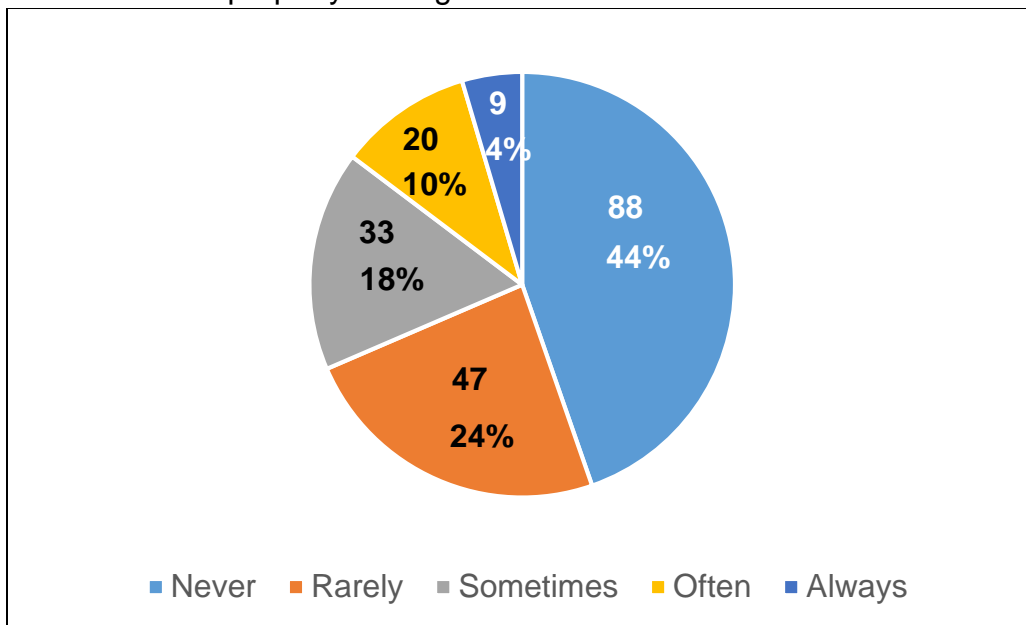
Conditional question based on "Yes" response to "Do you currently live near a rental property?" 199 responses, 1 skipped

### Parking issues



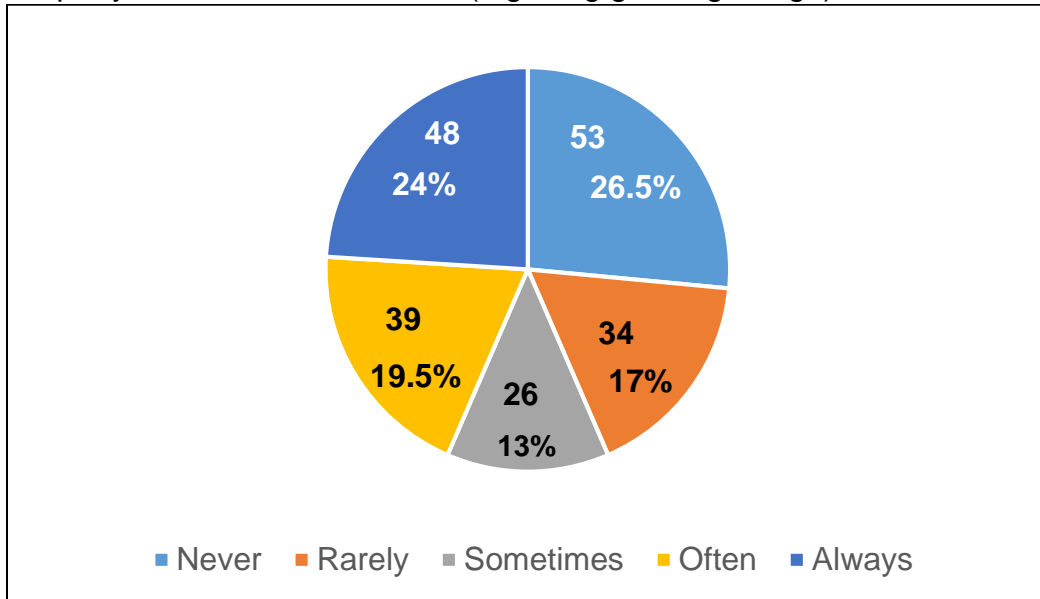
Conditional question based on “Yes” response to “Do you currently live near a rental property?” 198 responses, 2 skipped

### Vandalism and property damage



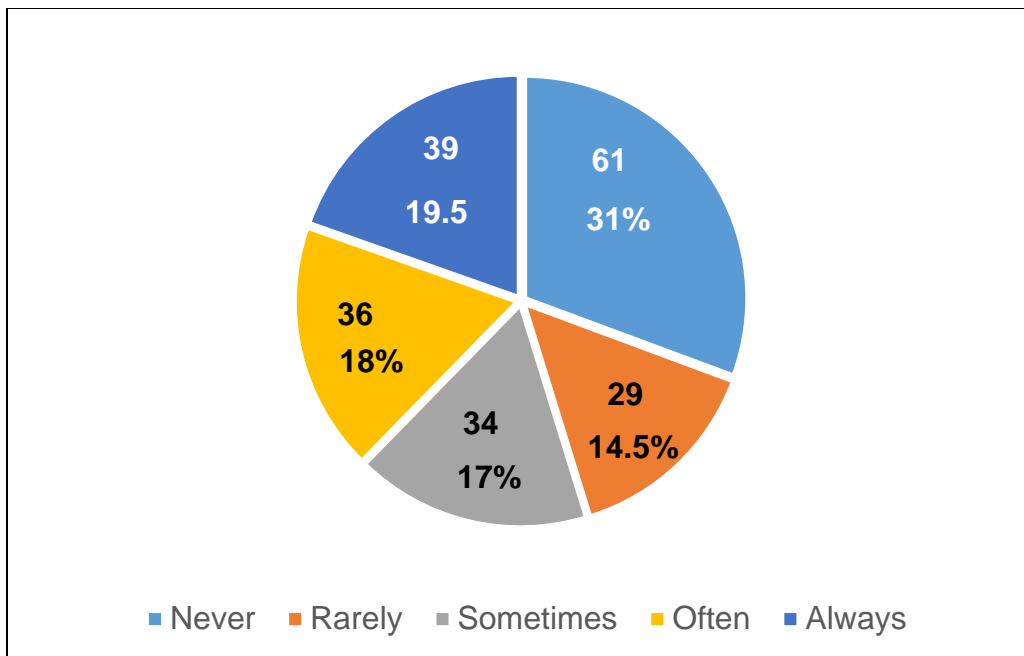
Conditional question based on “Yes” response to “Do you currently live near a rental property?” 197 responses, 3 skipped

Property maintenance concerns (e.g. long grass, garbage)



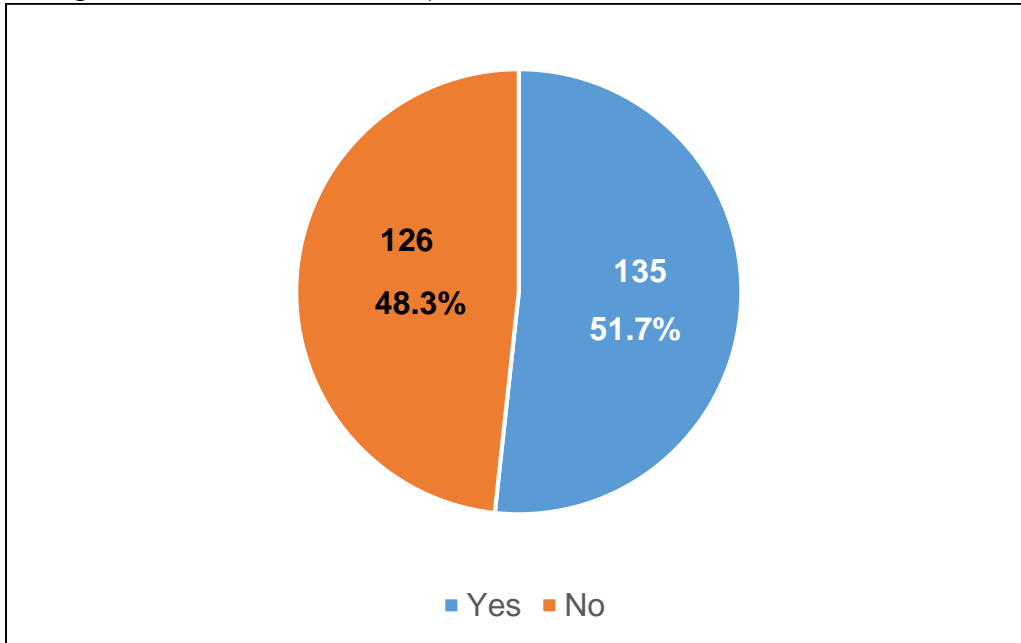
Conditional question based on “Yes” response to “Do you currently live near a rental property?” 200 responses, 0 skipped

Snow and Ice removal



Conditional question based on “Yes” response to “Do you currently live near a rental property?” 199 responses, 1 skipped

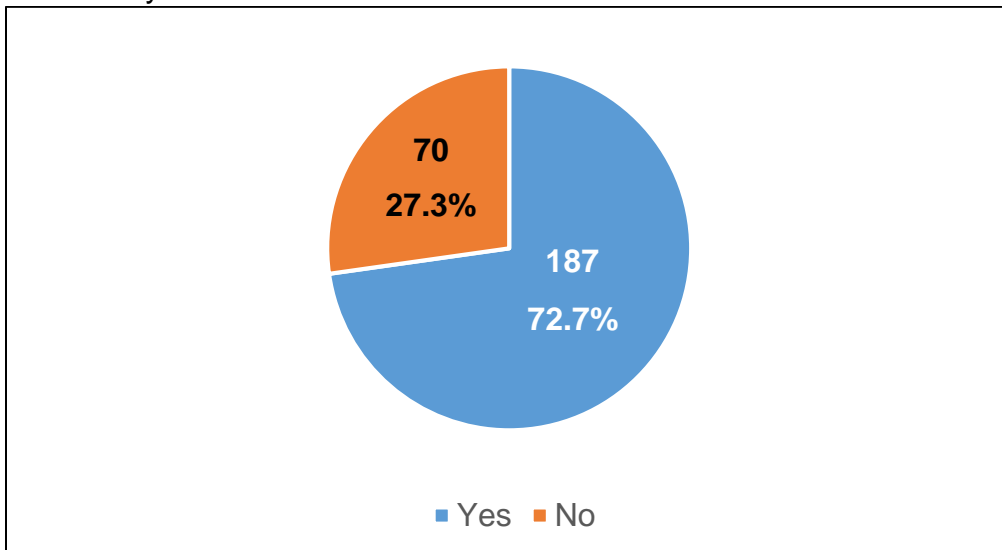
5. Do you believe the City should regulate and license rental properties?  
Note: A City licensing program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions)



261 responses, 1 skipped

6. What regulations should the City inspect for and confirm when issuing a two (2) year residential rental housing licence? Please check either "Yes" or "No" for each option.

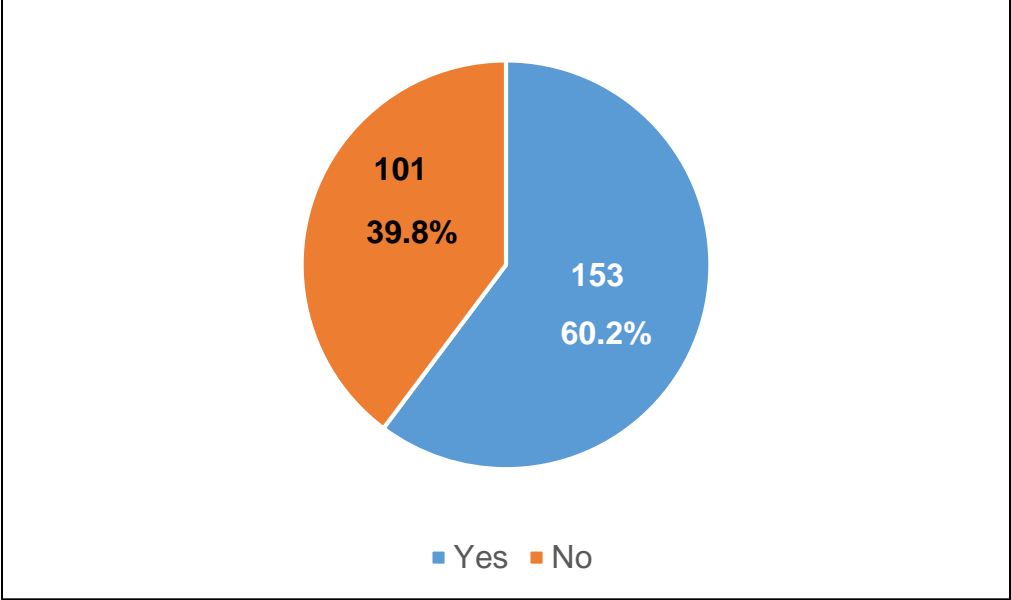
Fire Safety



257 responses, 5 skipped

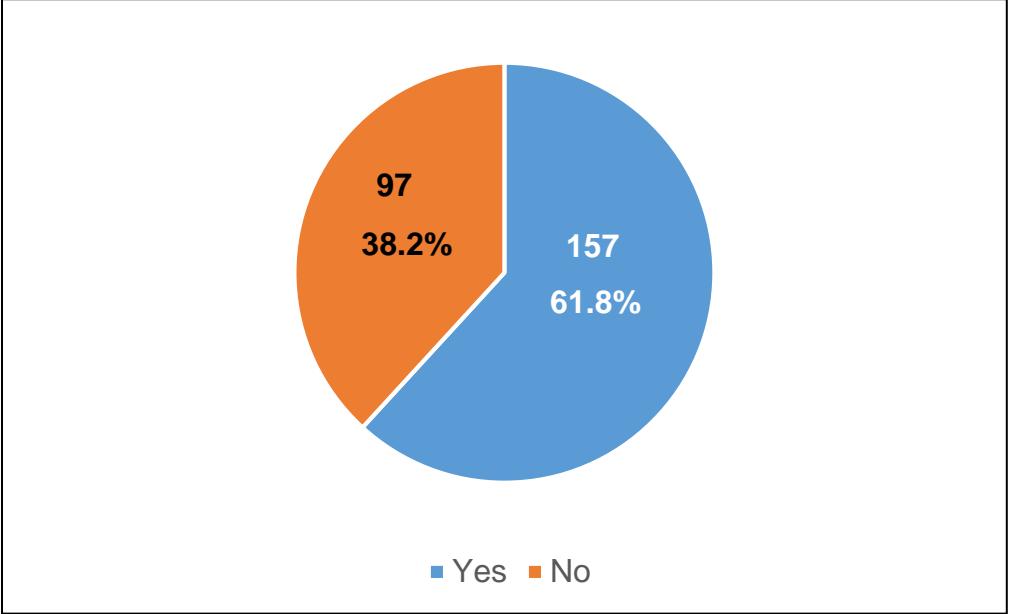


Property standards (e.g. bed bugs, broken windows, HVAC, intercoms, etc.)



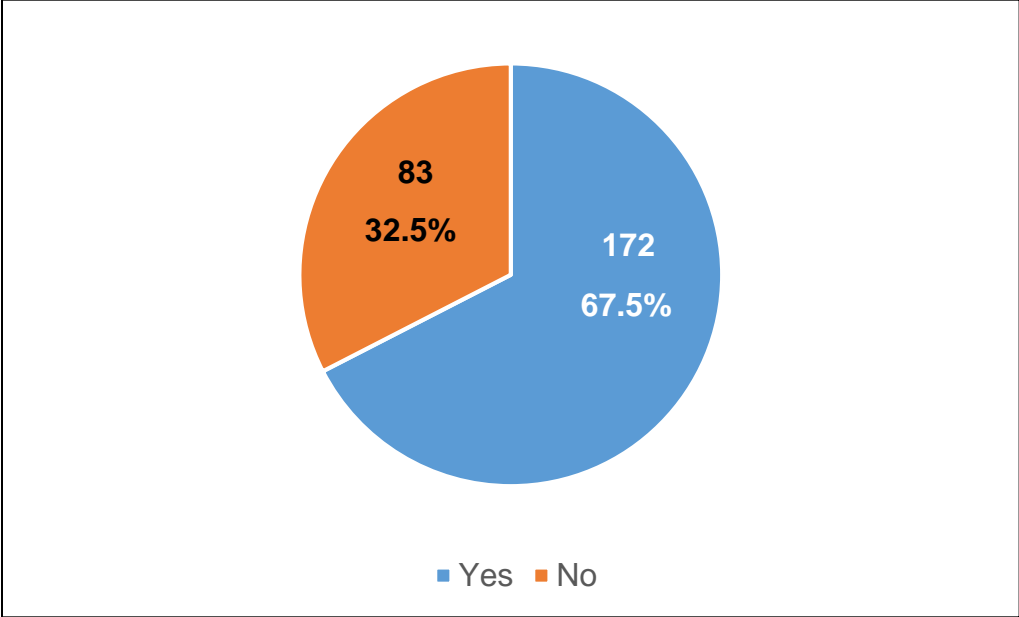
254 responses, 8 skipped

Adequate Heat (minimum temperatures from September - June)



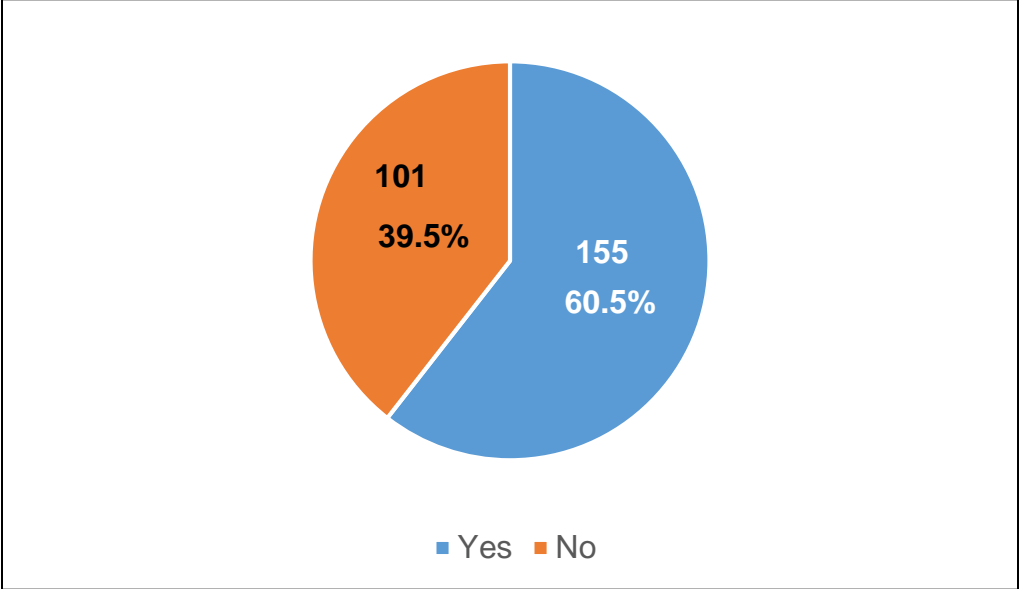
254 responses, 8 skipped

Electrical safety



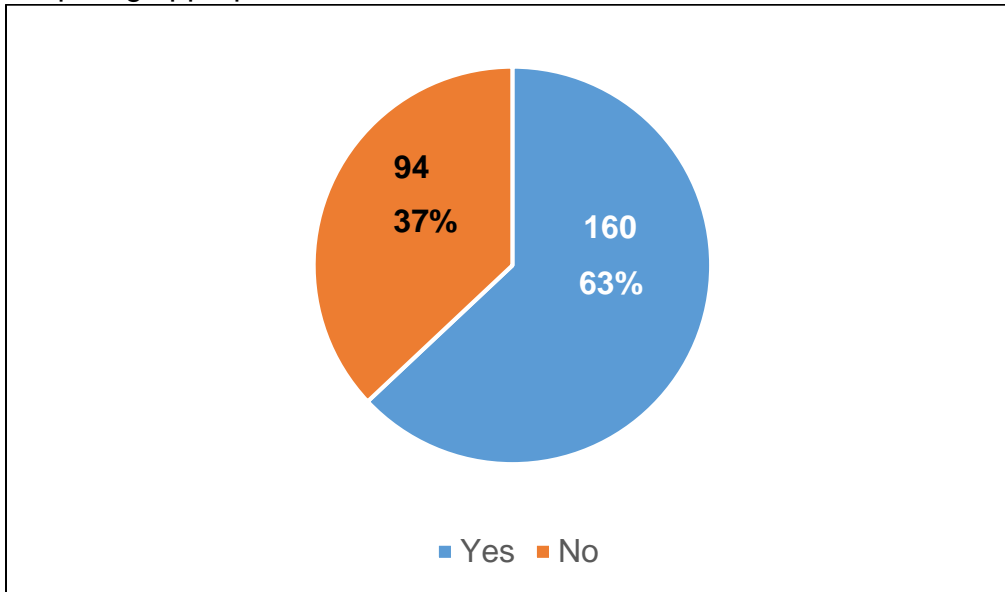
255 responses, 7 skipped

Ensuring compliance with Building Code Act



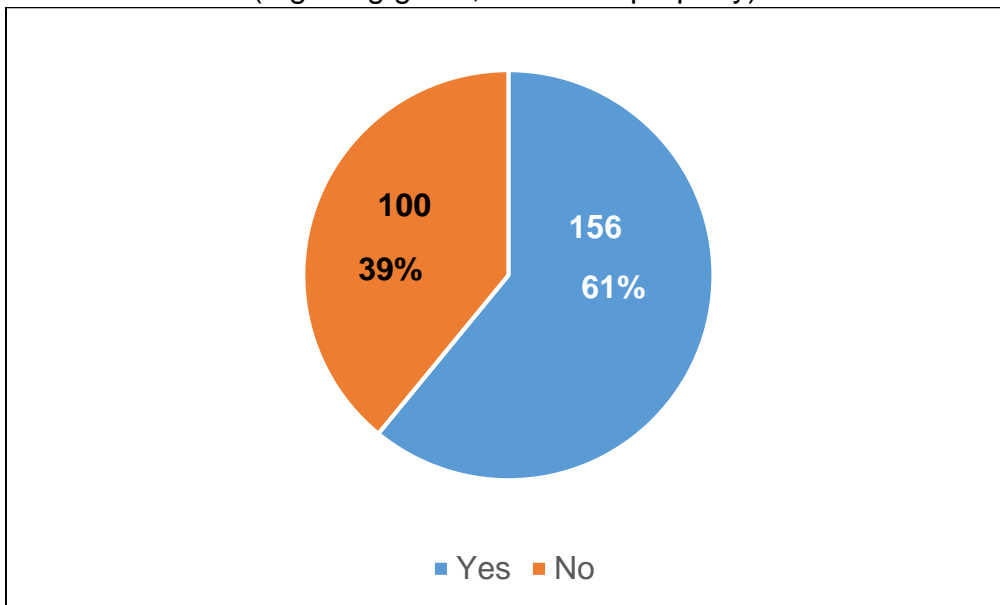
256 responses, 6 skipped

Requiring appropriate insurance



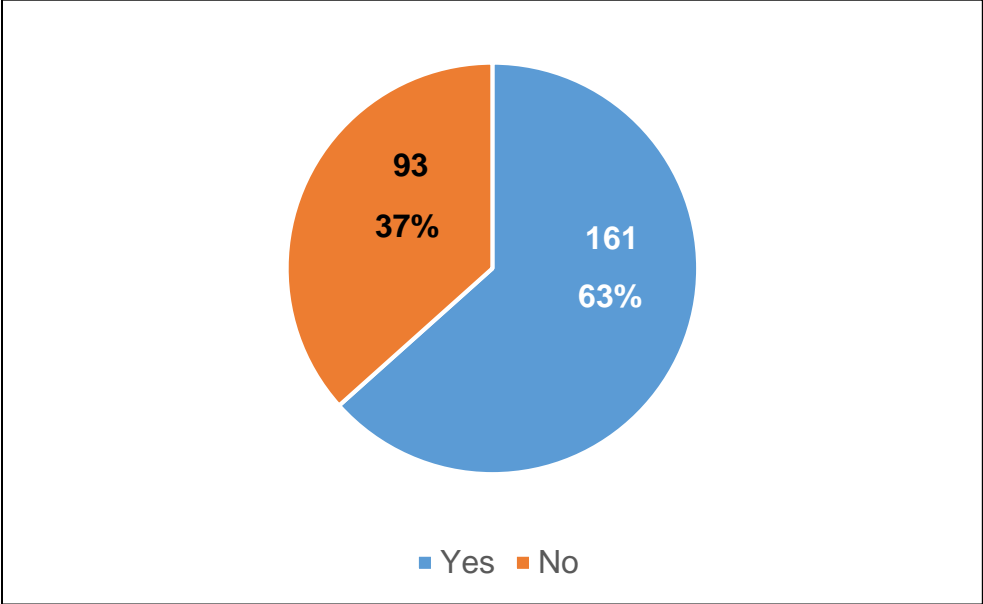
254 responses, 8 skipped

Lot maintenance (e.g. long grass, debris on property)



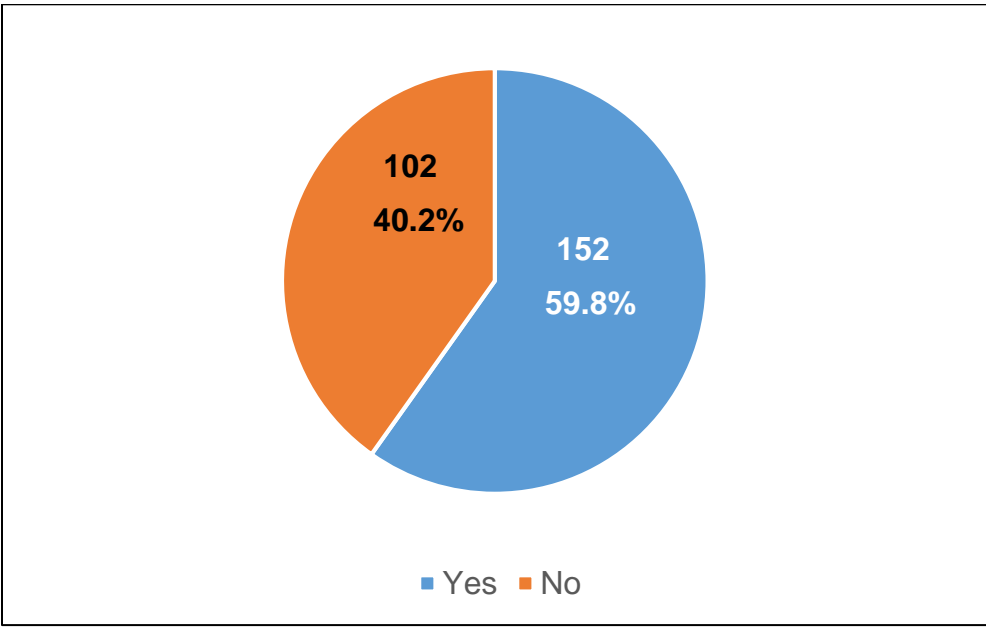
256 responses, 6 skipped

Waste (e.g. garbage) issues



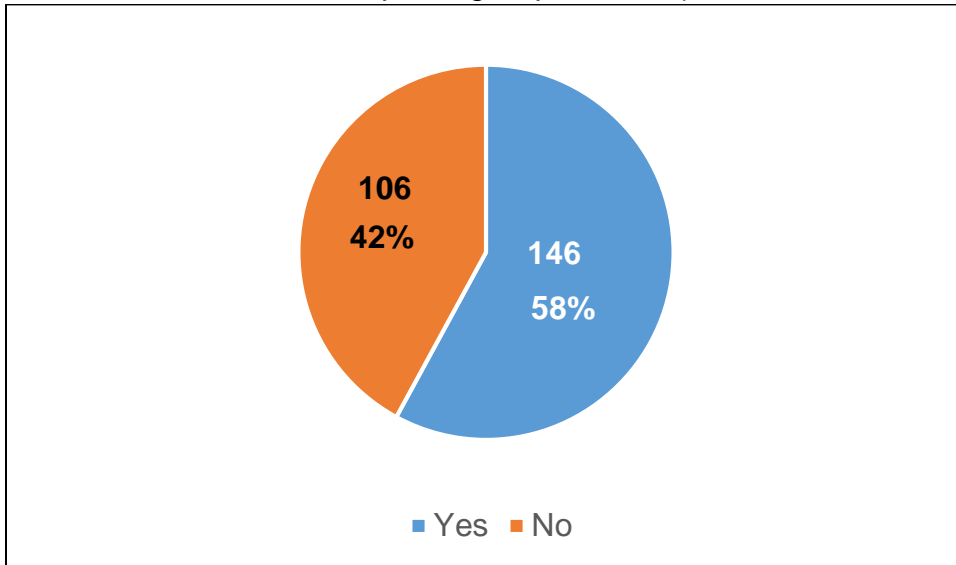
254 responses, 8 skipped

Snow and ice removal



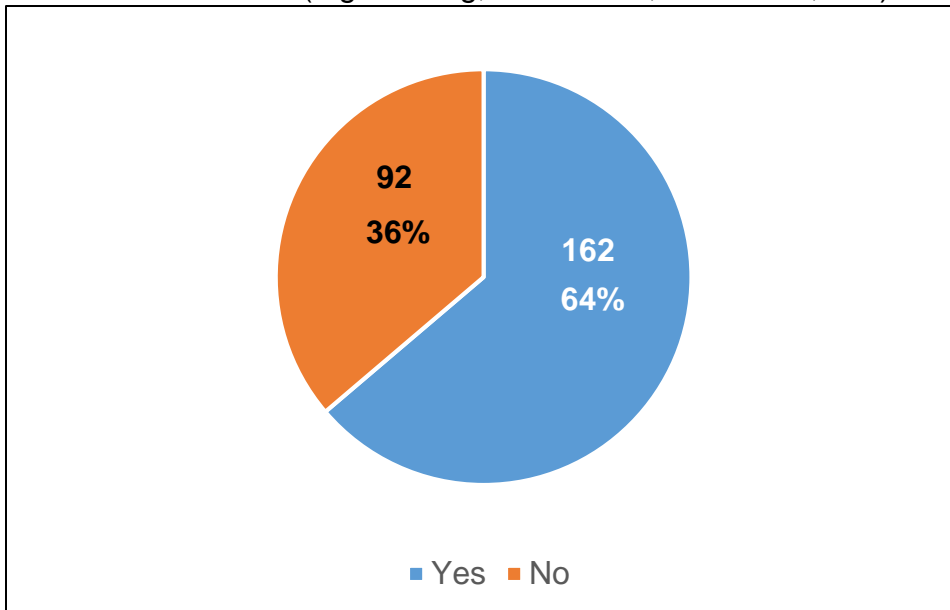
254 responses, 8 skipped

Land Use/Zoning (e.g. how land and buildings may be used, where buildings and other structures can be located, parking requirements)



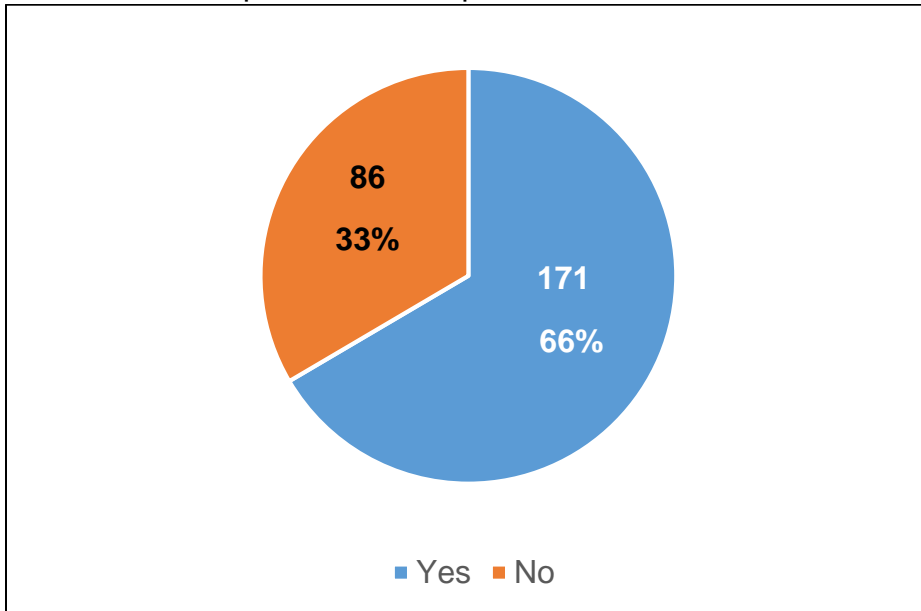
252 responses, 10 skipped

Noise and Nuisance (e.g. littering, loud music, vandalism, etc.) issues



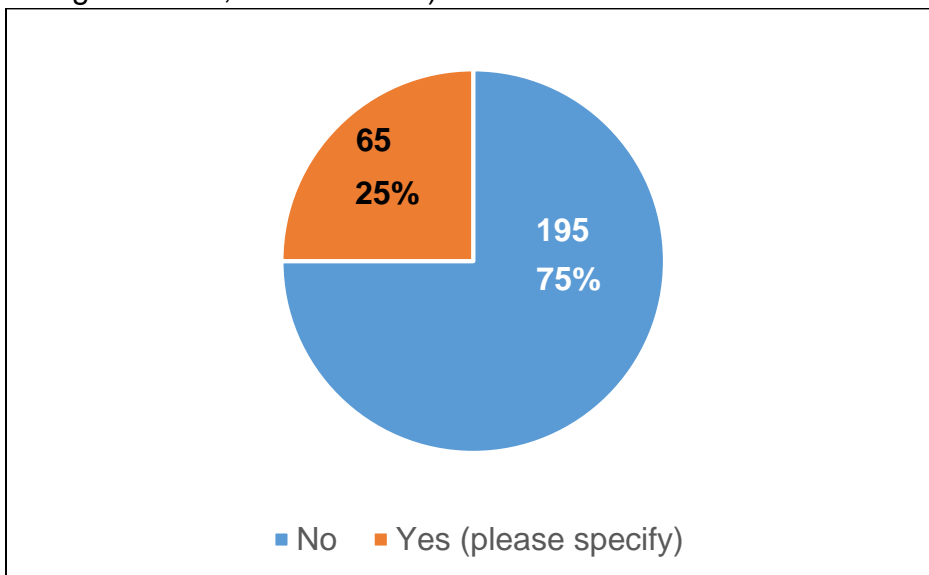
254 responses, 8 skipped

Local contact requirement to help resolve issues



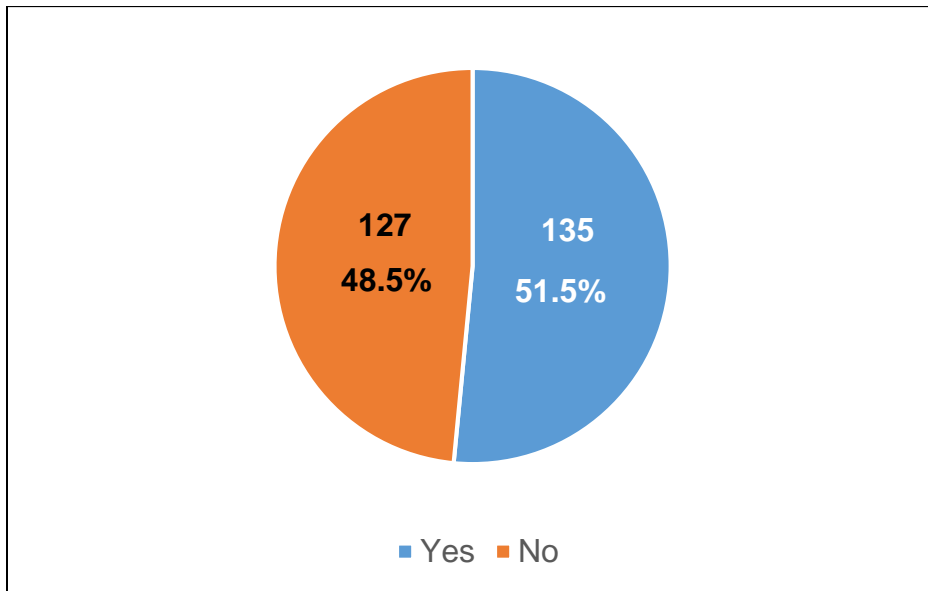
257 responses, 5 skipped

7. Are there other standards you feel the City should regulate for rental properties?  
Note: A City licensing program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions)



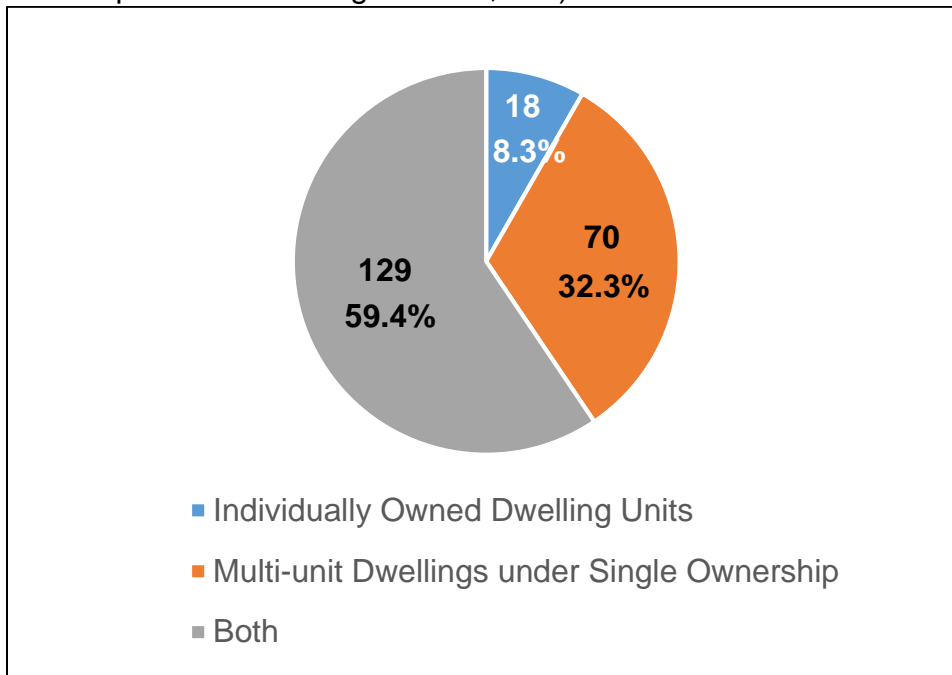
260 responses, 2 skipped

8. The City currently licenses rental properties in the defined area. Do you think the program should be expanded to require all rental properties in the City to be licensed?



262 responses

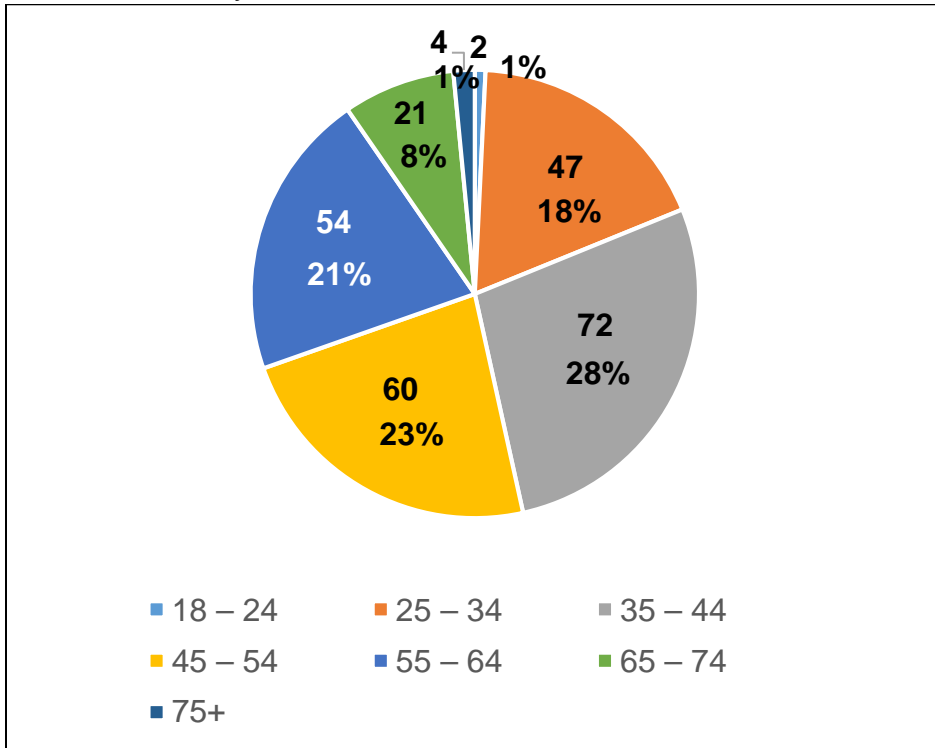
9. Should the City license rental properties that are Individually Owned Dwelling Units (e.g. single and semi-detached houses, townhouses, condo units, etc.), Multi-unit Dwellings under Single Ownership (e.g. apartment buildings and townhouse complexes with a single owner, etc.) or both?



217 responses, 45 skipped

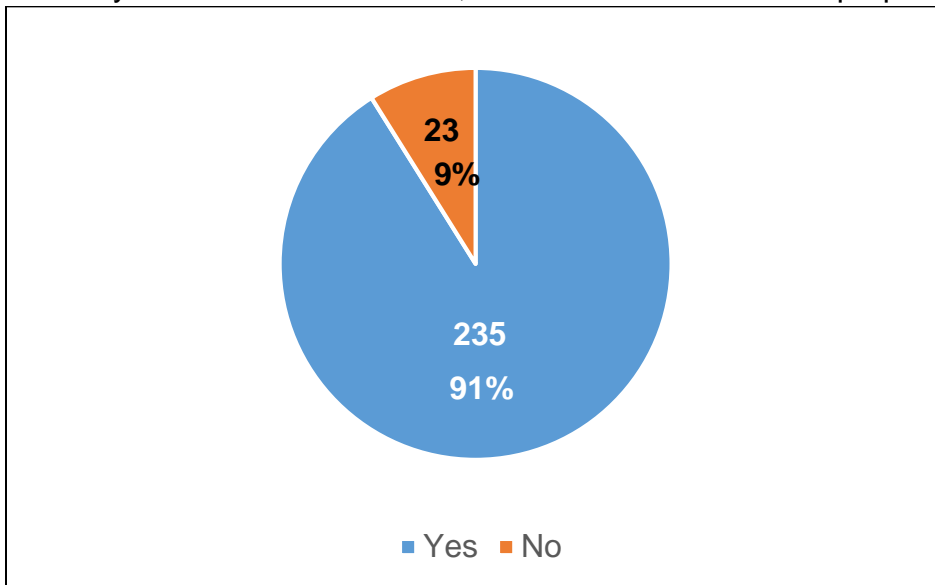
# Demographics

1. How old are you?



260 responses, 2 skipped

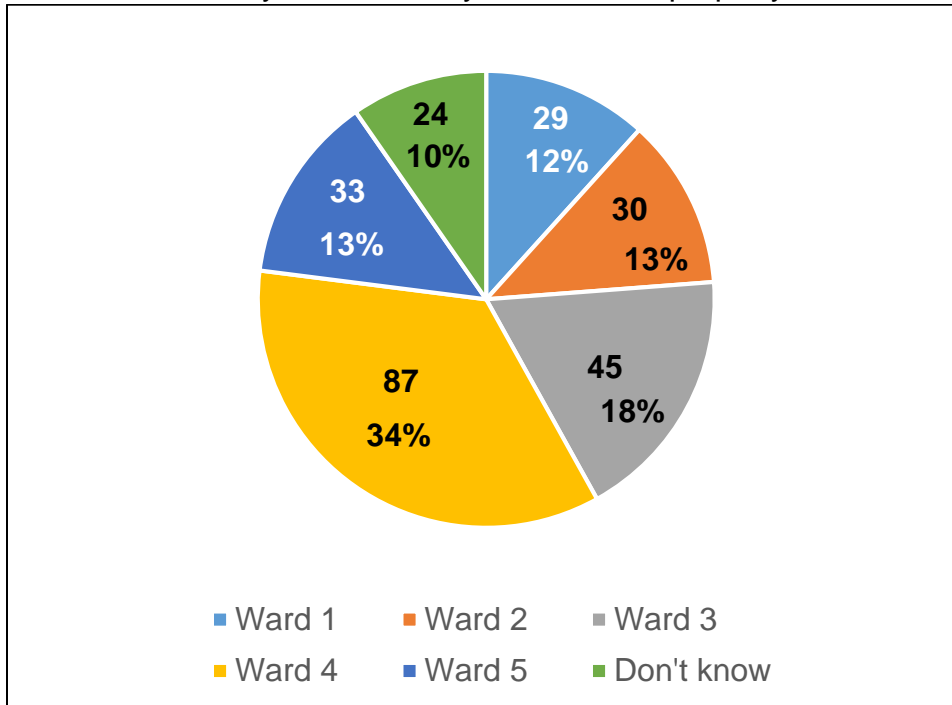
2. Are you an Oshawa resident, and/or Oshawa business/property owner?



258 responses, 4 skipped

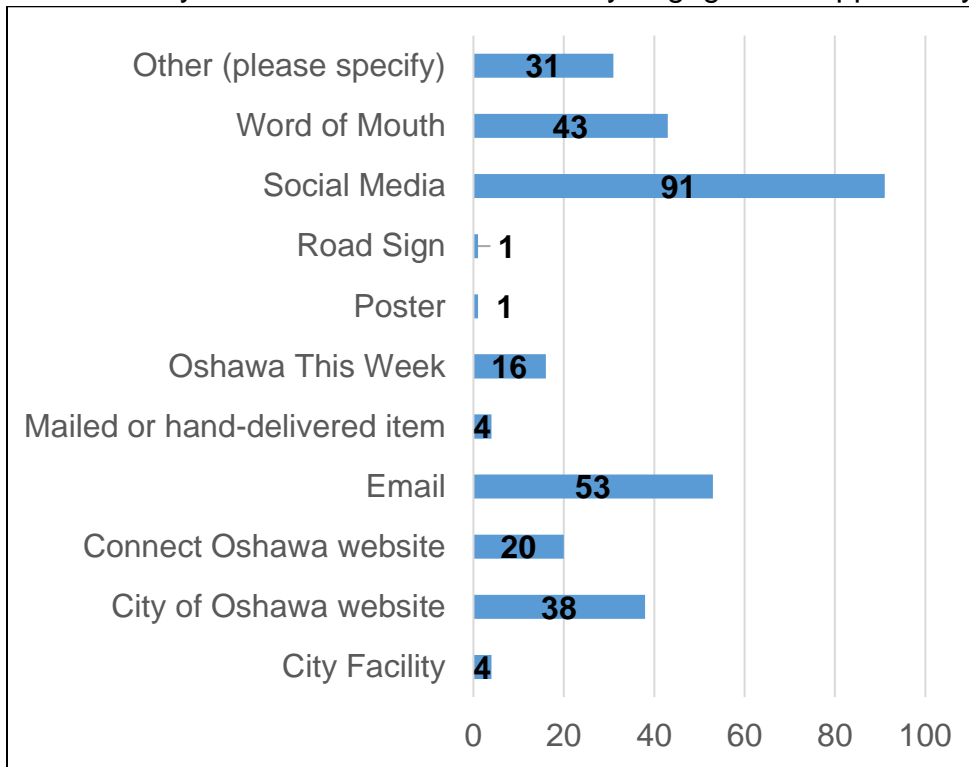


3. What ward do you live in / is your business/property located in?



246 responses, 16 skipped. Multiple responses available.

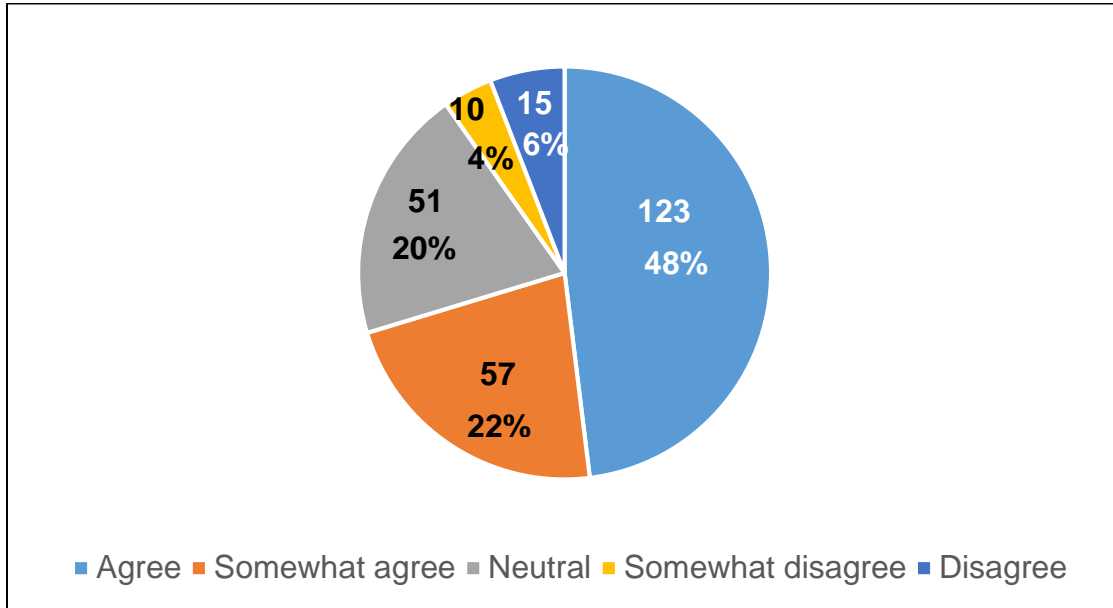
4. How did you learn about this community engagement opportunity?



261 responses, 1 skipped. Multiple responses available.

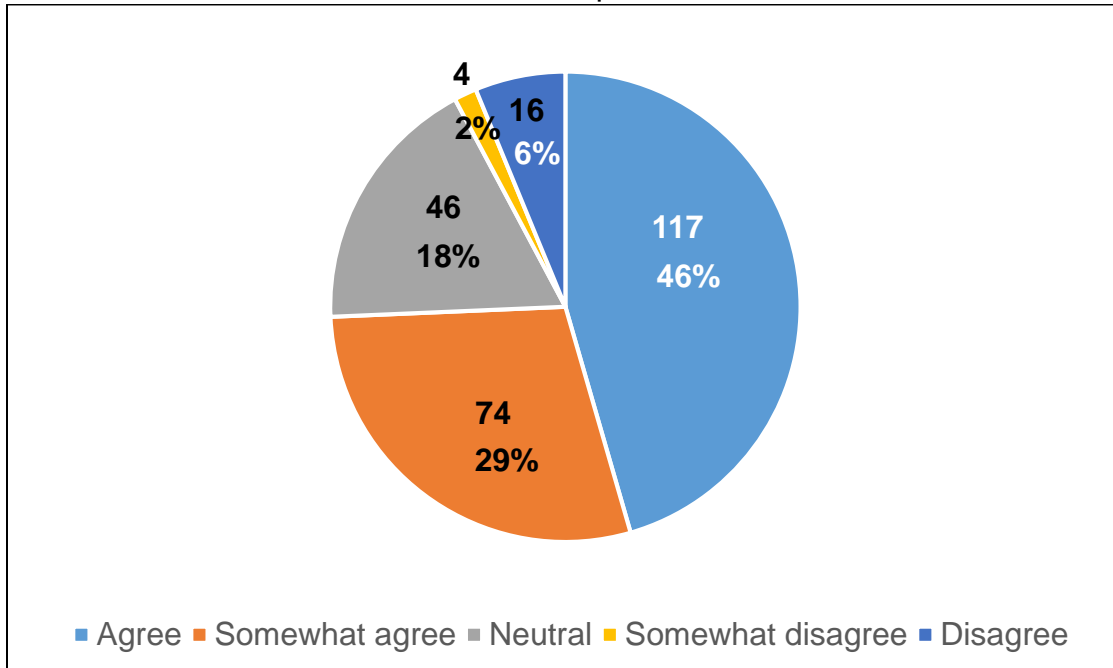
# Community Engagement Evaluation

1. I understand how my Residential Rental Housing Licensing consultation feedback will be used.



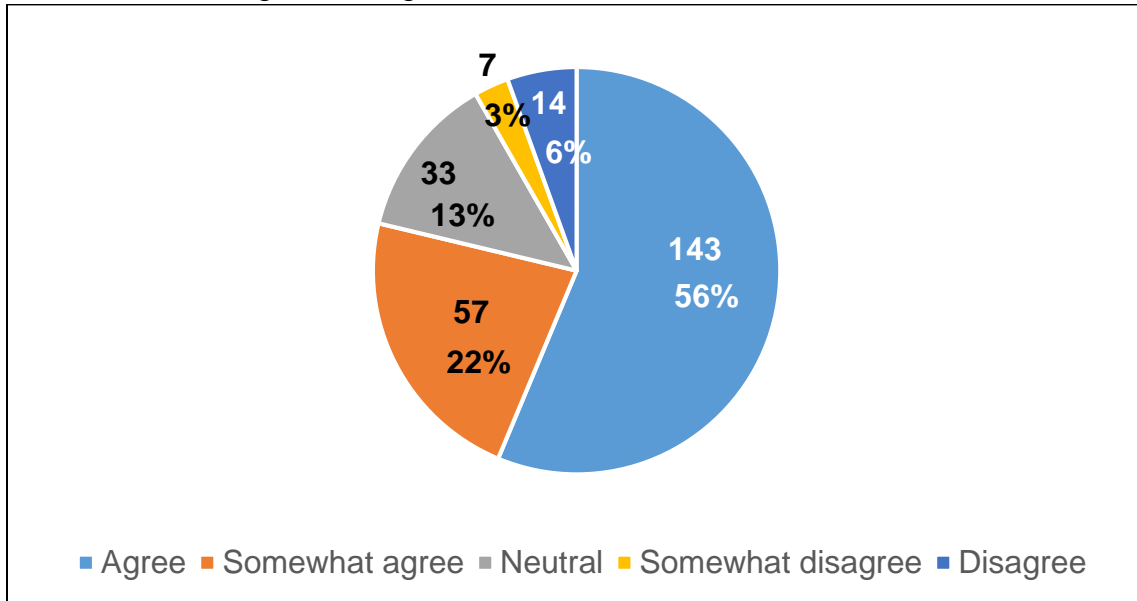
256 responses, 6 skipped

2. I have a good understanding of the Residential Rental Housing Licensing consultation based on the information provided in the Feedback Form.



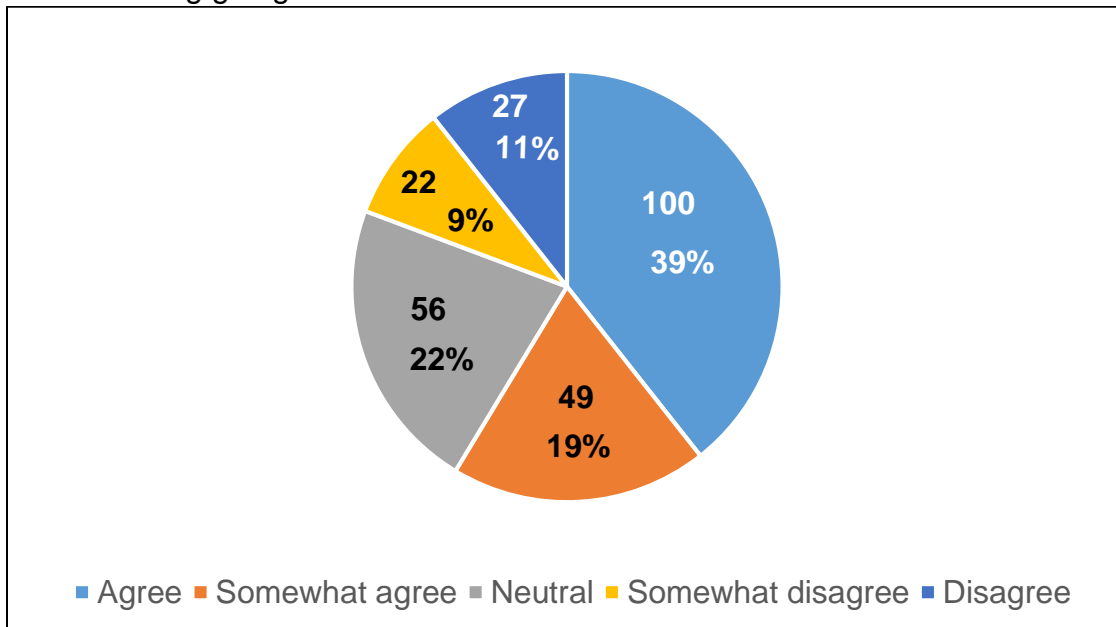
257 responses, 5 skipped

3. I feel the Feedback Form was a good opportunity to participate in the Residential Rental Housing Licensing consultation.



254 responses, 8 skipped

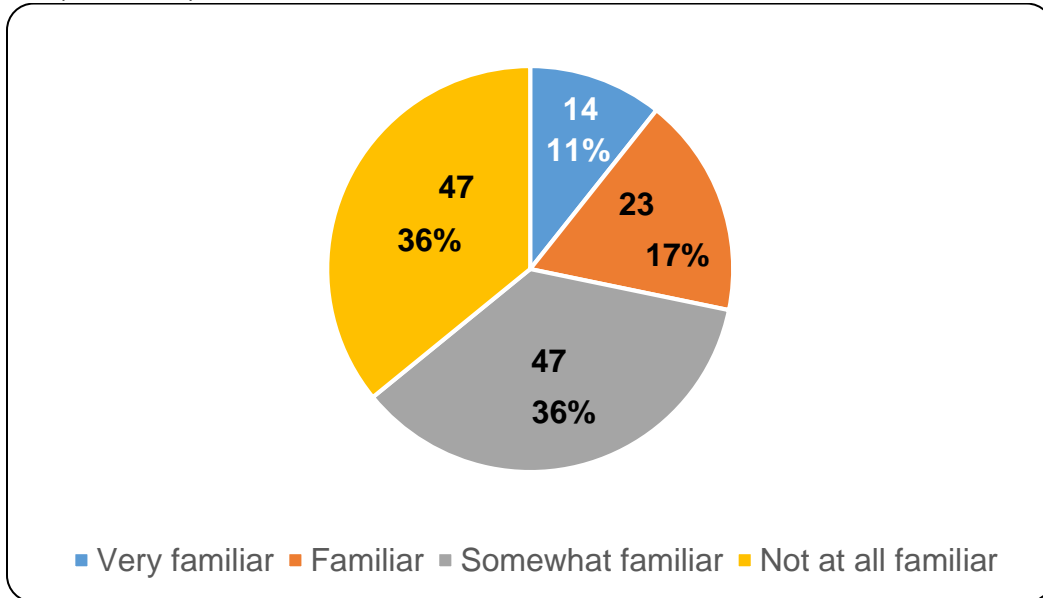
4. I understand the next steps in the Residential Rental Housing Licensing consultation and timing going forward.



254 responses, 8 skipped

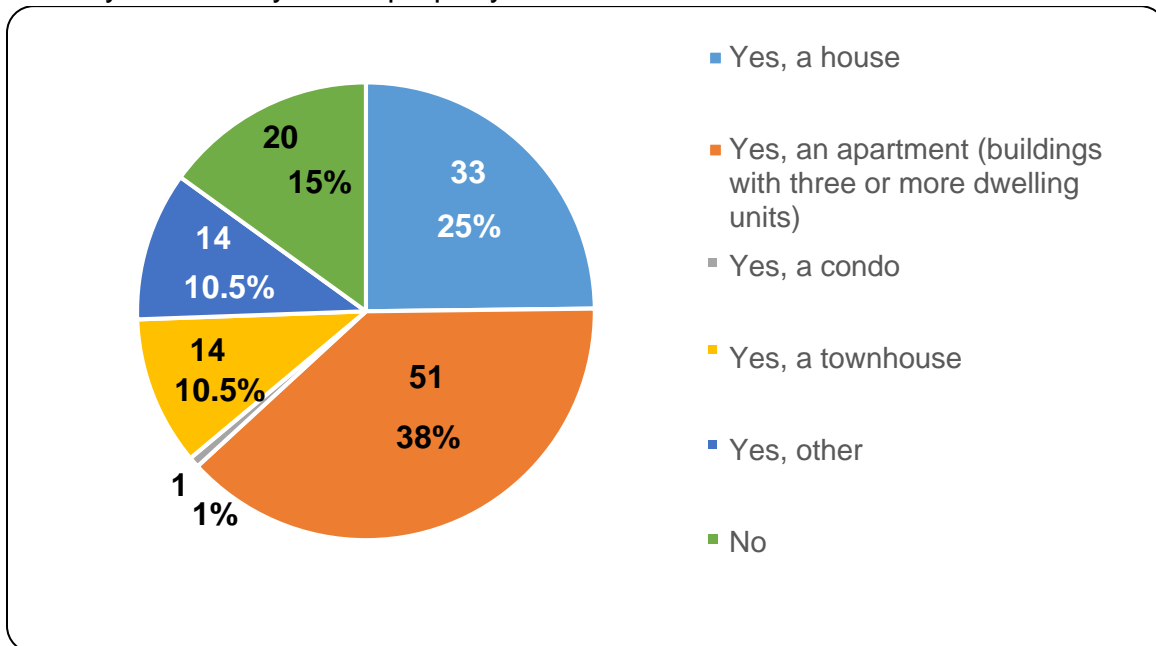
## R.R.H.L. Consultation Feedback Form Results – Tenants and Renters

1. How familiar are you with Oshawa's Residential Rental Licensing Program (R.R.H.L.)?



131 responses, 2 skipped

2. Do you currently rent a property?



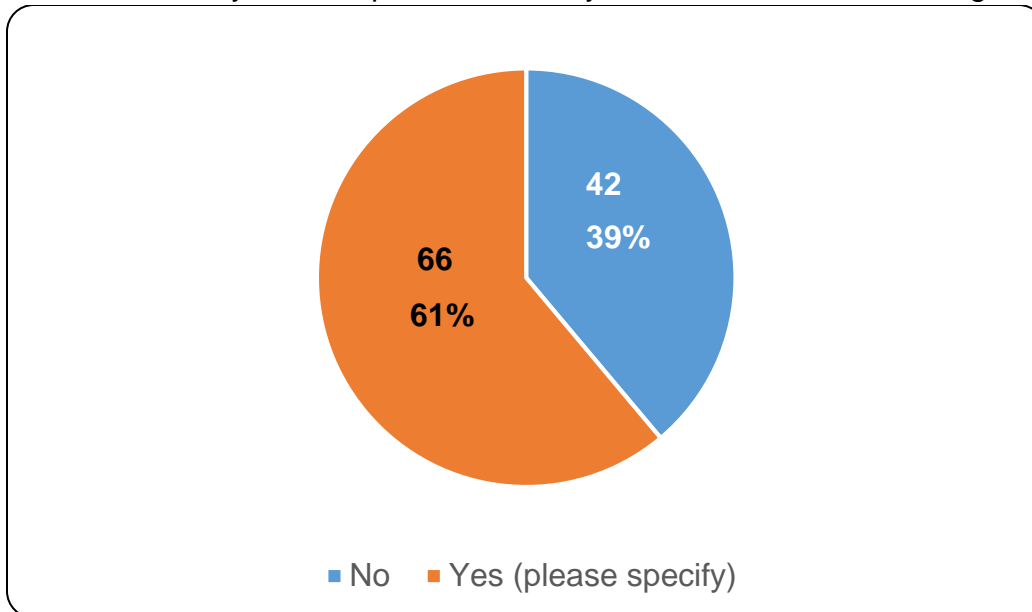
133 responses, 0 skipped

3. What is the most important factor to you when selecting a rental property?  
Please rank from most preferred (1) to least preferred (5).



111 responses, 22 skipped

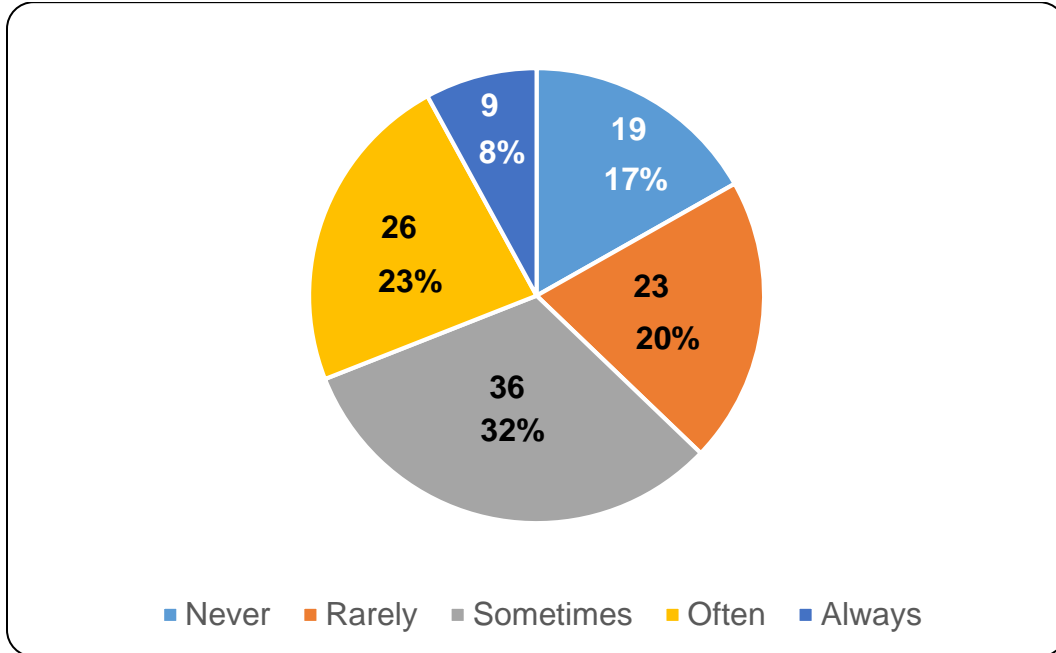
4. Are there any other important factors you consider when selecting a rental property?



108 responses, 25 skipped

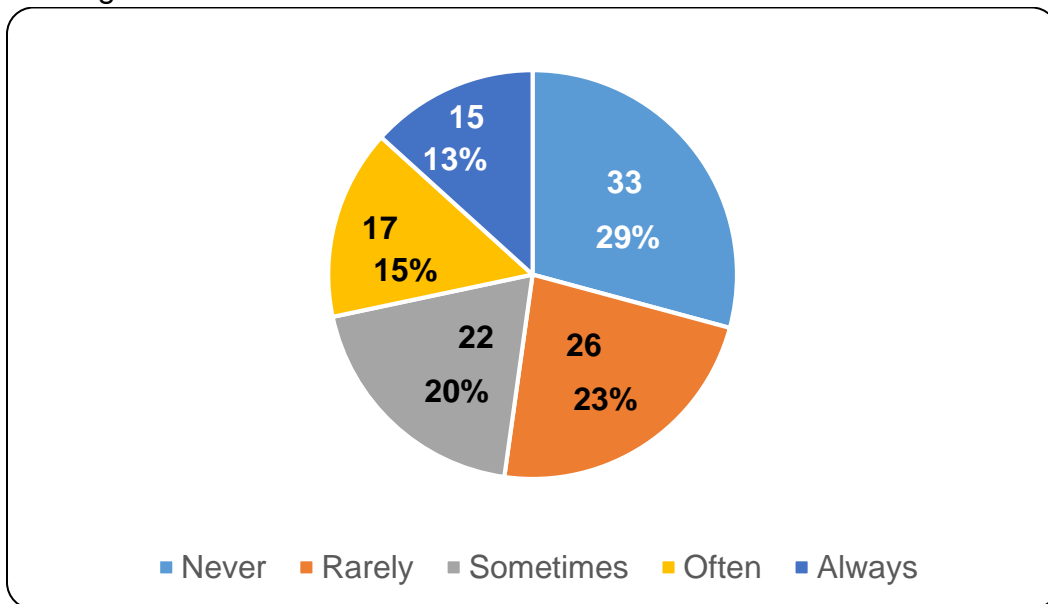
5. While being a tenant in the City of Oshawa, how frequently have you experienced the following issues:

Excessive noise and nuisance (e.g. loud music, carrying open liquor in public, etc.)



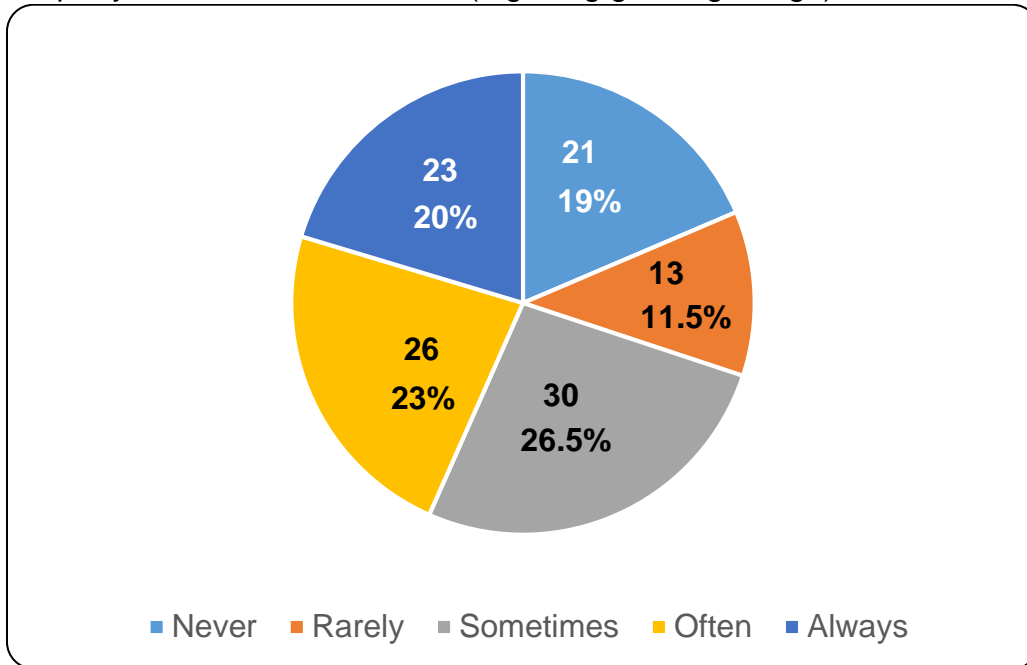
Conditional question based on “Yes” response to “Do you currently rent a property?”  
113 responses, 0 skipped

Parking issues



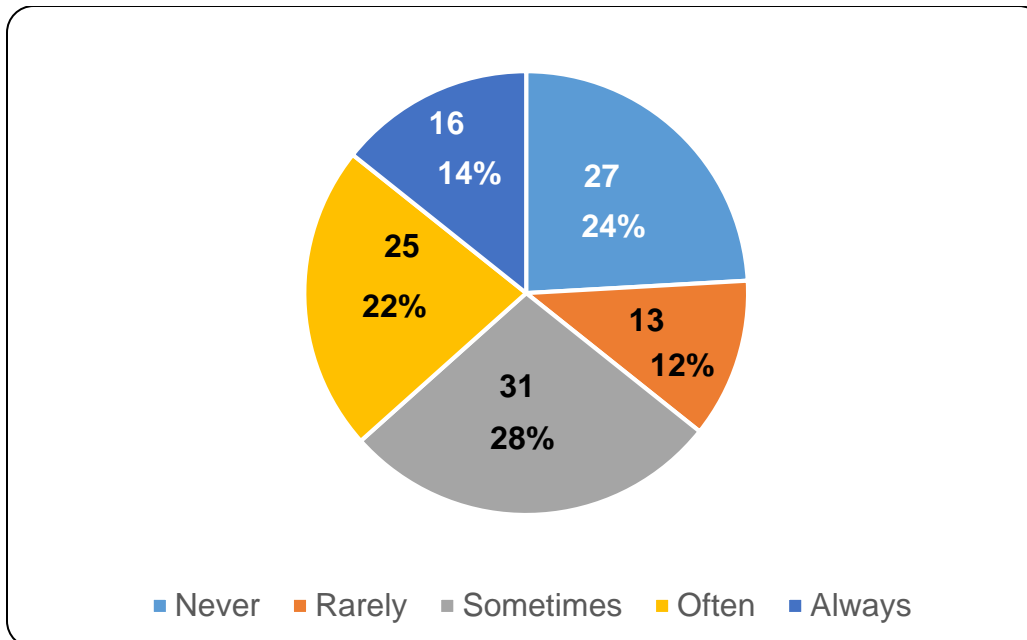
Conditional question based on “Yes” response to “Do you currently rent a property?”  
113 responses, 0 skipped

Property maintenance concerns (e.g. long grass, garbage)



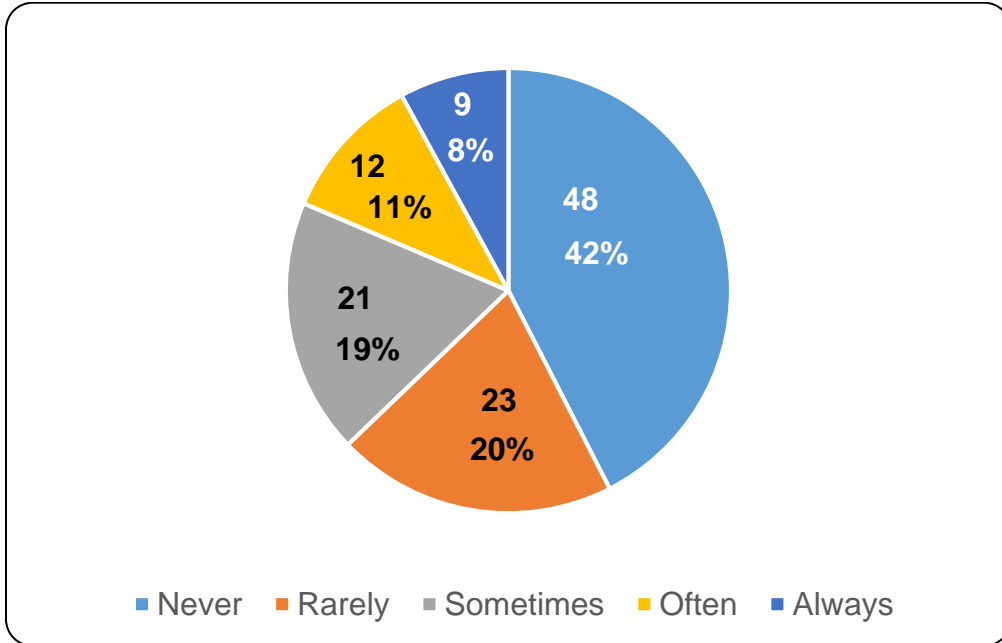
Conditional question based on “Yes” response to “Do you currently rent a property?”  
113 responses, 0 skipped

Snow and Ice removal



Conditional question based on “Yes” response to “Do you currently rent a property?”  
112 responses, 1 skipped

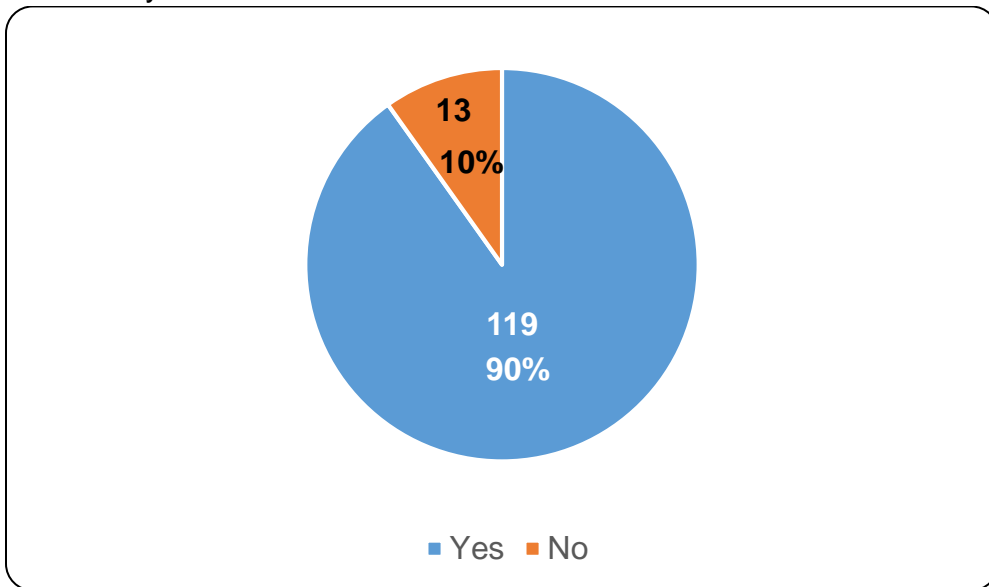
Lack of adequate heat



Conditional question based on “Yes” response to “Do you currently rent a property?”  
113 responses, 0 skipped

6. What regulations should the City inspect for and confirm when issuing a two (2) year residential rental housing licence? Please check either “Yes” or “No” for each option.

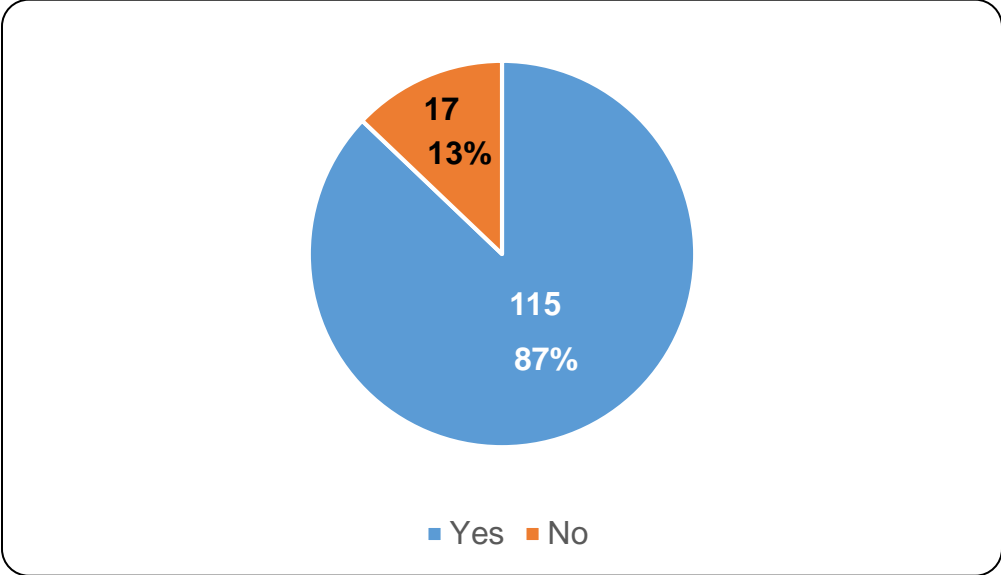
Fire Safety



132 responses, 1 skipped

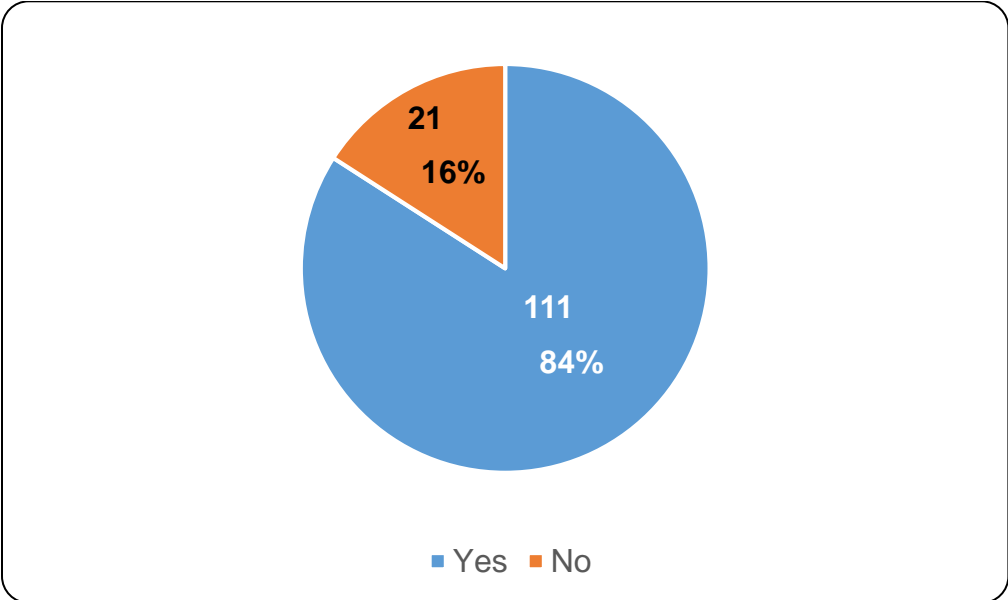


Property standards (e.g. bed bugs, broken windows, HVAC, intercoms, etc.)



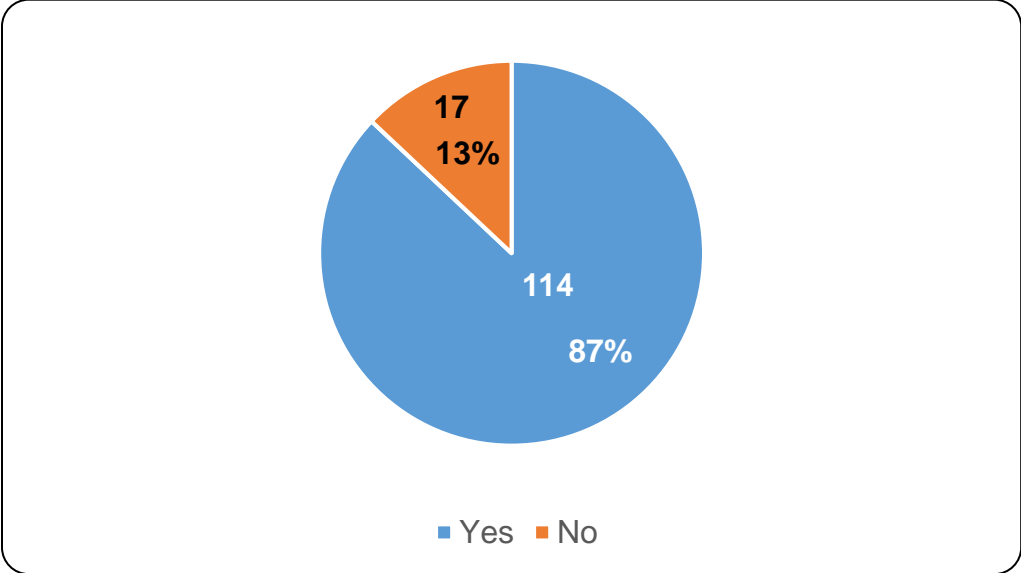
132 responses, 1 skipped

Adequate Heat (minimum temperatures from September - June)



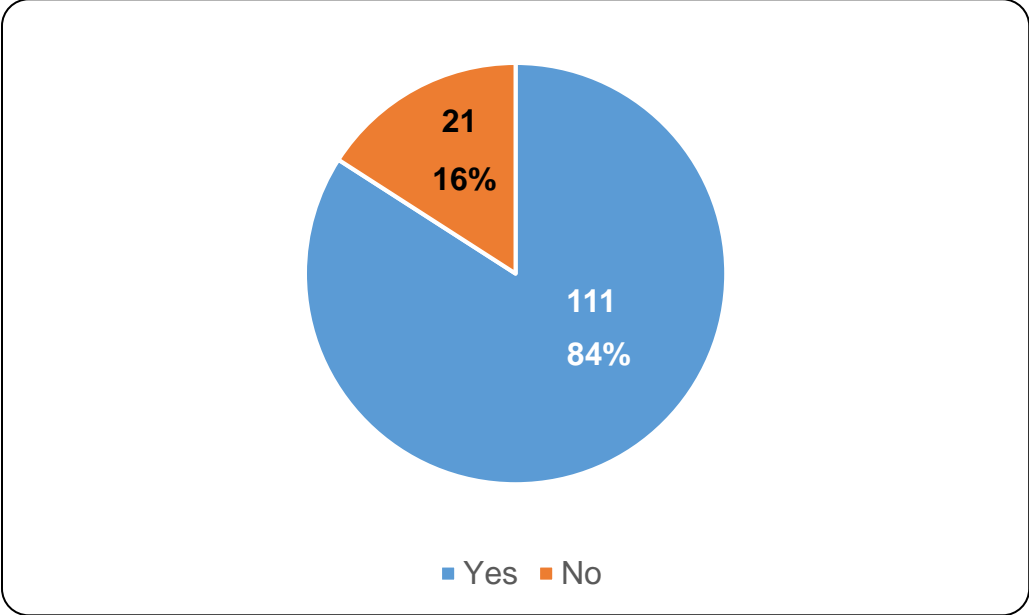
132 responses, 1 skipped

Electrical safety



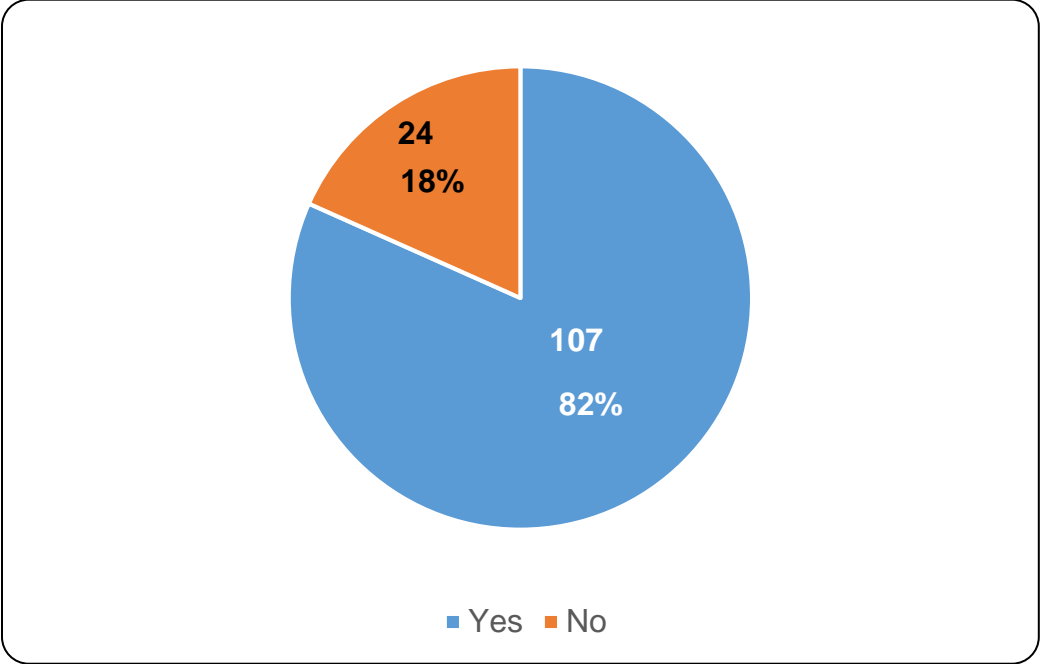
131 responses, 2 skipped

Ensuring compliance with Building Code Act



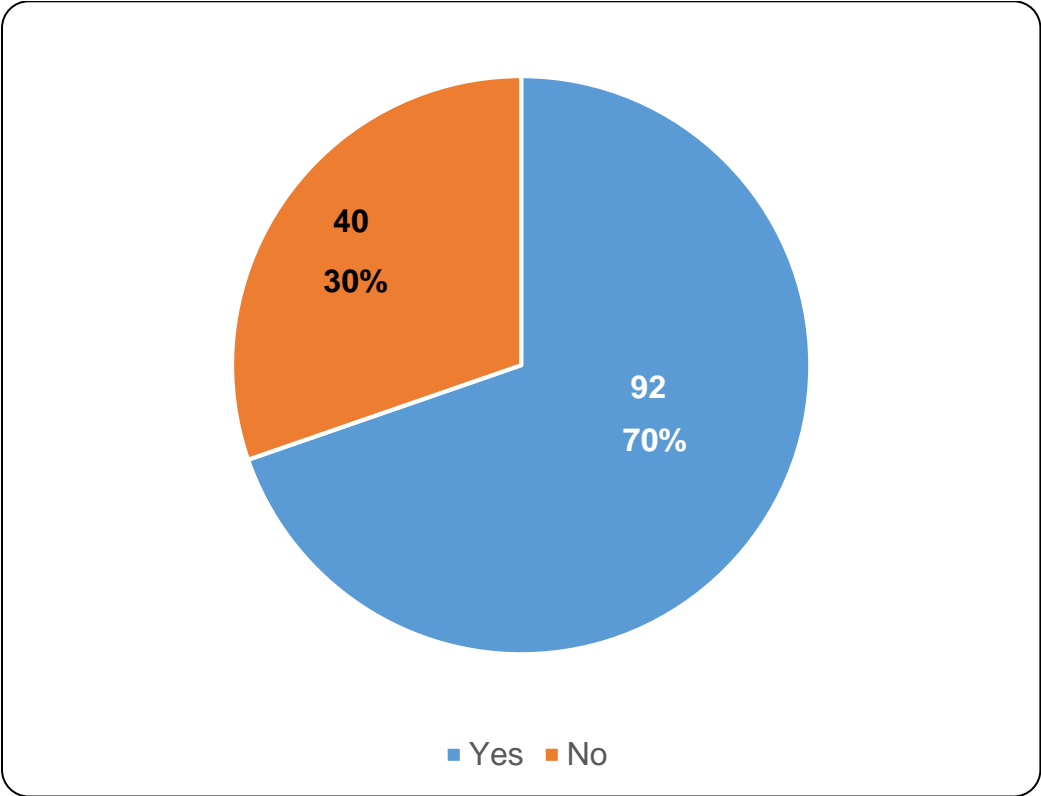
132 responses, 1 skipped

Requiring appropriate insurance



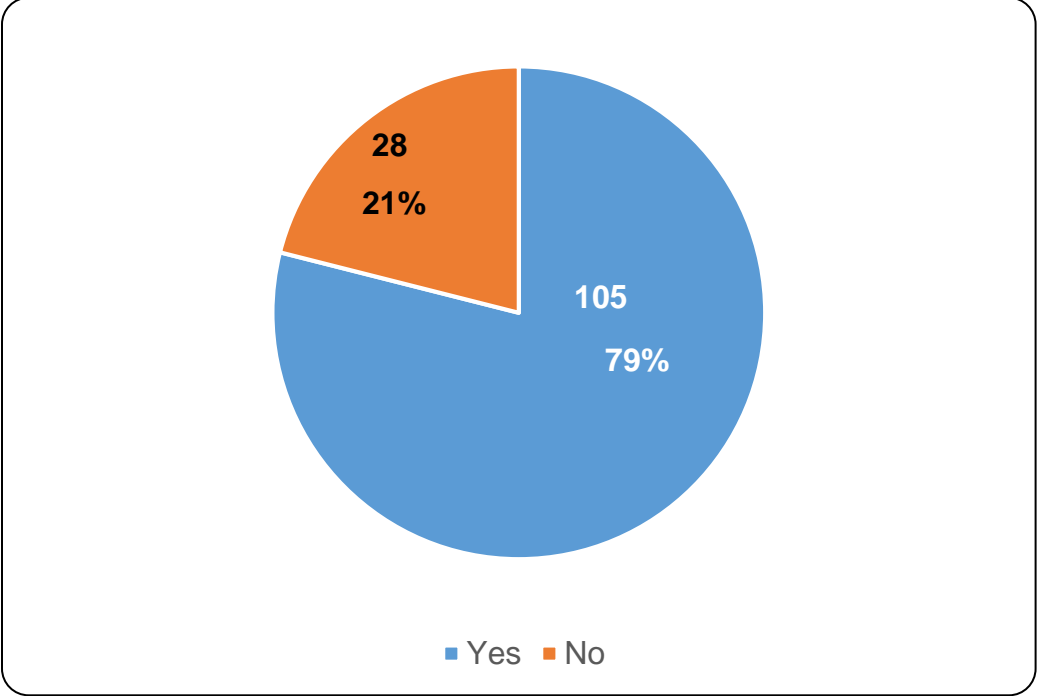
131 responses, 2 skipped

Lot maintenance (e.g. long grass, debris on property)



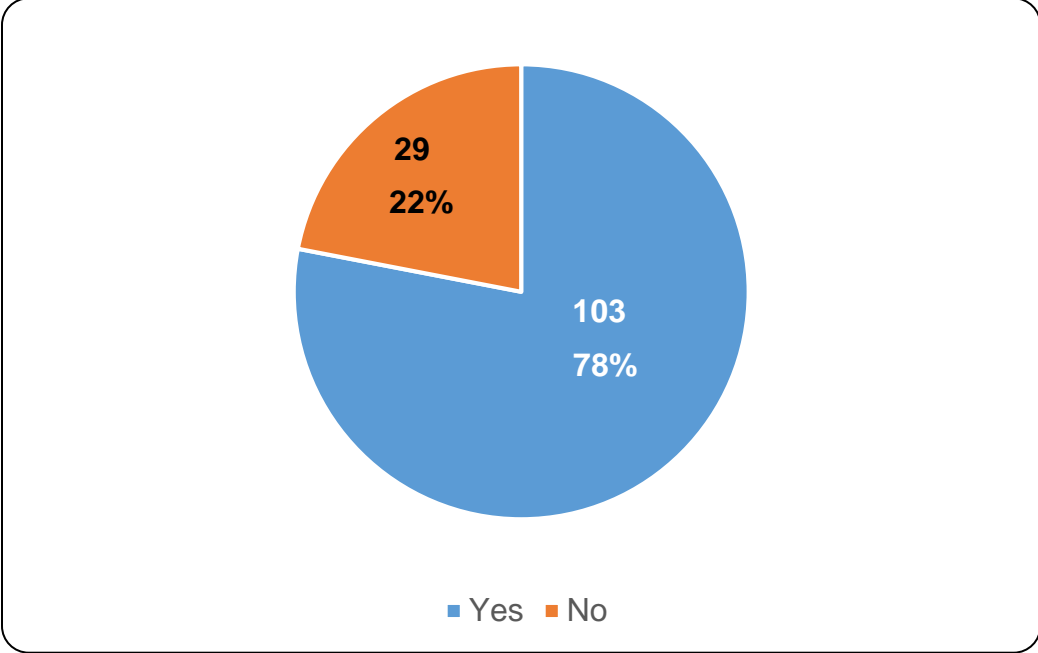
132 responses, 1 skipped

Waste (e.g. garbage) issues



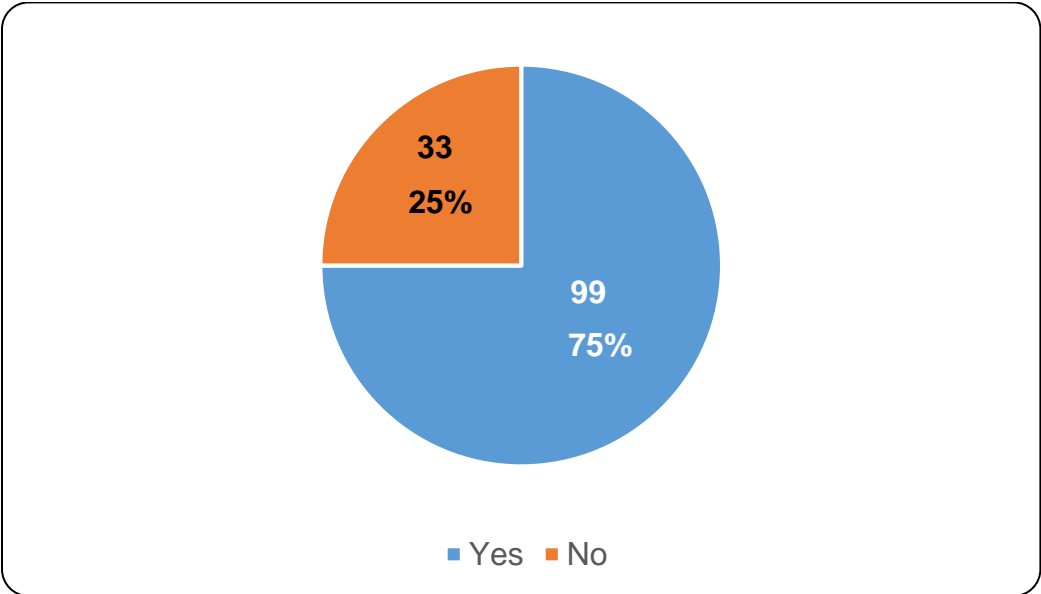
133 responses, 0 skipped

Snow and ice removal



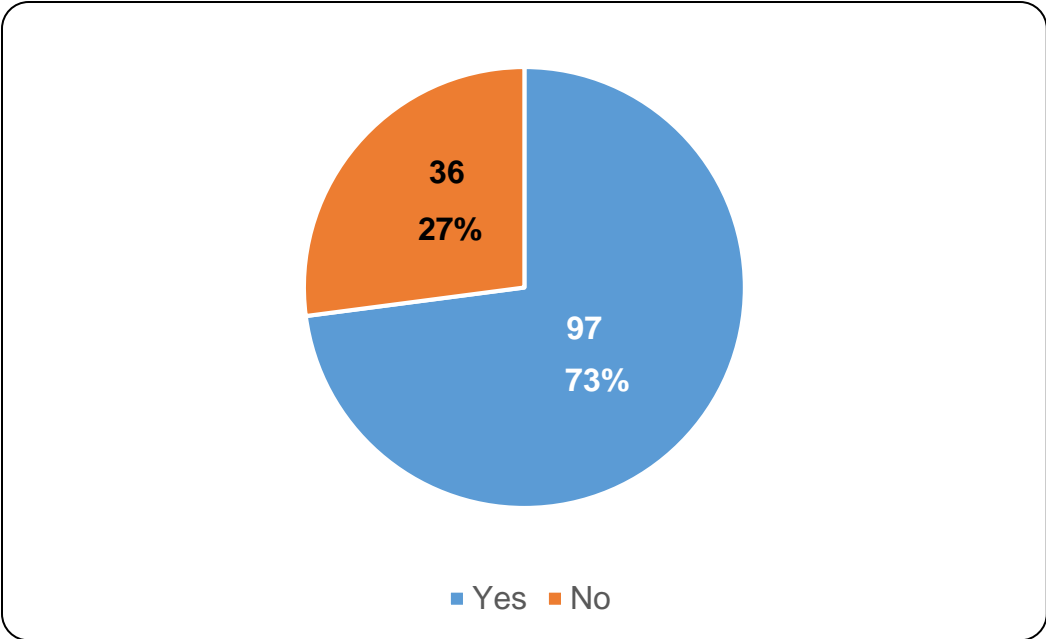
132 responses, 1 skipped

Land Use/Zoning (e.g. how land and buildings may be used, where buildings and other structures can be located, parking requirements)



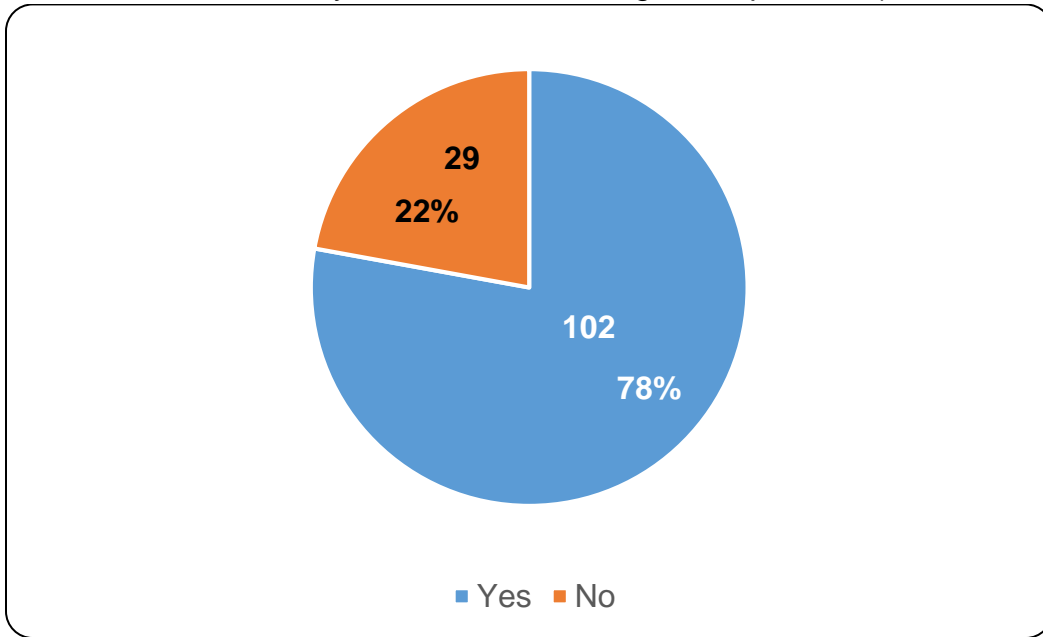
132 responses, 1 skipped

Noise and Nuisance (e.g. littering, loud music, vandalism, etc.) issues



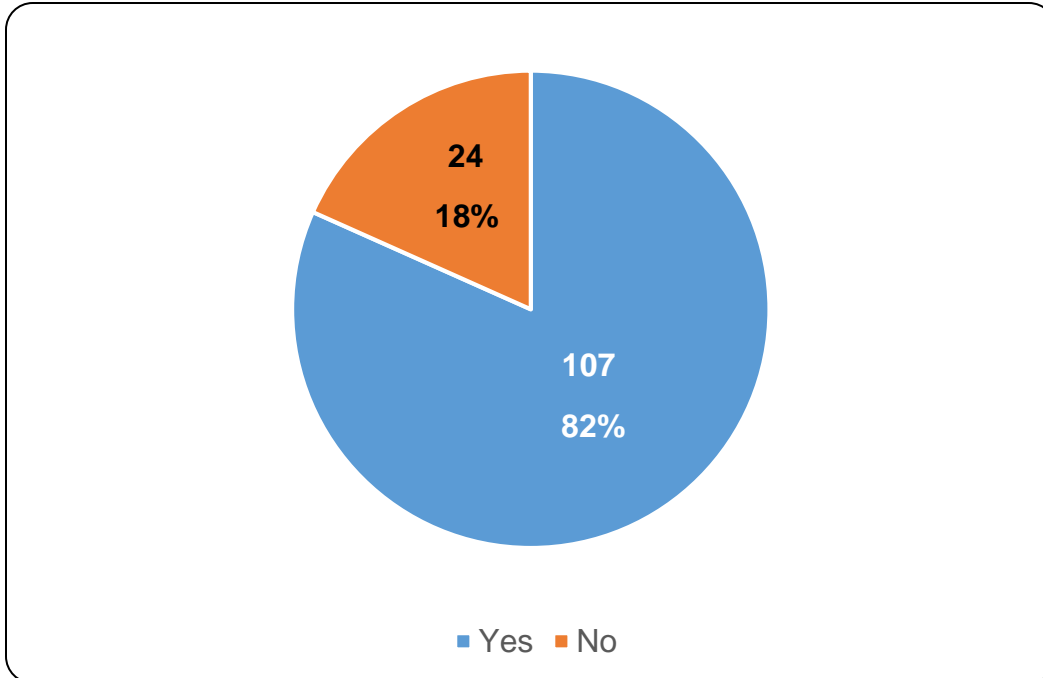
133 responses, 0 skipped

Tenant Notification Board in Apartment Buildings (e.g. service disruptions, emergency contact information, City notice, waste management plan, etc.)



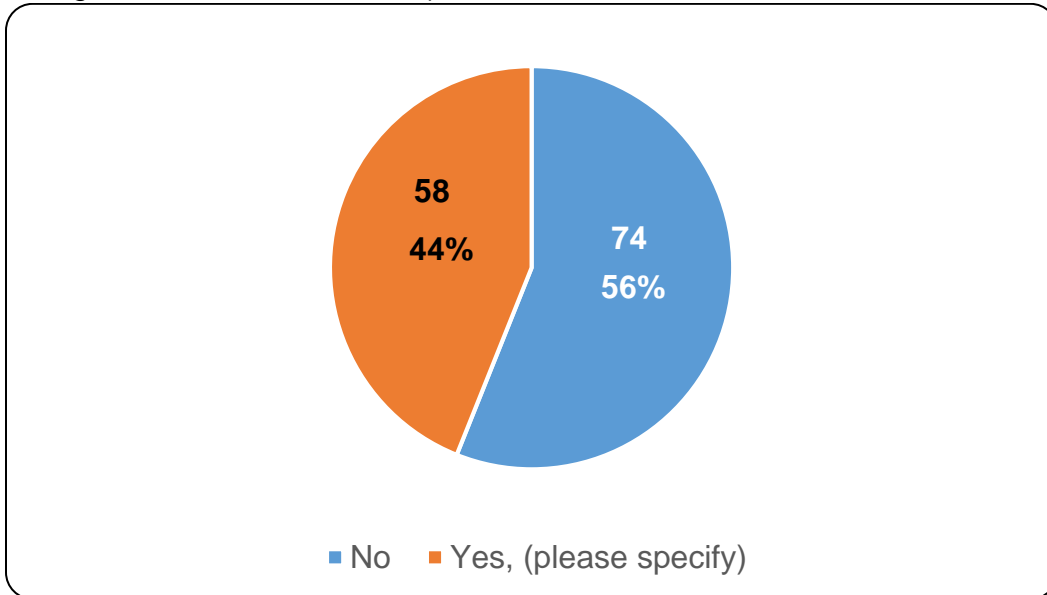
131 responses, 2 skipped

Local contact requirement to help resolve issues



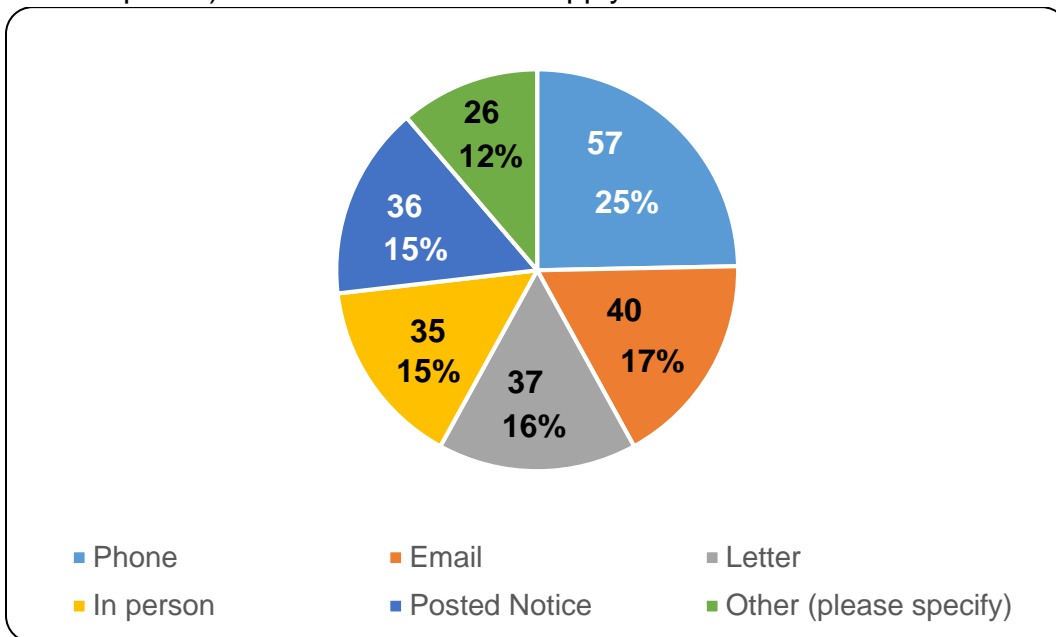
131 responses, 2 skipped

7. Are there other standards you feel the City should regulate for rental properties?  
 Note: A City licensing program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions)



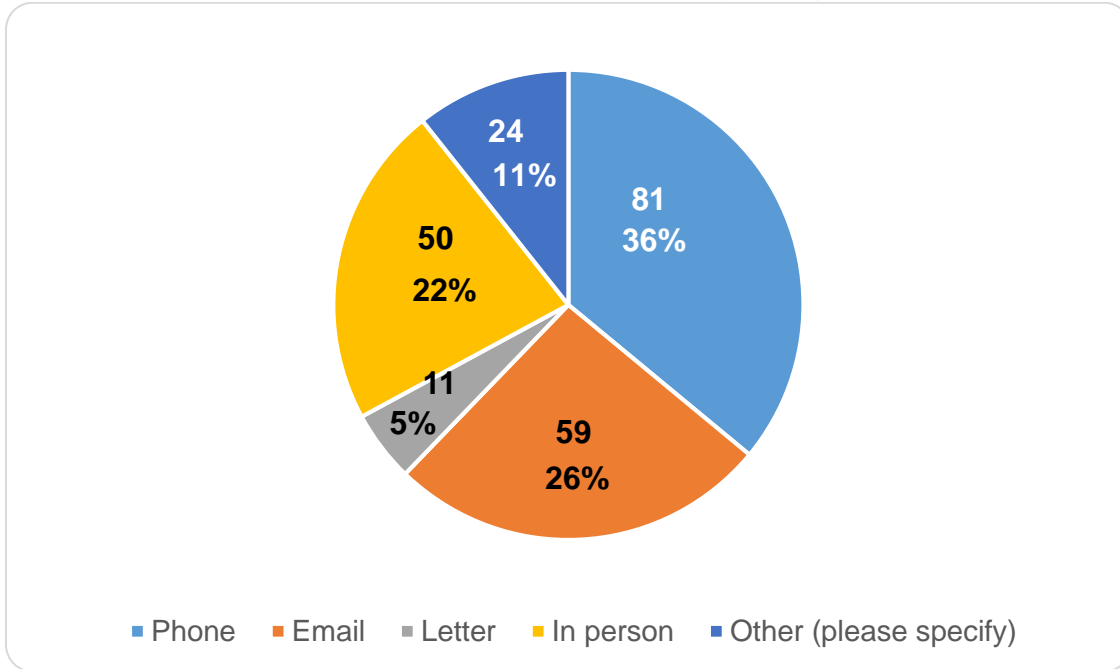
132 responses, 1 skipped

8. How does your landlord communicate property related issues to you (e.g. service disruptions)? Please select all that apply.



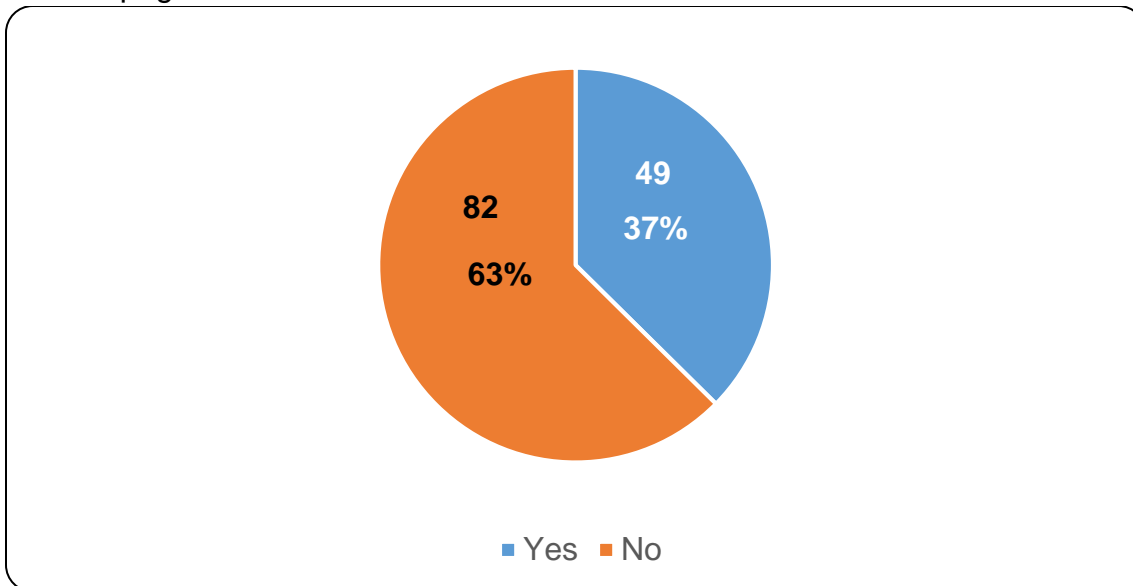
125 responses, 8 skipped. Multiple responses available.

9. How do you communicate with your landlord regarding property related issues?



125 responses, 8 skipped. Multiple responses available.

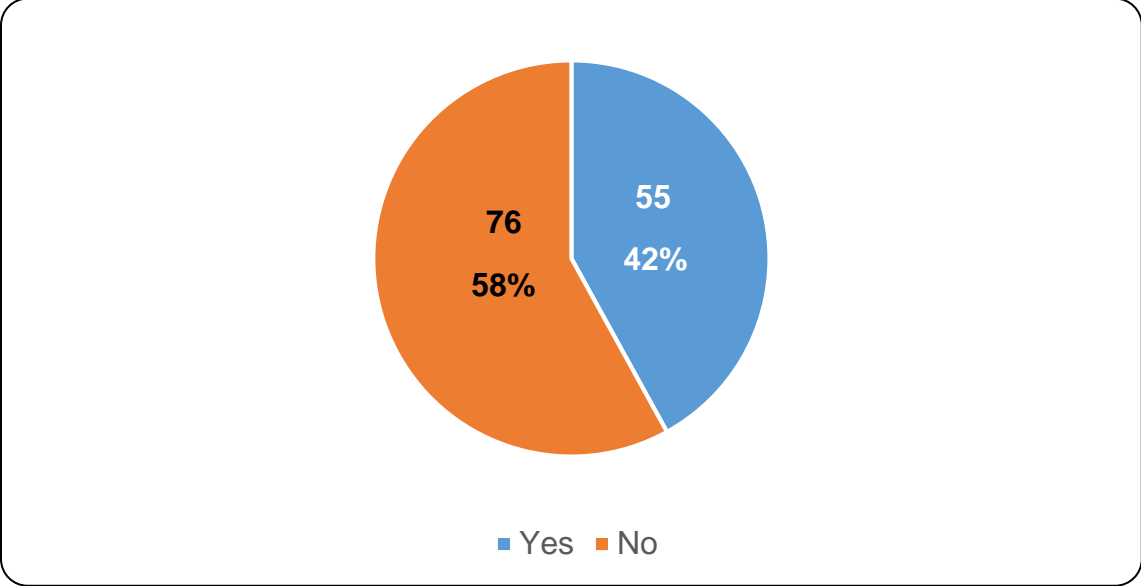
10. Are you aware of the resources available on the City's Tenant Information Webpage?



131 responses, 2 skipped

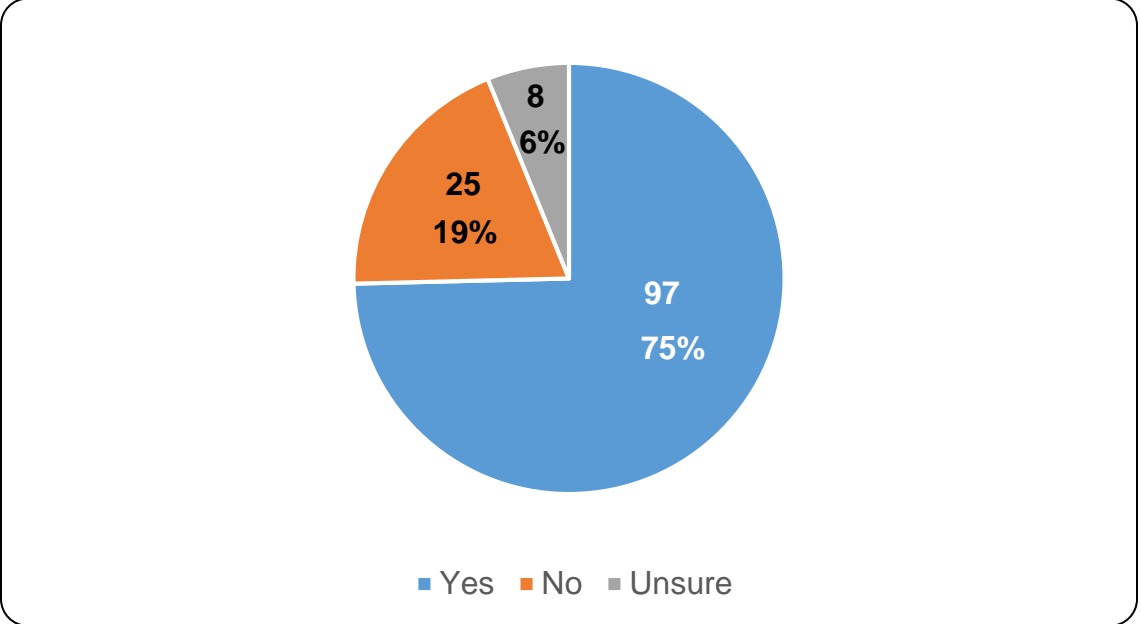


11. The City charges a fee once every two (2) years to landlords for an R.R.H.L. licence. The fees are based on the property type and number of bedrooms/rental units. If these fees were passed on to tenants through increased rent, do you think there is value in licensing to ensure your rental unit complies with minimum health and safety standards (e.g. property maintenance and fire safety)?



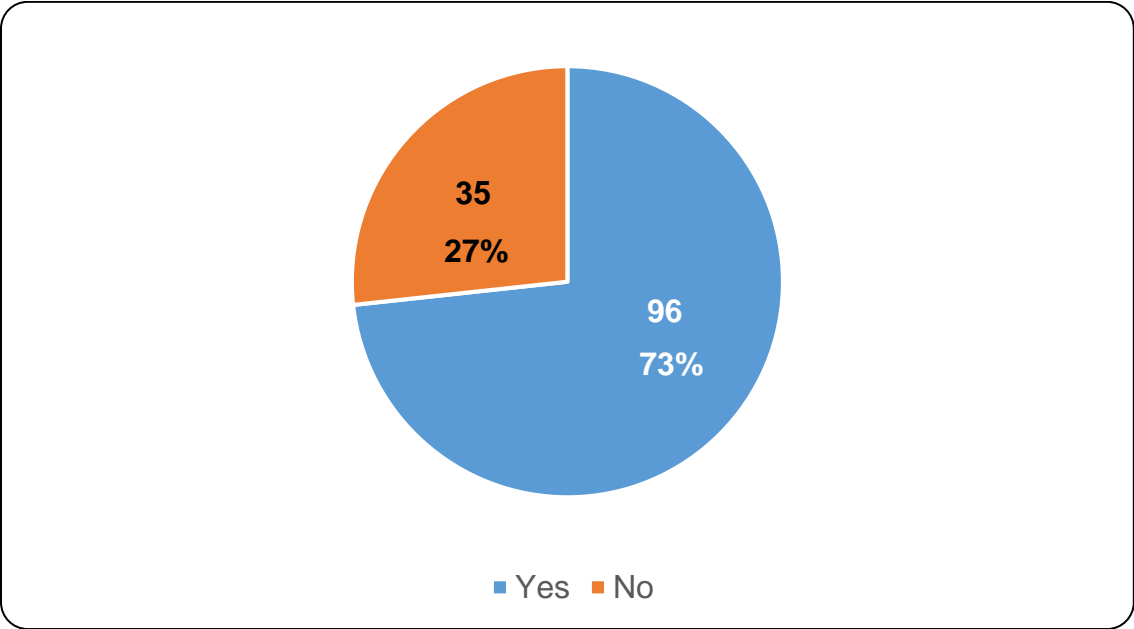
131 responses, 2 skipped

12. The City ensures health and safety standards in rental units through inspections that occur every two (2) years. Would you be okay with a City inspector entering your rental unit to inspect it at a scheduled time?



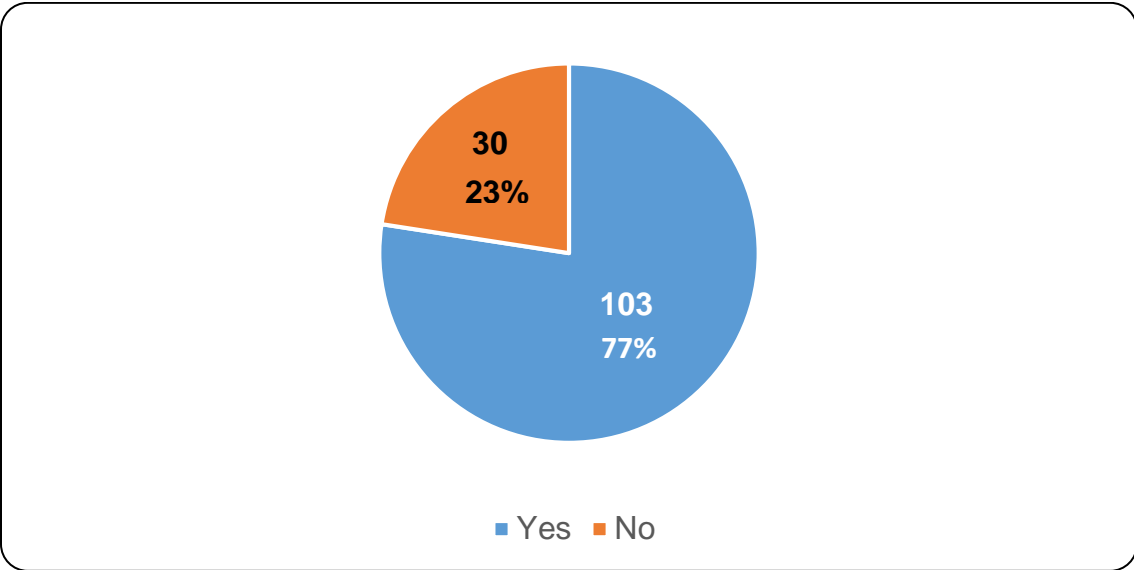
130 responses, 3 skipped

13. The City requires R.R.H.L. licences to be posted near the main entrance inside the rental unit. Licensed rental properties are also listed on the City's website. Should the City continue to require the posting of R.R.H.L. licences in the interior of the rental unit near the main entrance?



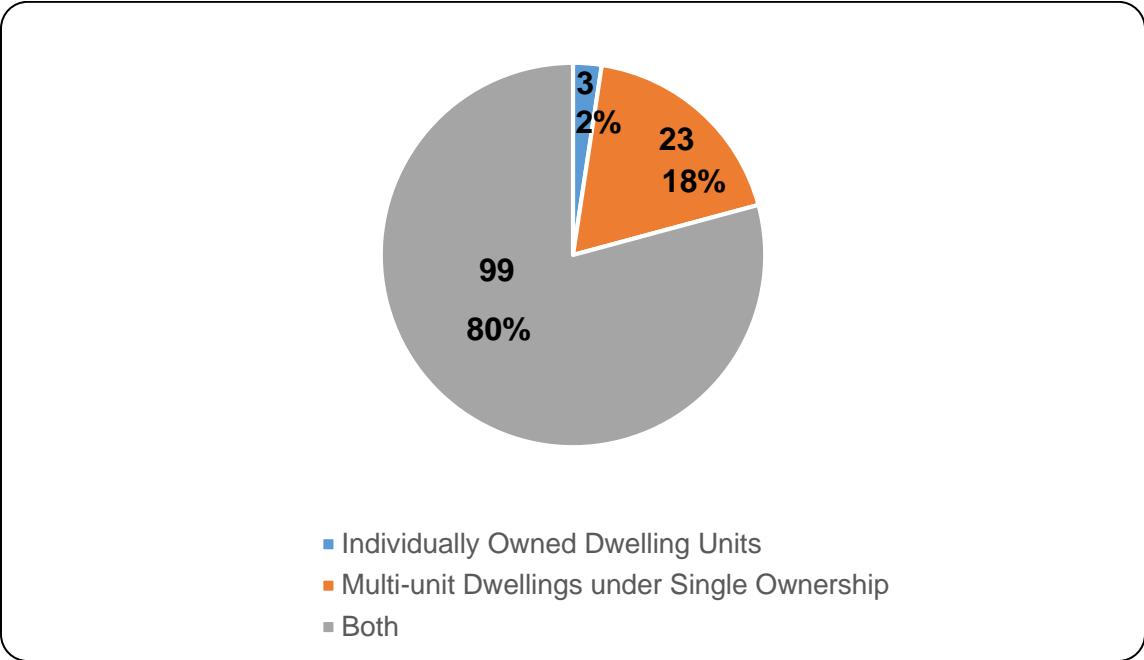
131 responses, 2 skipped

14. The City currently licenses rental properties in the defined area. Do you think the program should be expanded to require all rental properties in the City to be licensed?



133 responses, 0 skipped

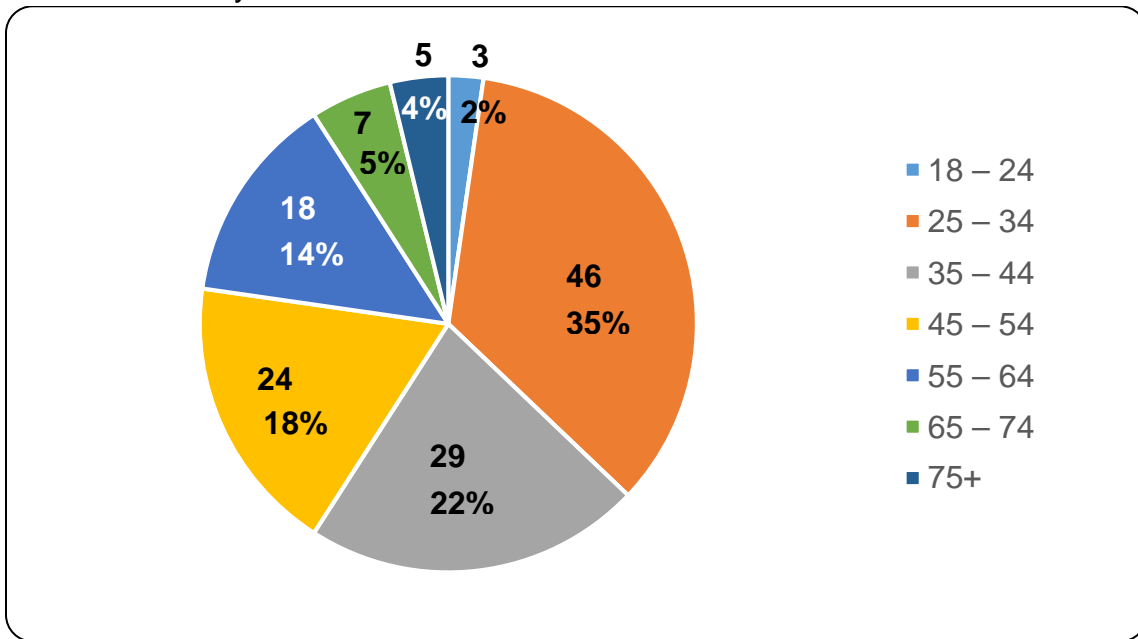
15. Should the City license rental properties that are Individually Owned Dwelling Units (e.g. single and semi-detached houses, townhouses, condo units, etc.), Multi-unit Dwellings under Single Ownership (e.g. apartment buildings and townhouse complexes with a single owner, etc.) or both?



125 responses, 7 skipped

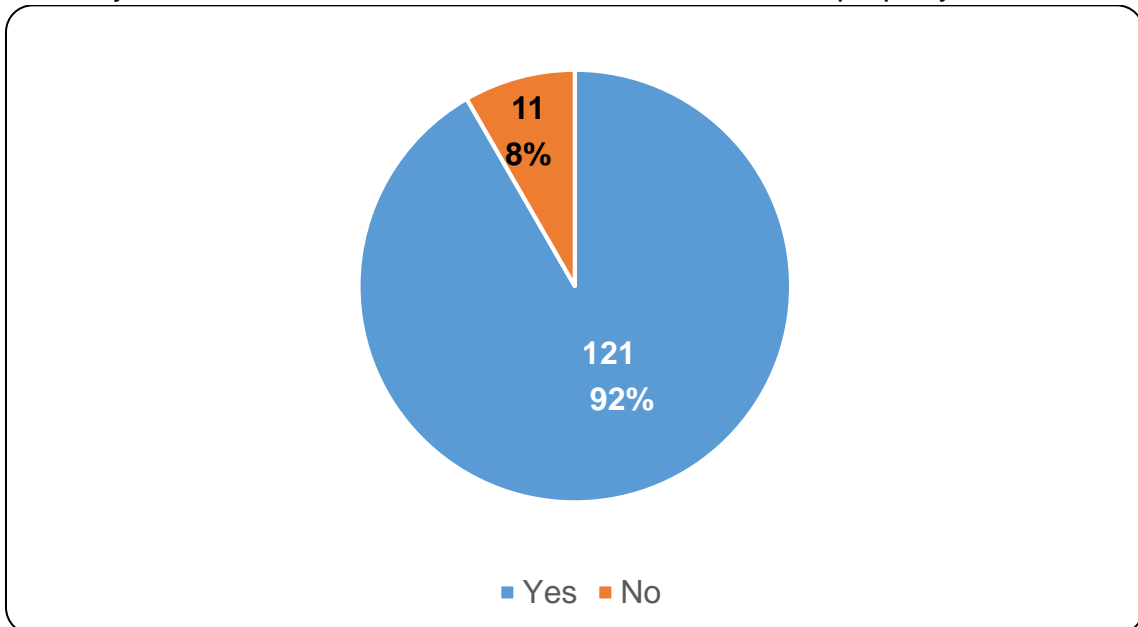
# Demographics

1. How old are you?



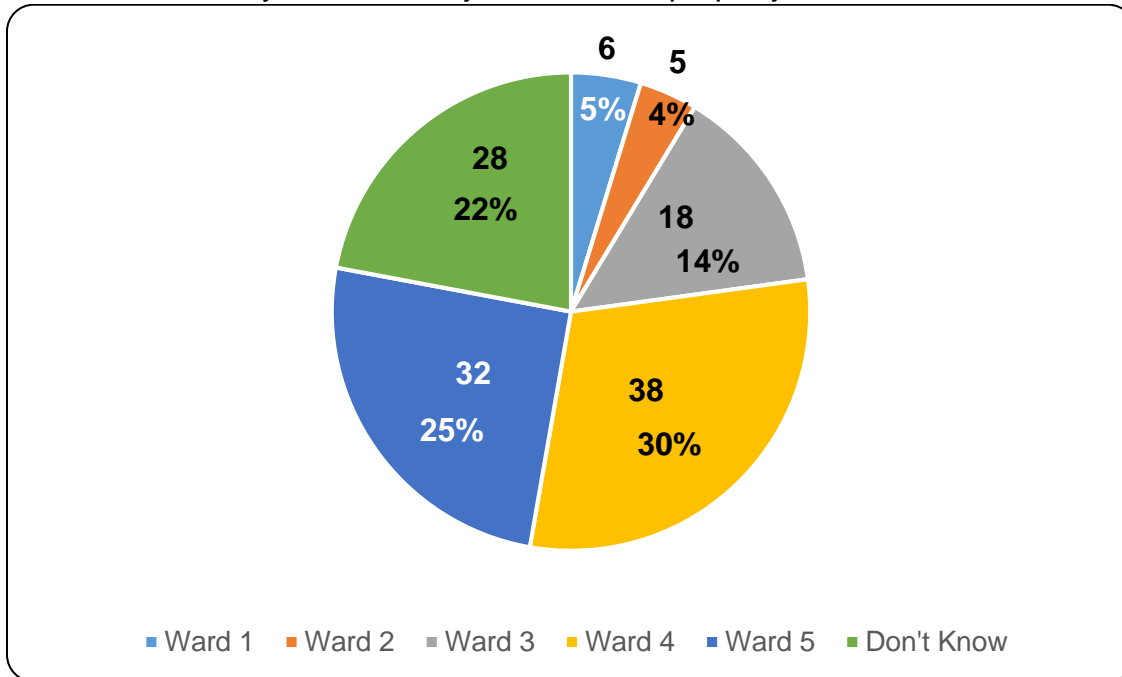
132 responses, 1 skipped

2. Are you an Oshawa resident, and/or Oshawa business/property owner?



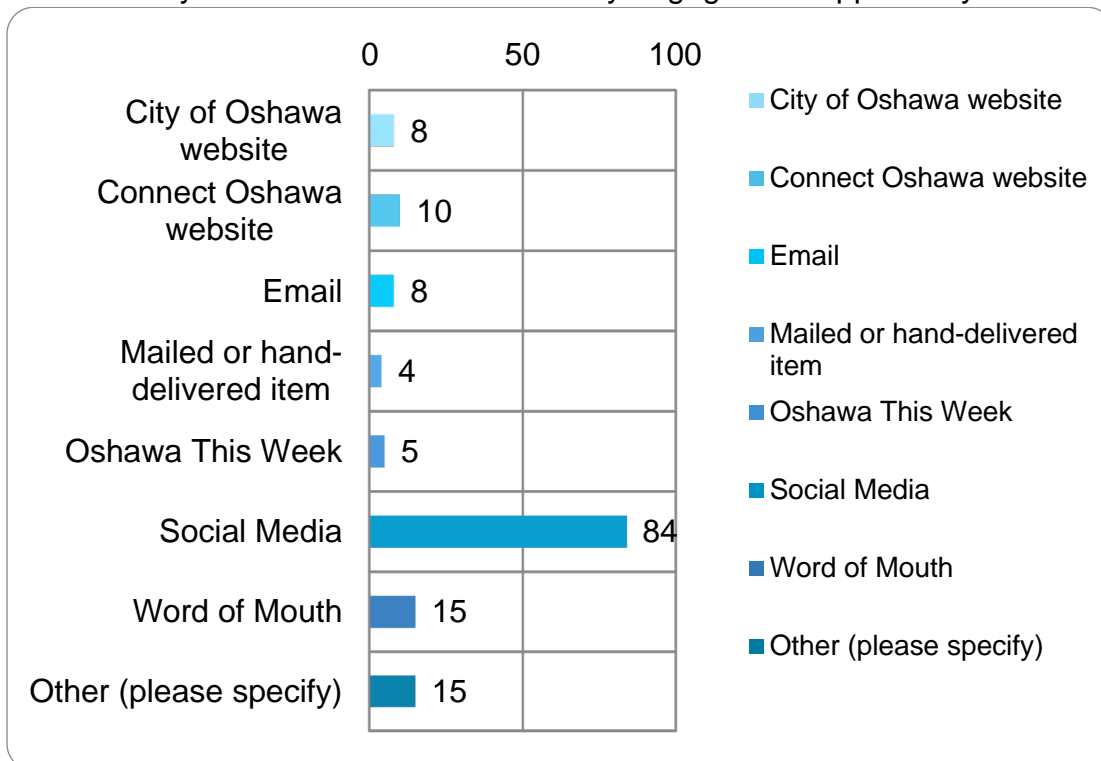
132 responses, 1 skipped

3. What ward do you live in / is your business/property located in?



120 responses, 1 skipped. Multiple responses available.

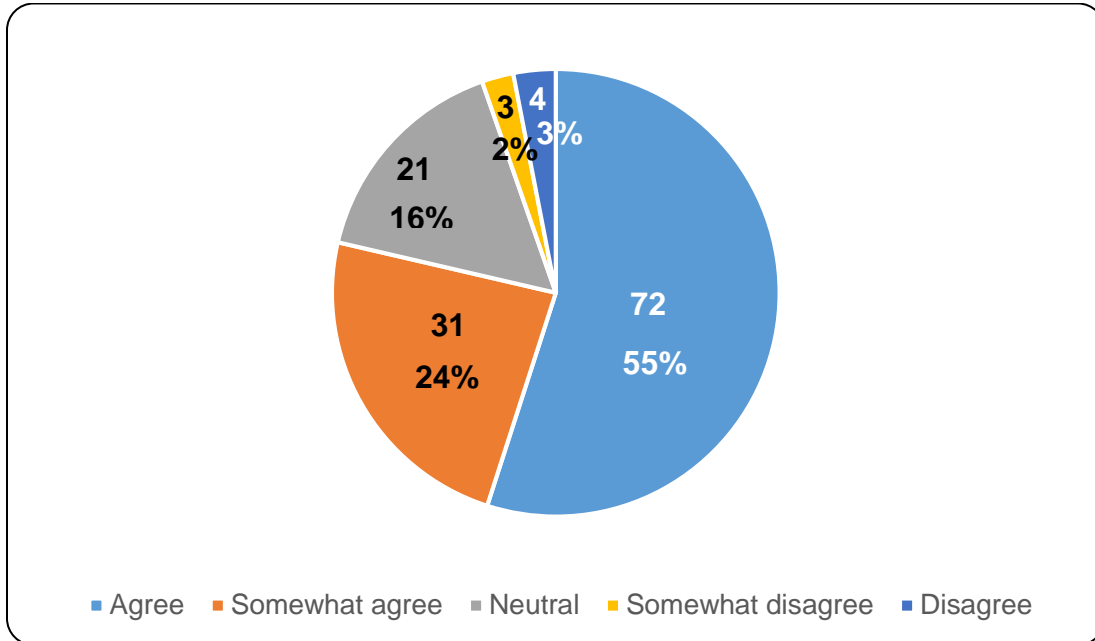
4. How did you learn about this community engagement opportunity?



133 responses, 0 skipped. Multiple responses available.

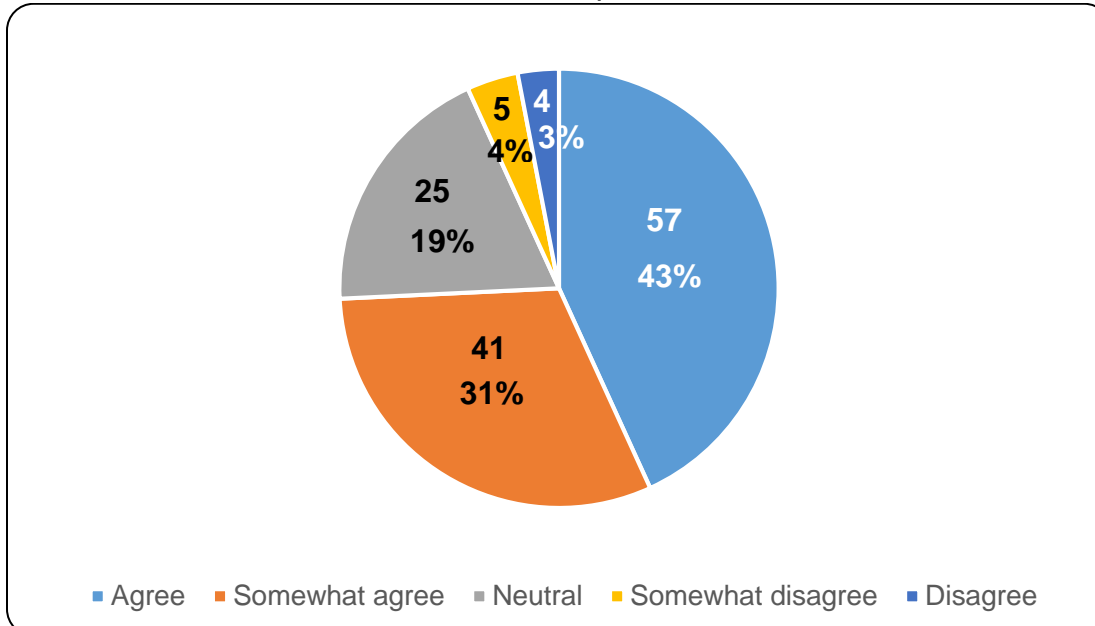
# Community Engagement Evaluation

1. I understand how my Residential Rental Housing Licensing consultation feedback will be used.



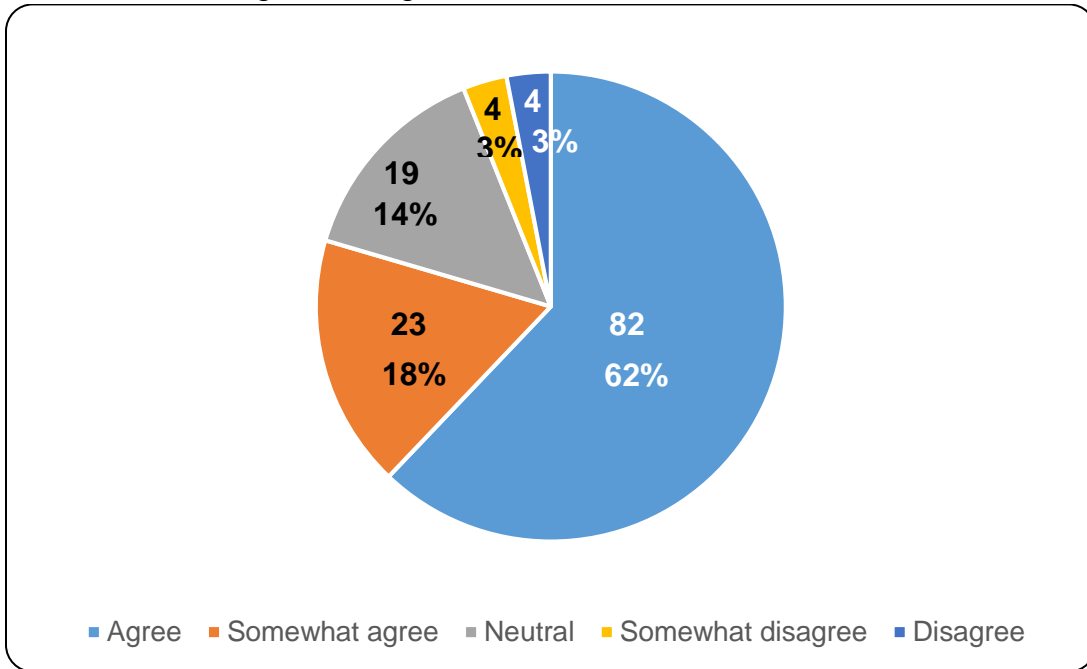
131 responses, 2 skipped

2. I have a good understanding of the Residential Rental Housing Licensing consultation based on the information provided in the Feedback Form.



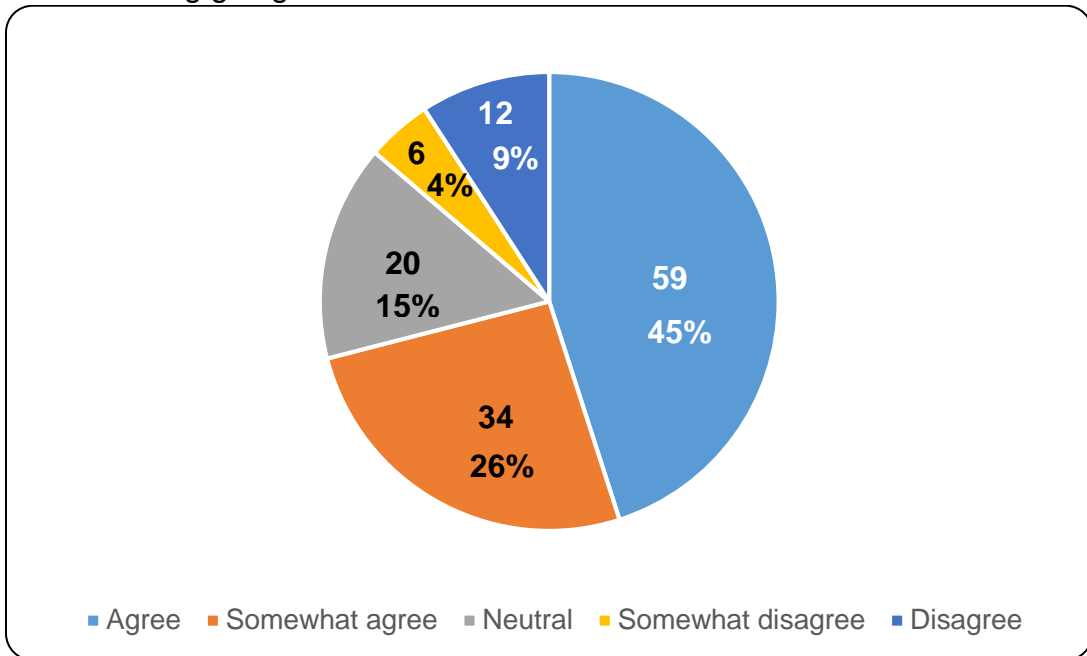
132 responses, 1 skipped

3. I feel the Feedback Form was a good opportunity to participate in the Residential Rental Housing Licensing consultation.



132 responses, 1 skipped

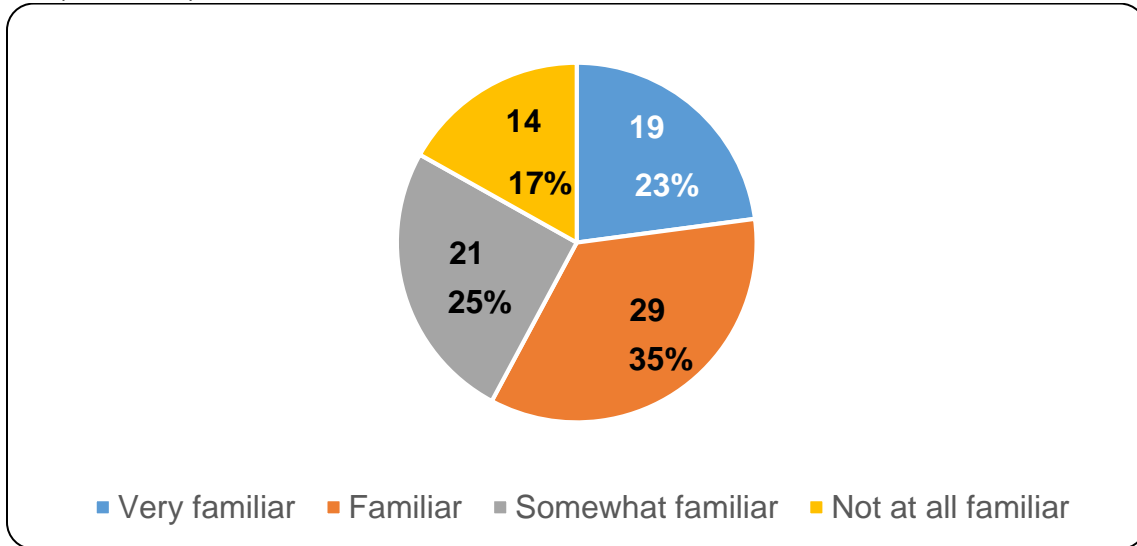
4. I understand the next steps in the Residential Rental Housing Licensing consultation and timing going forward.



131 responses, 2 skipped

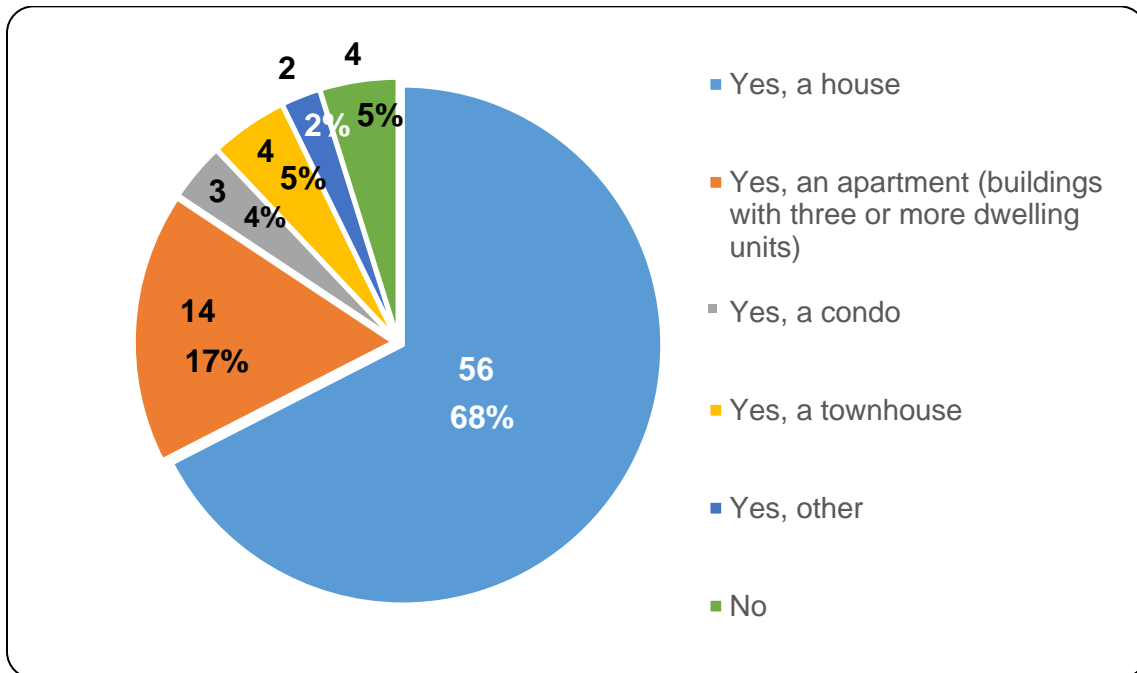
## R.R.H.L. Consultation Feedback Form Results – Property Managers and Landlords

1. How familiar are you with Oshawa’s Residential Rental Licensing Program (R.R.H.L.)?



83 responses, 1 skipped

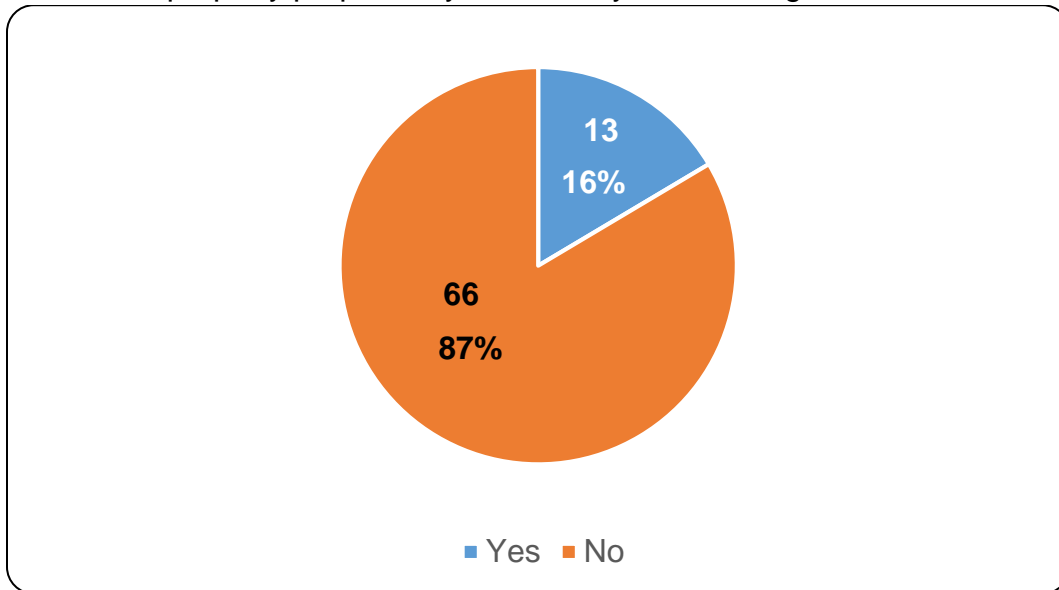
2. Do you currently own and/or manage a residential rental property in the City of Oshawa?



83 responses, 1 skipped

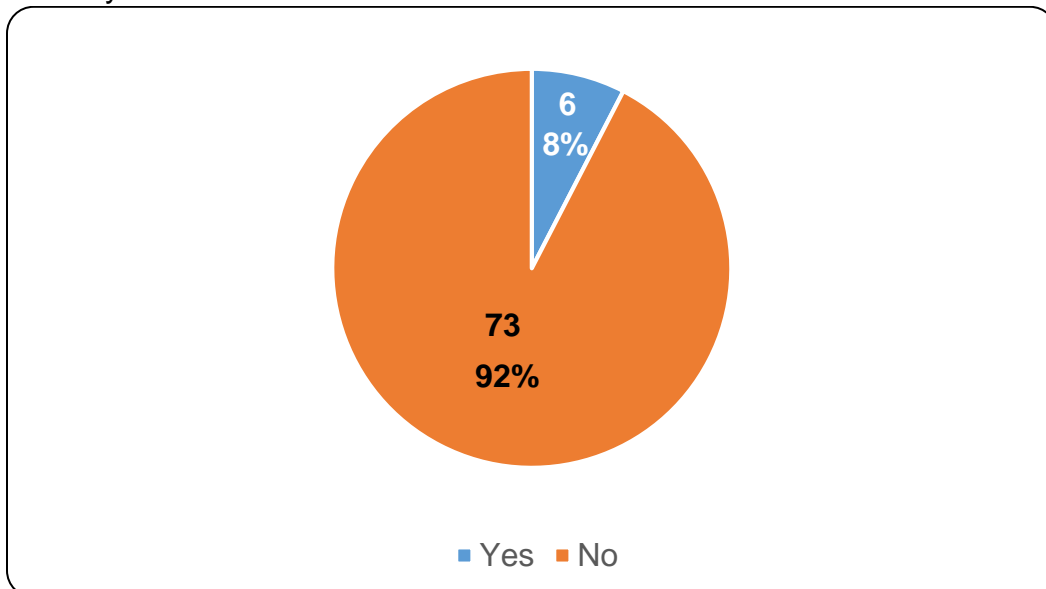


3. Are the property/properties you currently own/manage in the defined R.R.H.L. area?



79 responses, 5 skipped

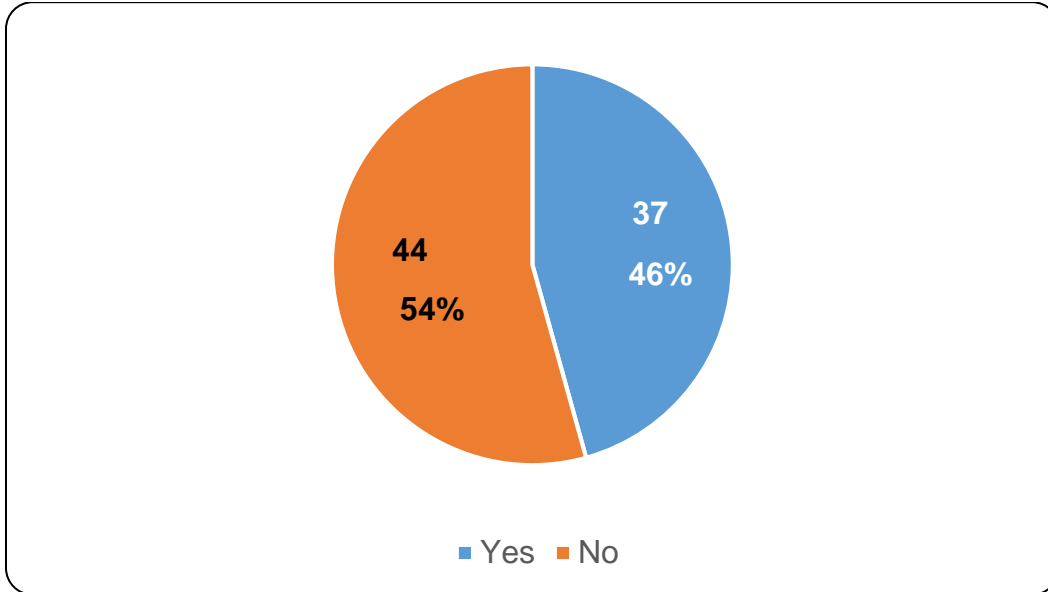
4. Do you have an R.R.H.L. Licence?



79 responses, 5 skipped

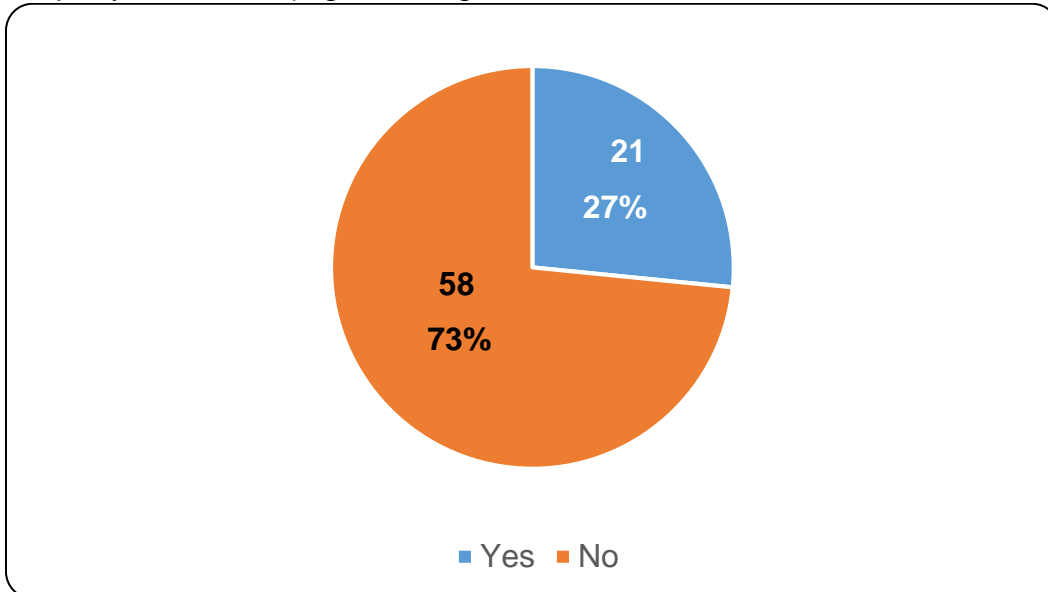
5. What regulations **should** the City inspect for and confirm when issuing a two (2) year residential rental housing licence?

Fire Safety



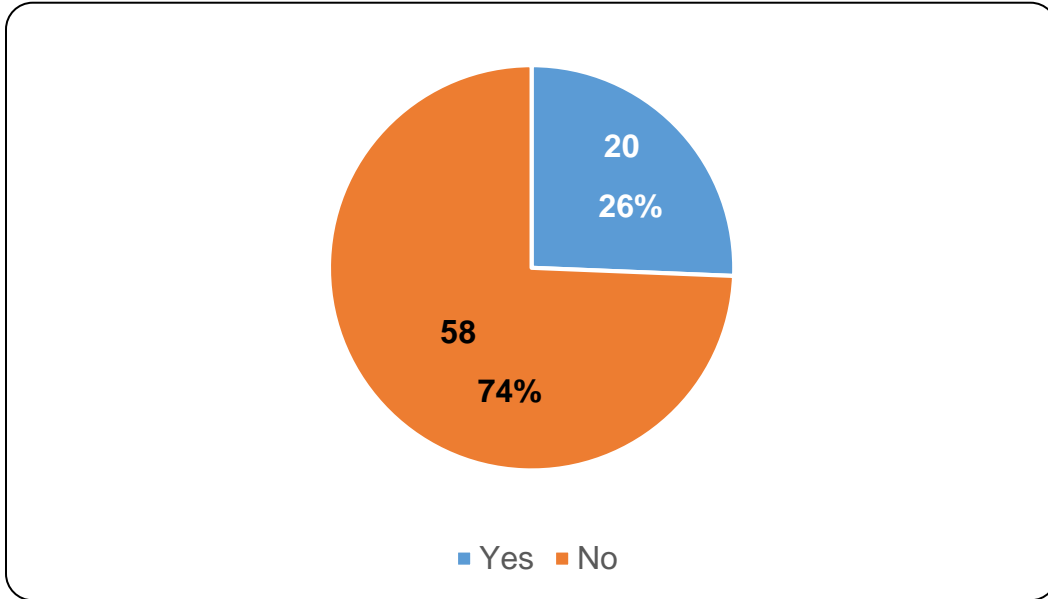
81 responses, 3 skipped

Property standards (e.g. bed bugs, broken windows, HVAC, intercoms, etc.)



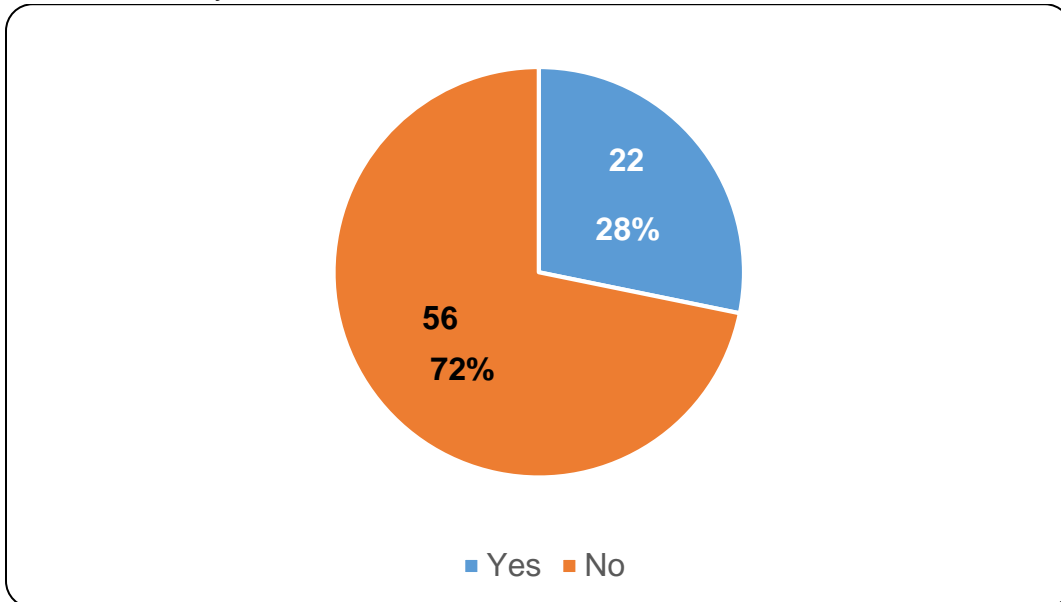
79 responses, 5 skipped

Adequate Heat (minimum temperatures from September - June)



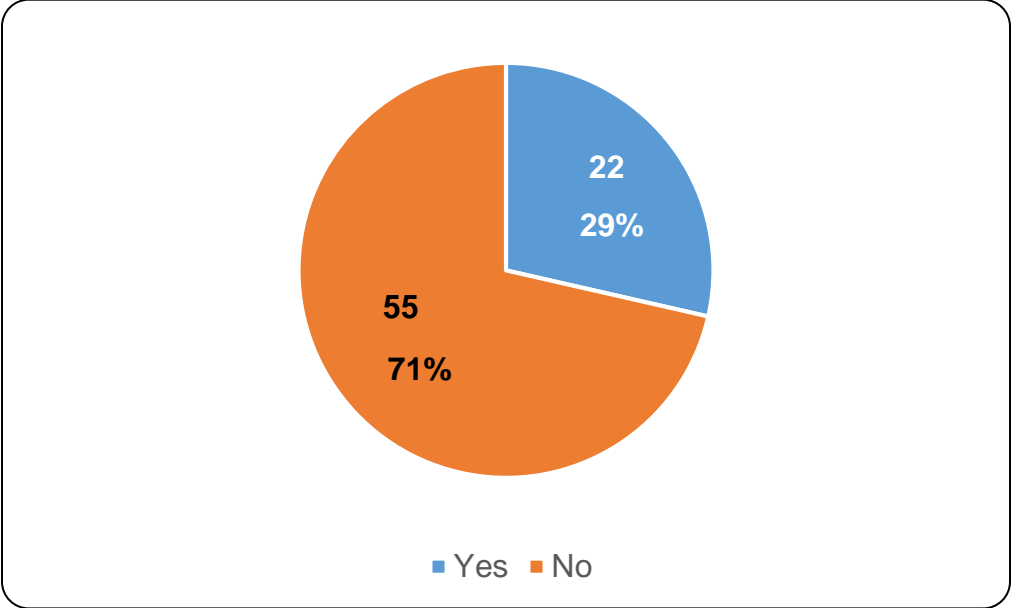
78 responses, 6 skipped

Electrical safety



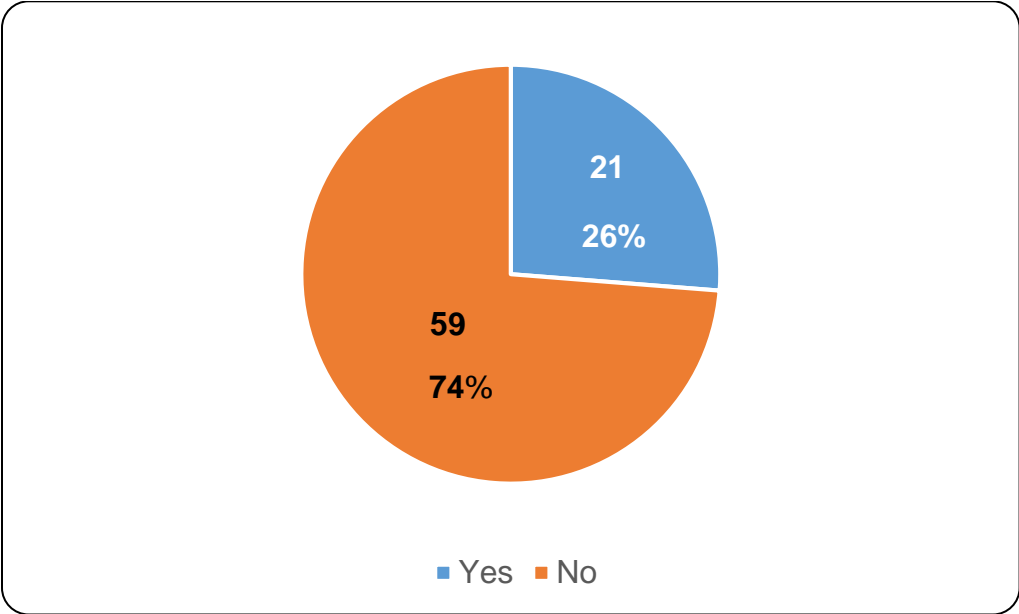
78 responses, 6 skipped

Ensuring compliance with Building Code Act



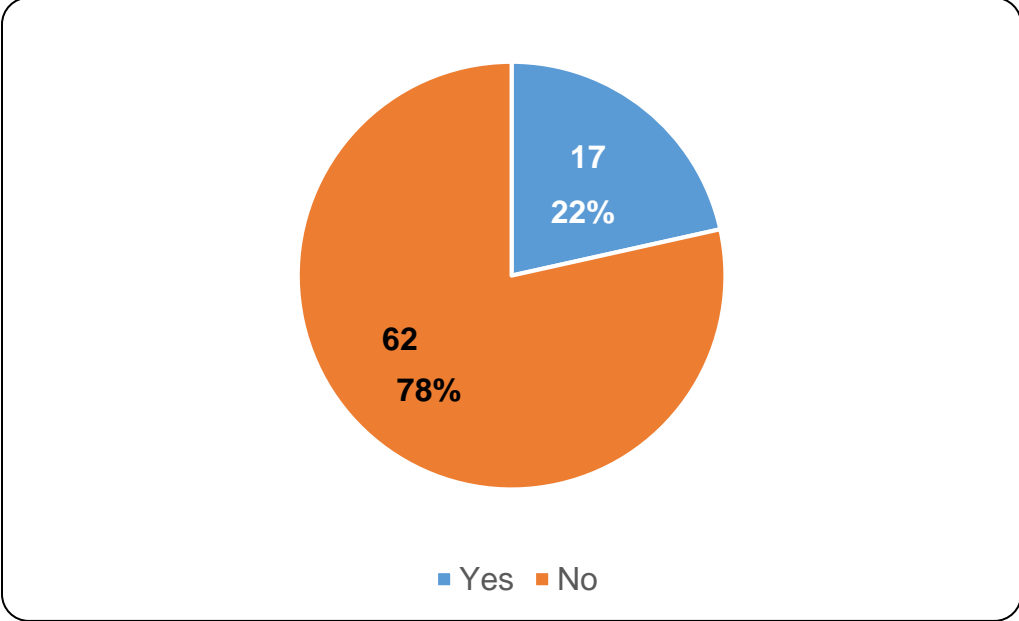
77 responses, 7 skipped

Requiring appropriate insurance



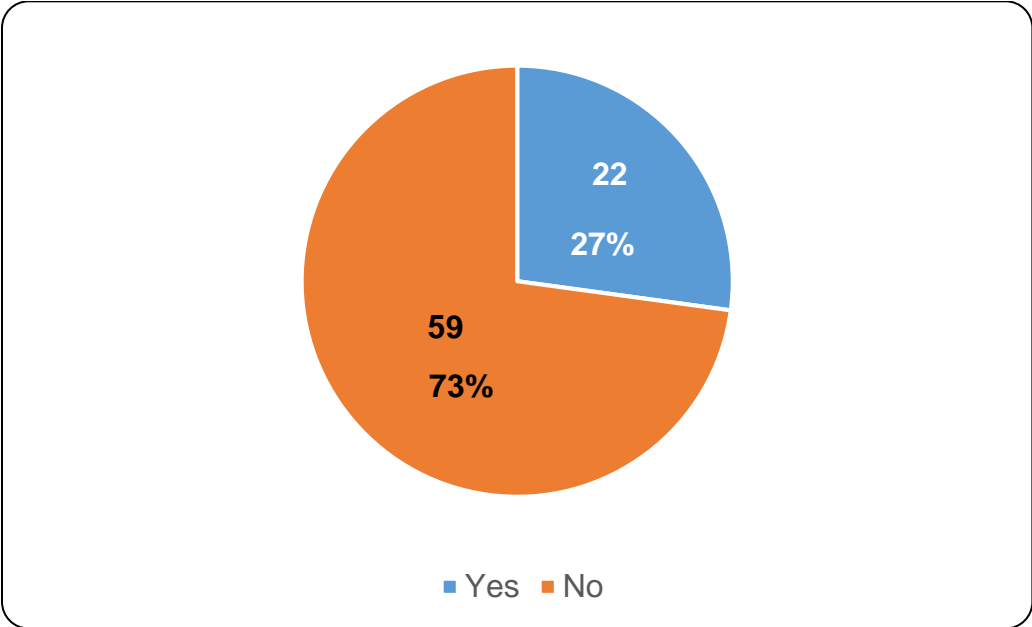
80 responses, 4 skipped

Lot maintenance (e.g. long grass, debris on property)



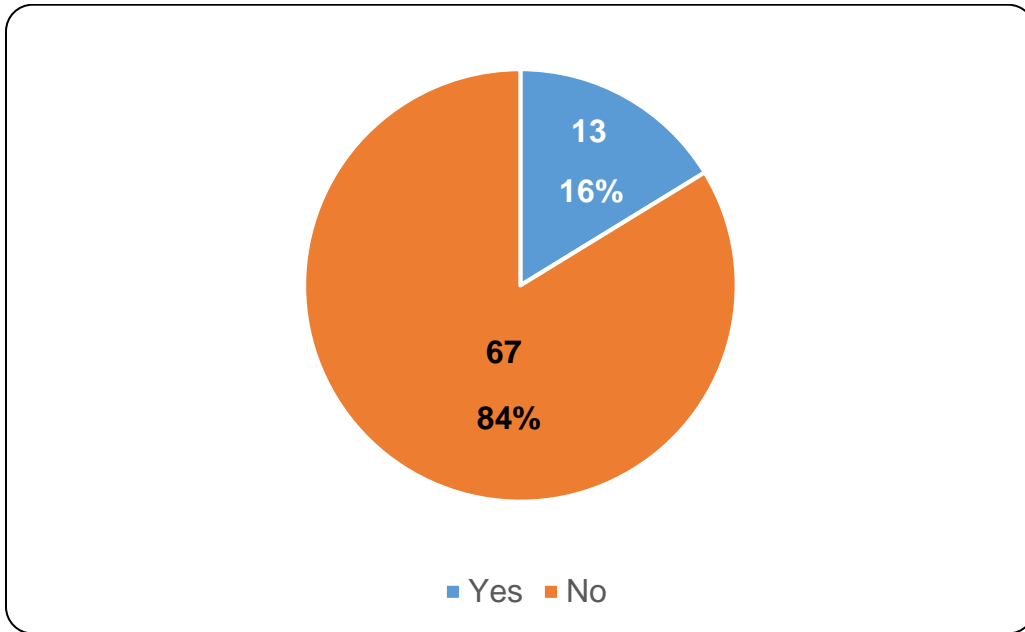
79 responses, 5 skipped

Waste (e.g. garbage) issues



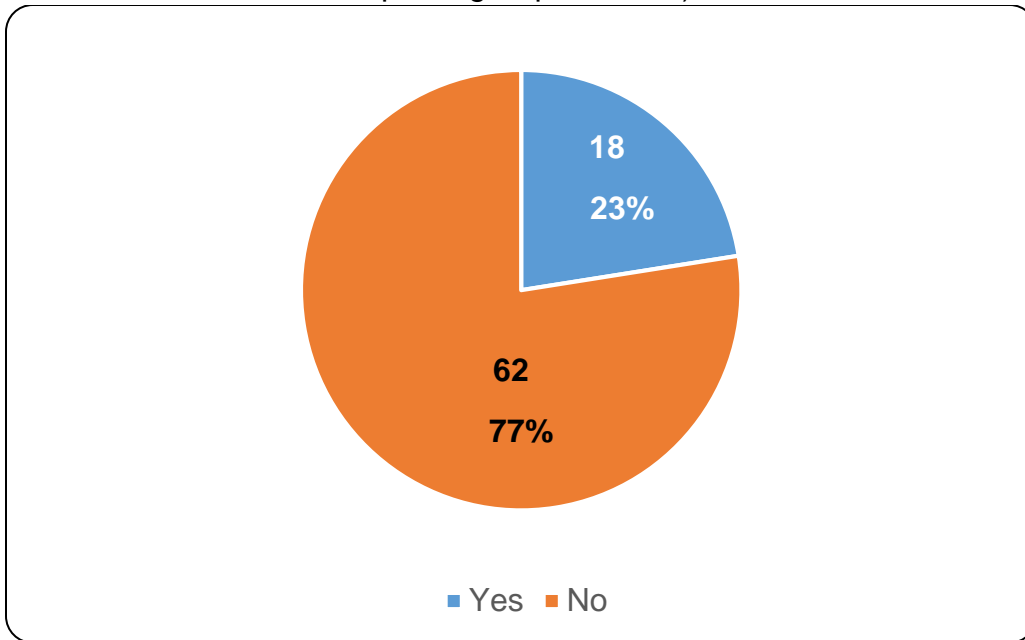
81 responses, 3 skipped

Snow and ice removal



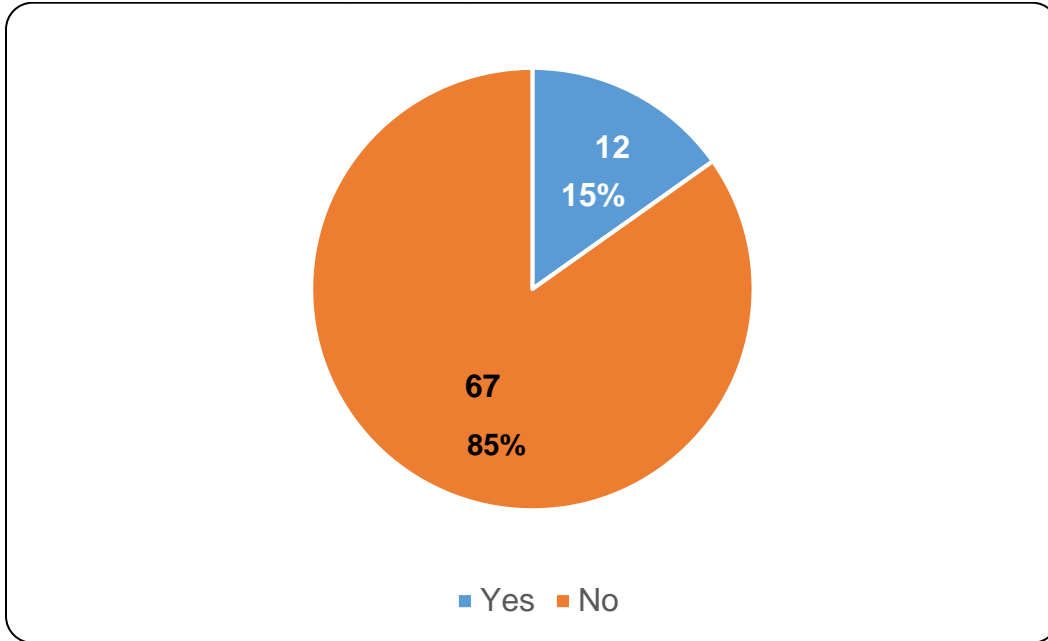
80 responses, 4 skipped

Land Use/Zoning (e.g. how land and buildings may be used, where buildings and other structures can be located, parking requirements)



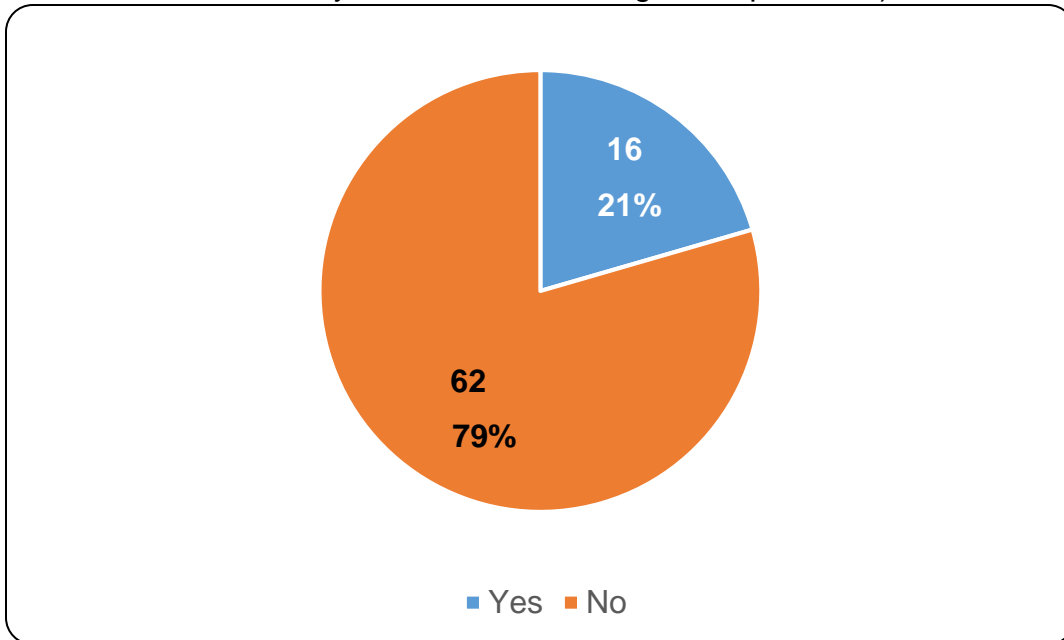
80 responses, 4 skipped

Noise and Nuisance (e.g. littering, loud music, vandalism, etc.) issues



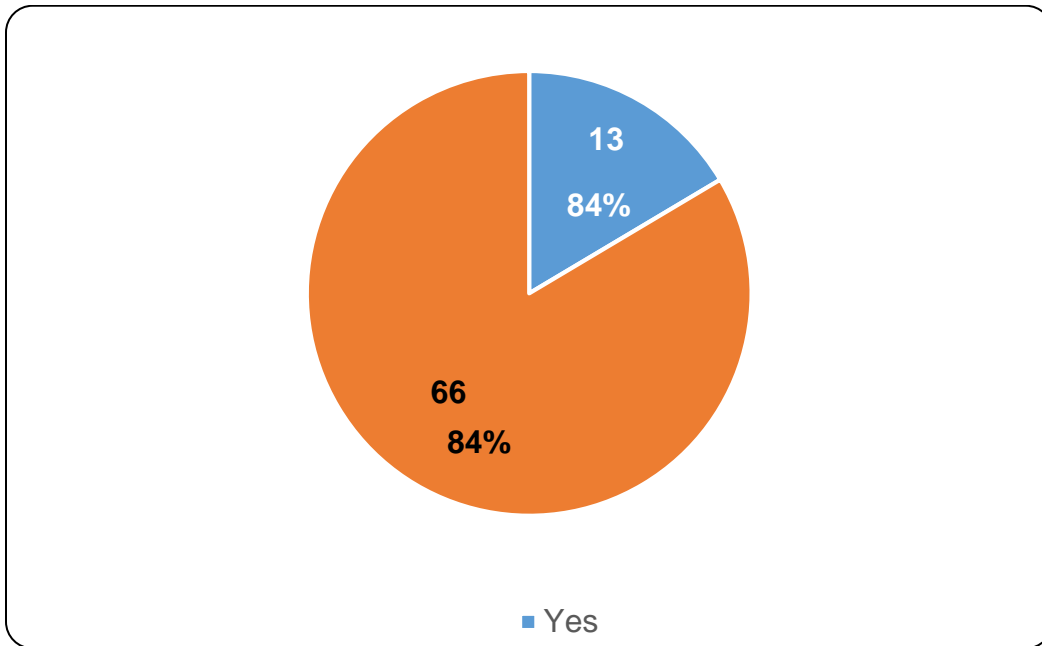
79 responses, 5 skipped

Tenant Notification Board in Apartment Buildings (e.g. service disruptions, emergency contact information, City notice, waste management plan, etc.)



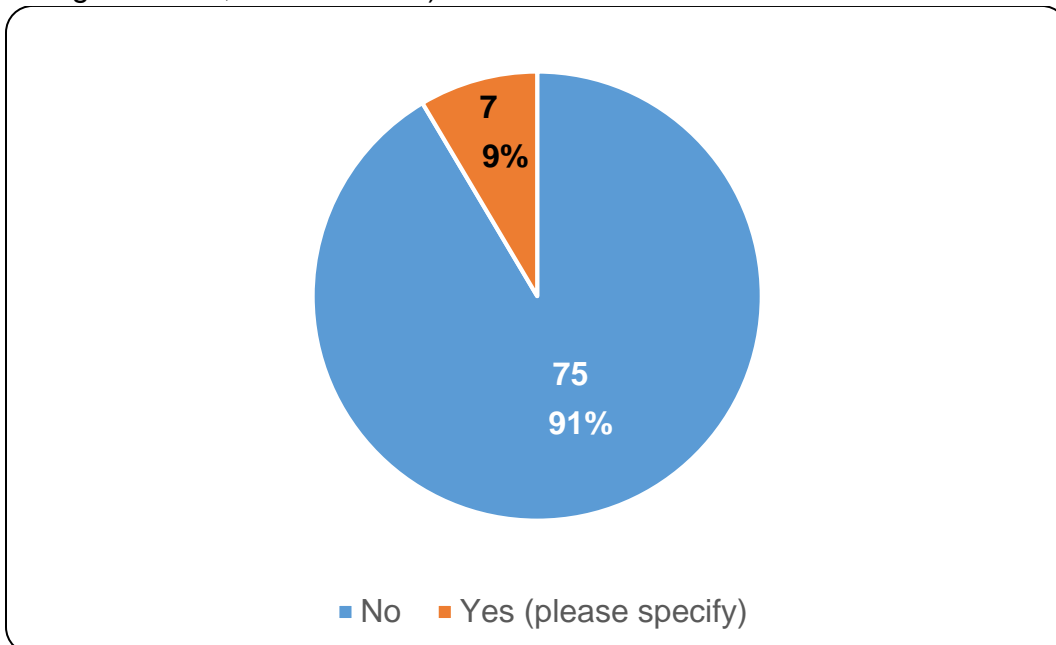
78 responses, 6 skipped

Local contact requirement to help resolve issues



79 responses, 5 skipped

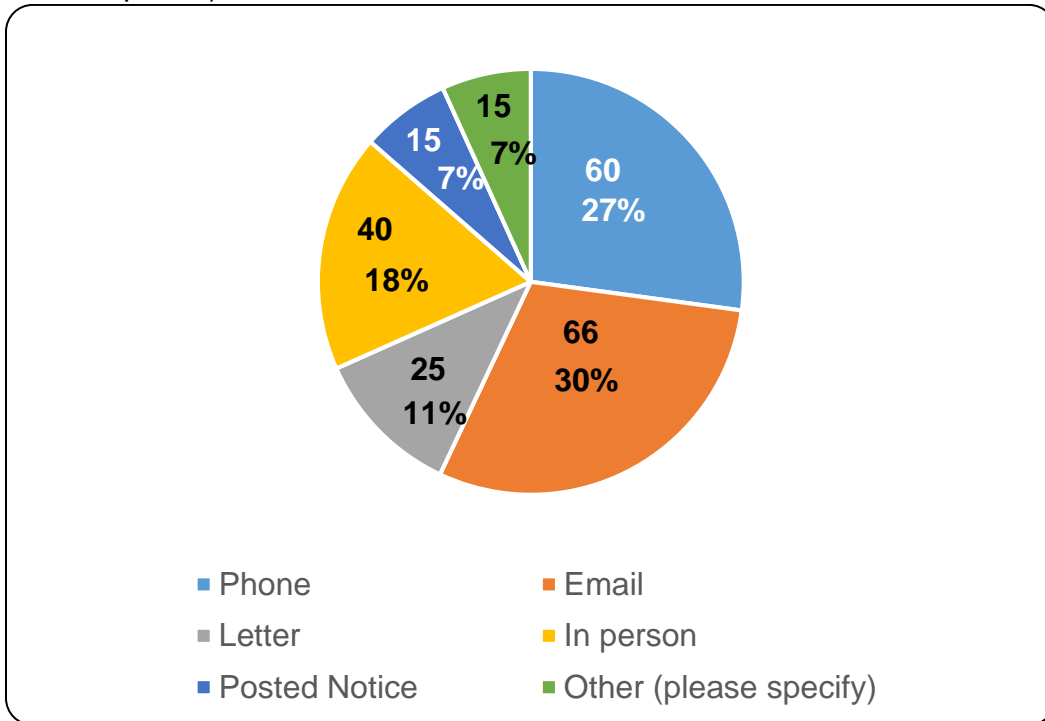
6. Are there other standards you feel the City should regulate for rental properties?  
Note: a City licensing program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions)



82 responses, 2 skipped

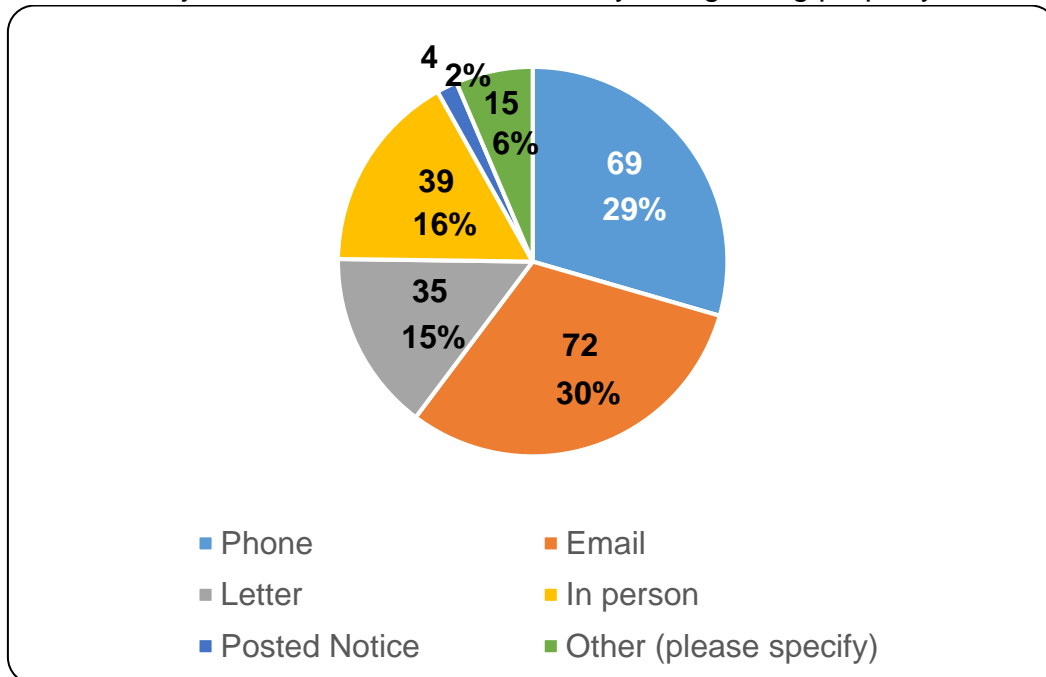


7. How do you communicate property related issues to your tenants (e.g. service disruptions)?



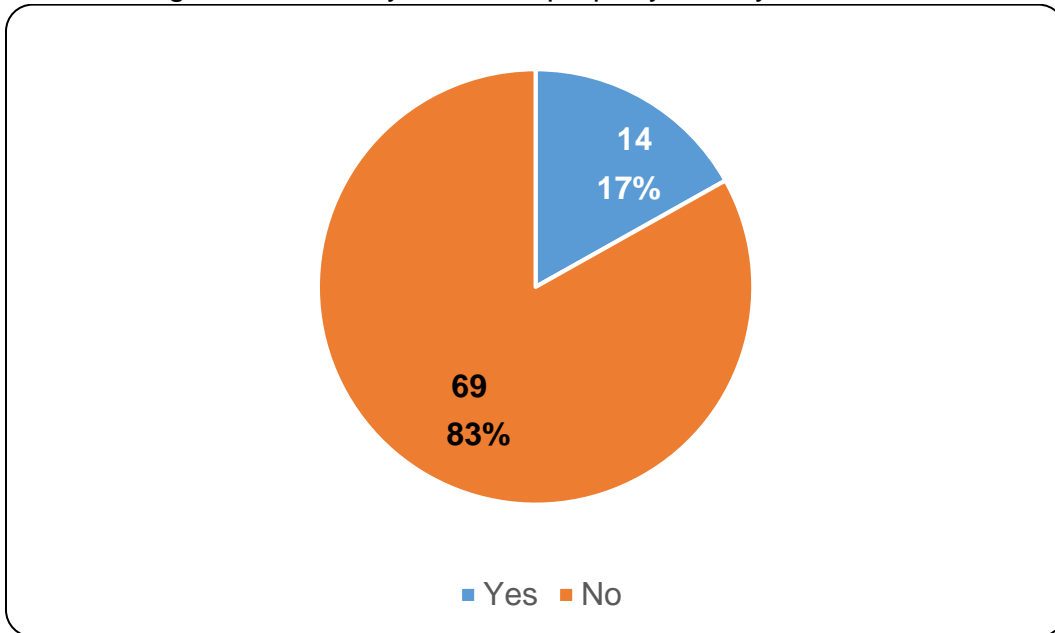
84 responses, 0 skipped. Multiple responses available.

8. How can your tenant communicate with you regarding property related issues?



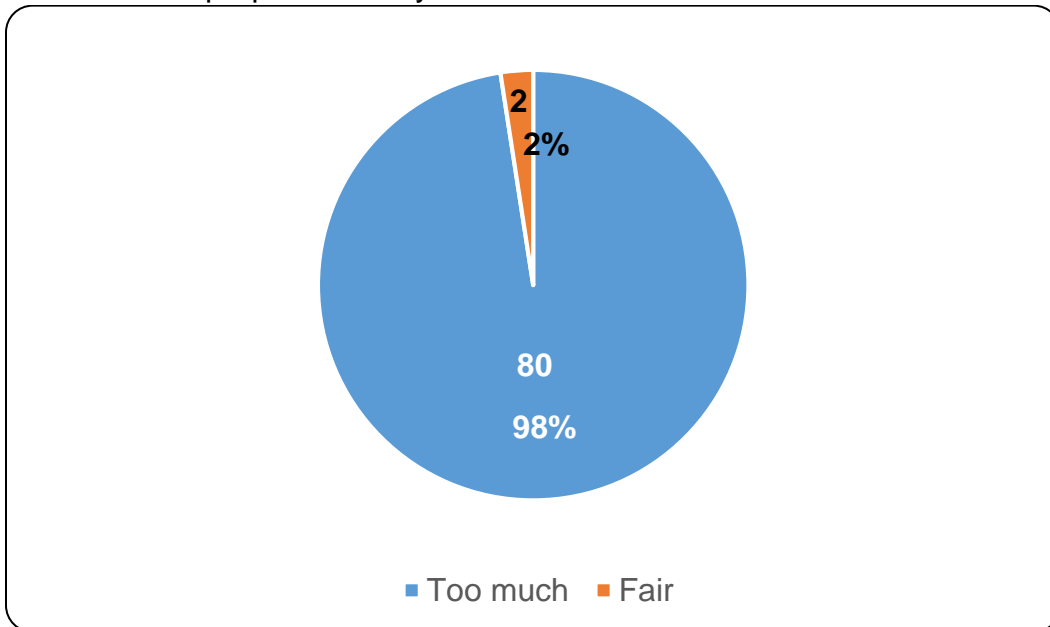
84 responses, 0 skipped. Multiple responses available.

9. Licensing is a good way to let potential tenants know that your property is safe and complies with all applicable standards. Given this, do you think it would be an advantage to advertise your rental property as City licensed?



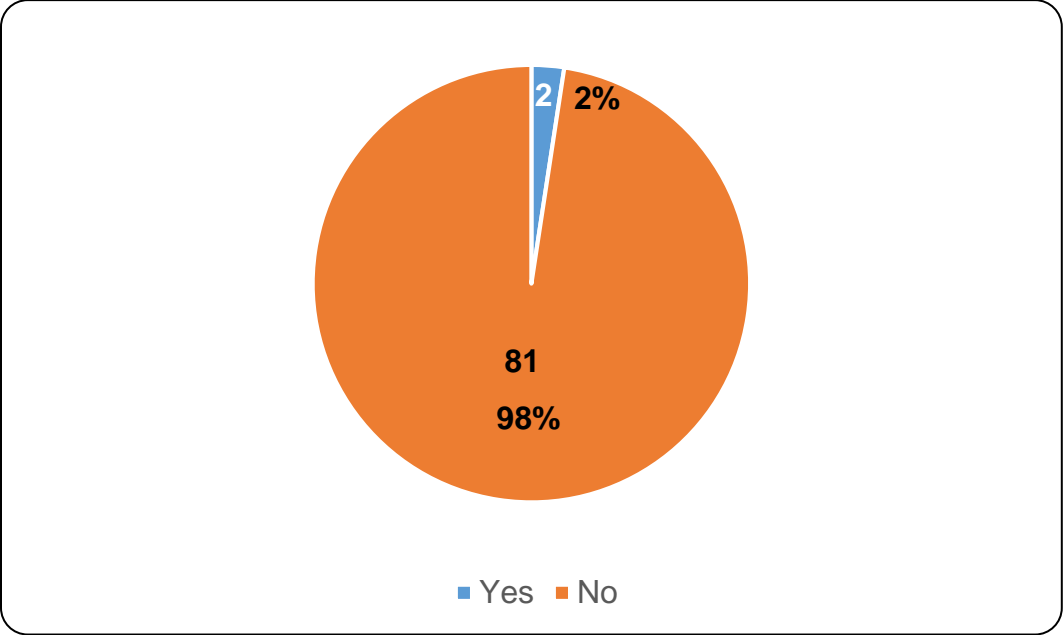
83 responses, 1 skipped

10. Fees are required to recover the costs associated with inspections and administering the program. Below are the associated fees with two (2) year licences for both classes of properties. Do you feel that these fees are:



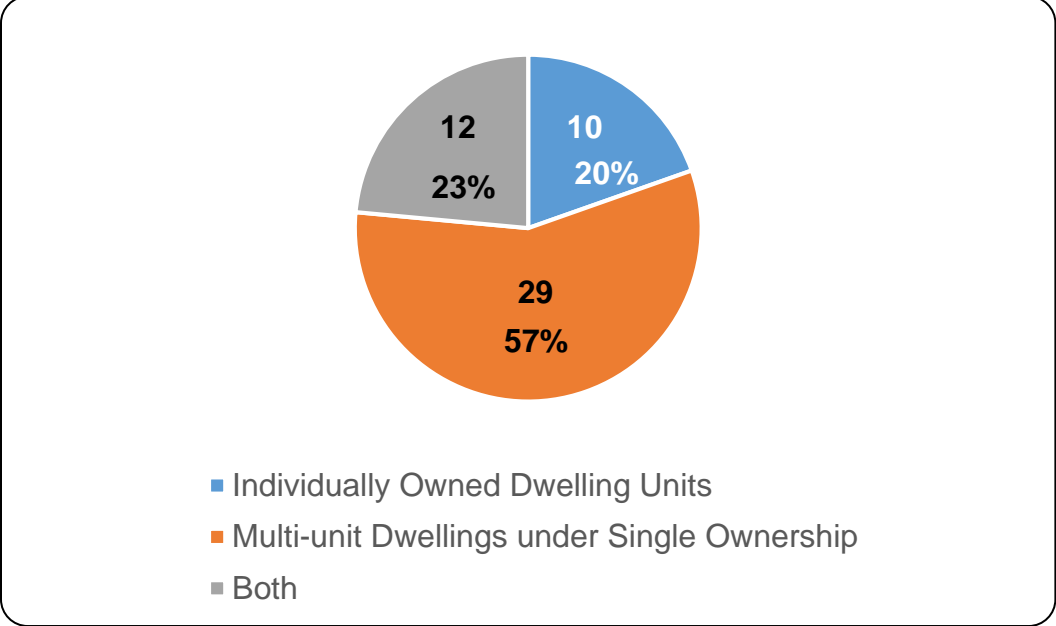
82 responses, 2 skipped

11. The City currently licenses rental properties in the defined area. Do you think the program should be expanded to require all rental properties in the City to be licensed?



83 responses, 1 skipped

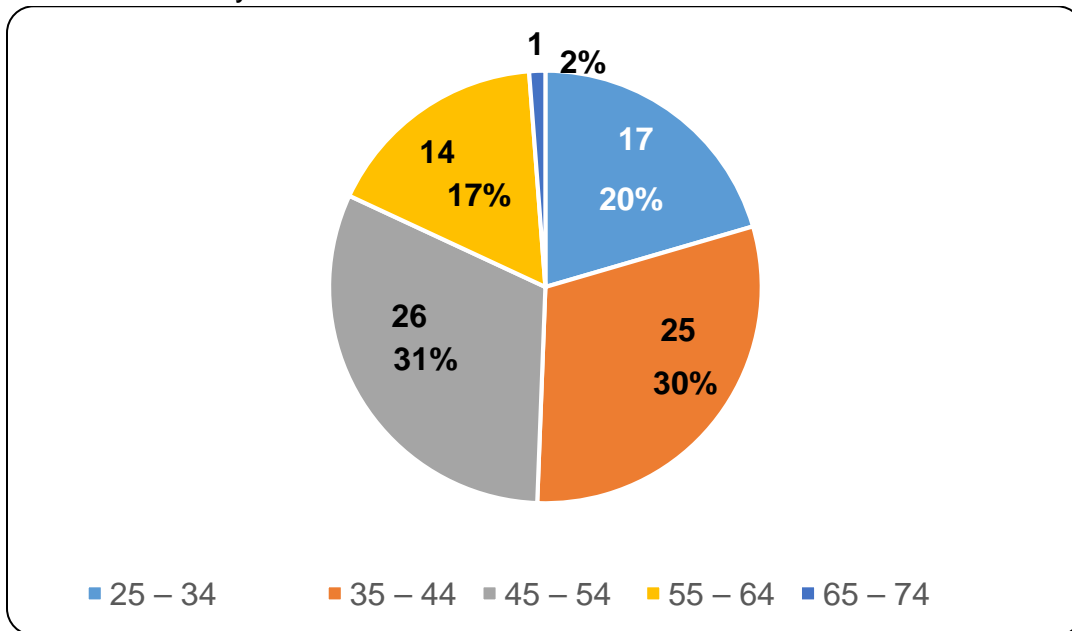
12. Should the City license rental properties that are Individually Owned Dwelling Units, Multi-unit Dwellings under Single Ownership or both?



51 responses, 33 skipped

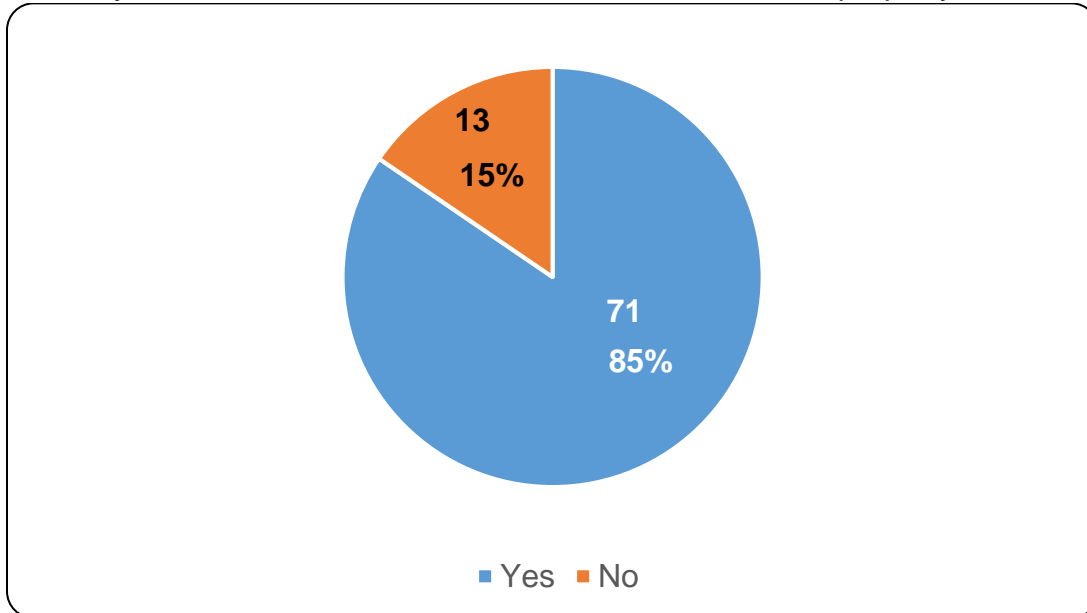
## Demographics

1. How old are you?



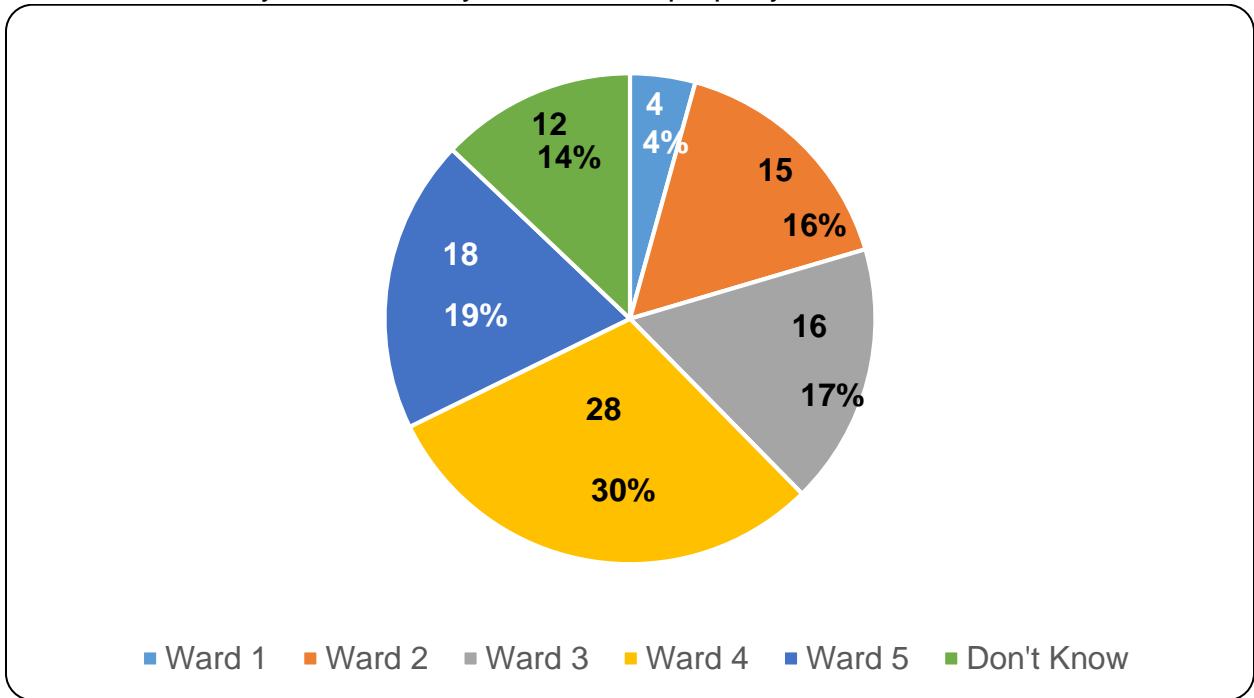
83 responses, 1 skipped

2. Are you an Oshawa resident, and/or Oshawa business/property owner?



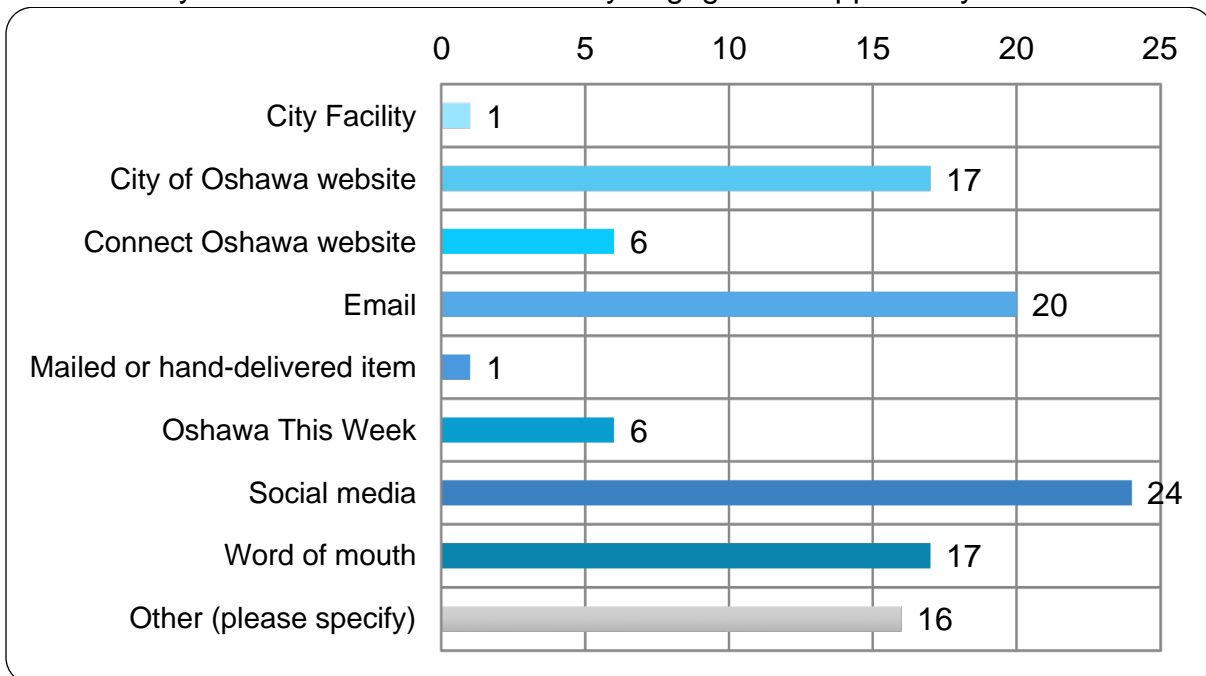
84 responses, 0 skipped

3. What ward do you live in / is your business/property located in?



69 responses, 2 skipped. Multiple responses available.

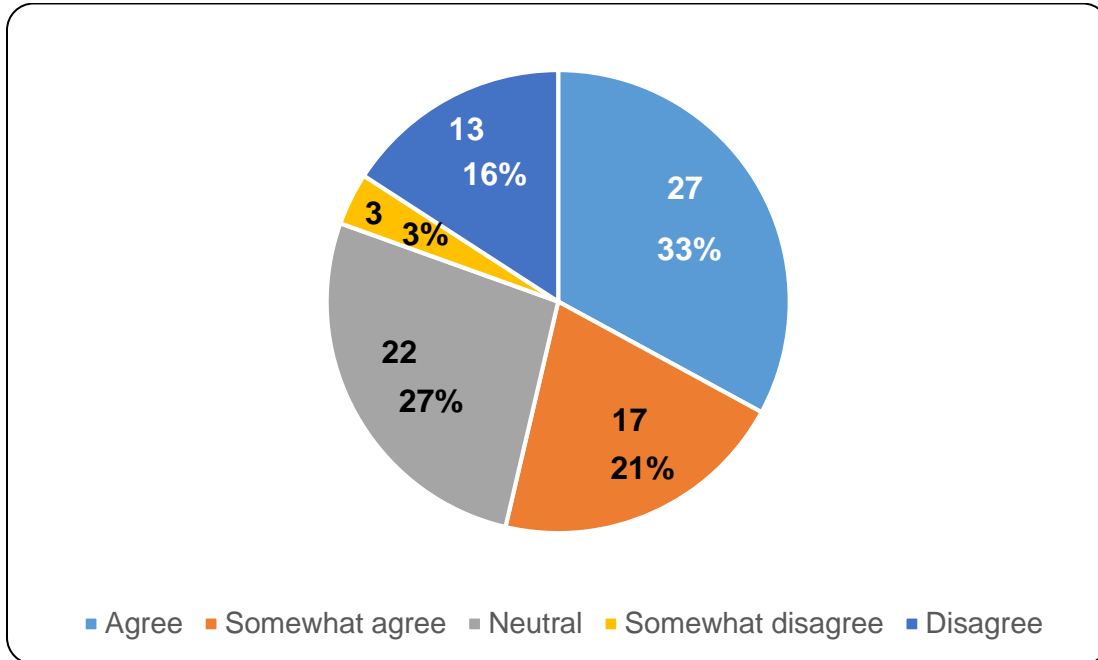
4. How did you learn about this community engagement opportunity?



84 responses, 0 skipped. Multiple responses available.

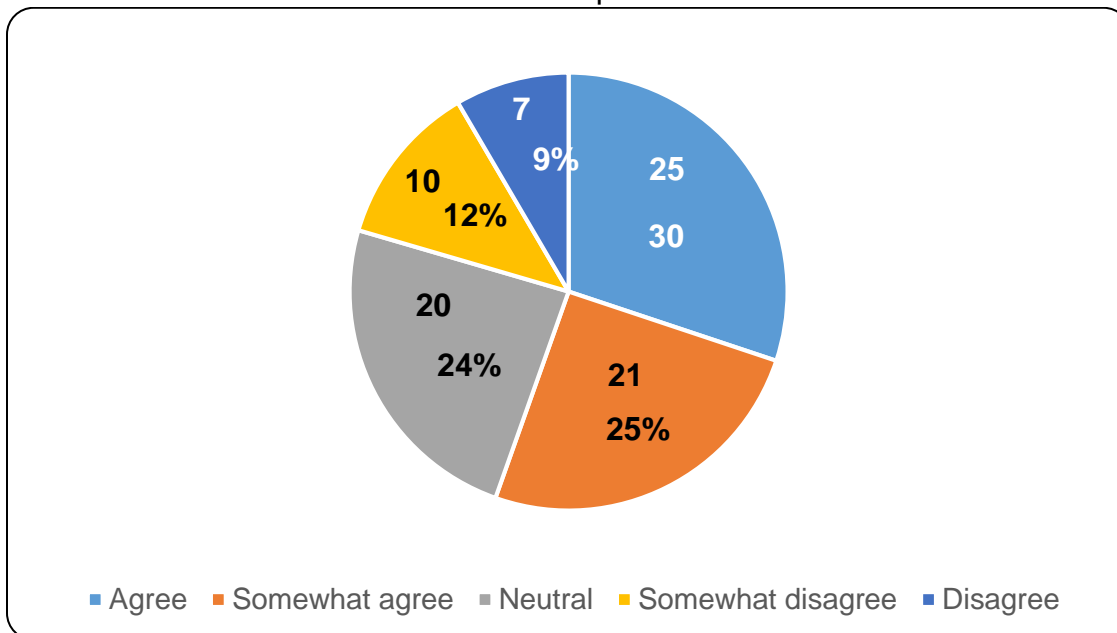
# Community Engagement Evaluation

1. I understand how my Residential Rental Housing Licensing consultation feedback will be used.



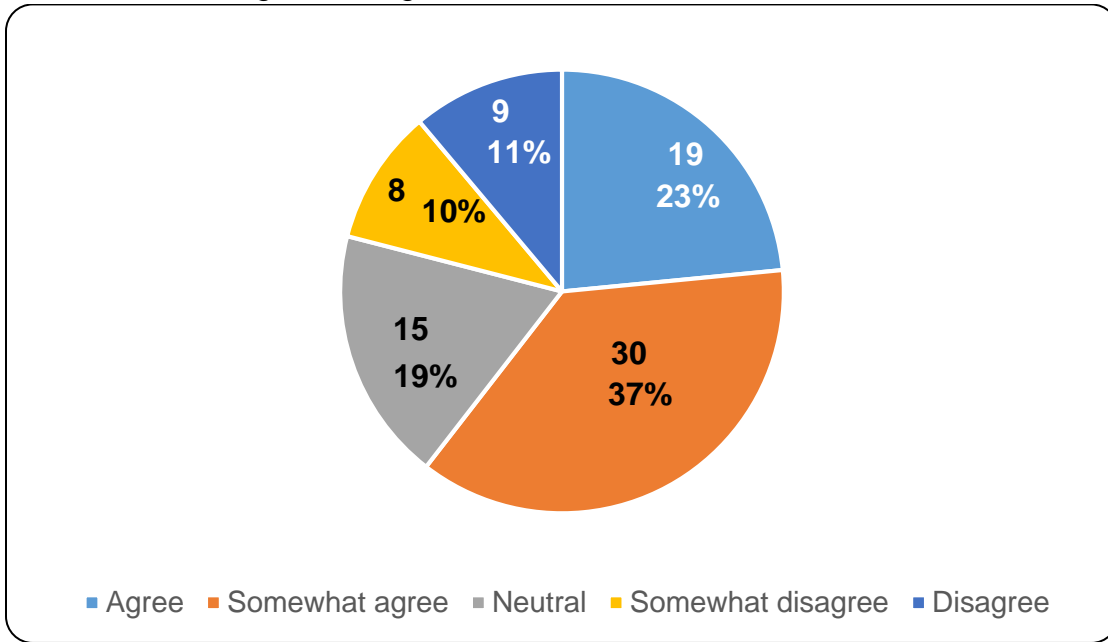
82 responses, 2 skipped

2. I have a good understanding of the Residential Rental Housing Licensing consultation based on the information provided in the Feedback Form.



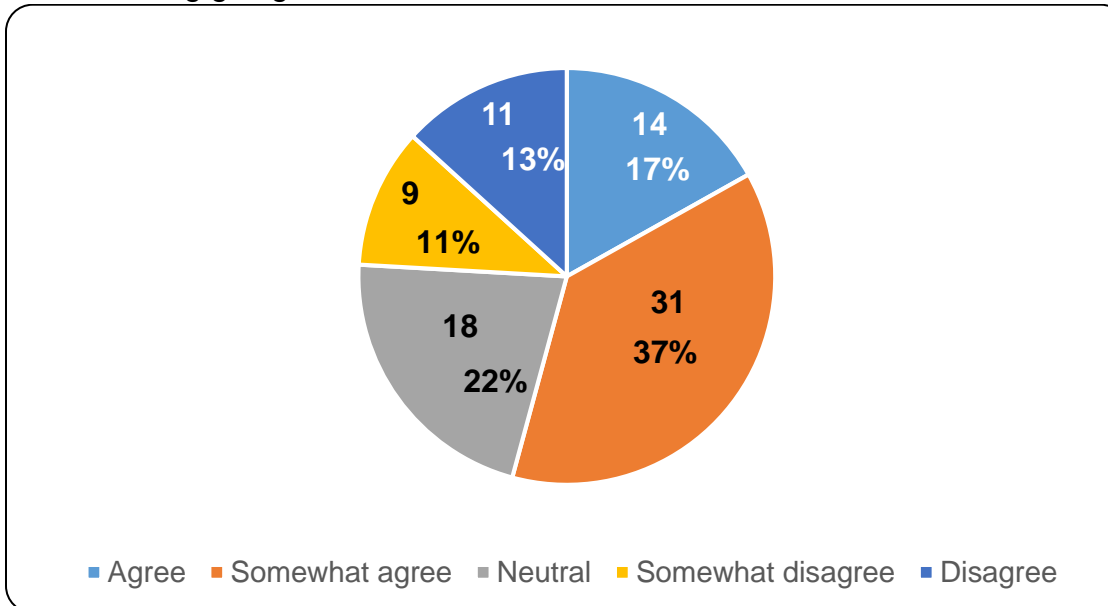
83 responses, 1 skipped

3. I feel the Feedback Form was a good opportunity to participate in the Residential Rental Housing Licensing consultation.



81 responses, 3 skipped

4. I understand the next steps in the Residential Rental Housing Licensing consultation and timing going forward.



83 responses, 1 skipped

I. George Lysyk

April 17<sup>th</sup>, 2022

[REDACTED]  
Oshawa, ON  
[REDACTED]

**RE: Residential Rental Housing Licensing – Public Feedback**

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Corporate Services Committee,

Having attended your Residential Rental Housing Licensing (RRHL) open house, I have decided to add my voice to many before me in opposition to the proposed RRHL program. Our family has been in the residential rental business in the City of Oshawa for over 60 years. In that time, there have been issues but they were able to be resolved between ourselves and the City of Oshawa's Municipal By-law Enforcement.

At this time, I want to highlight to you why this process is both unnecessary and unneeded:

- 1) City of Oshawa Municipal By-law Enforcement along with the Oshawa Fire Department, Fire Prevention Department and the Buildings Department of the City of Oshawa, not only have the necessary tools, but they also have the ability to ensure that current apartments are both safe and up to standard for occupancy.
- 2) Is the City of Oshawa planning to establish a new bureaucracy to operate a RRHL? This would result in an enormous overhead to implement and maintain, a further tax burden on the overtaxed property owners of Oshawa.
- 3) With the current state of housing, especially rental housing, why would anyone invest in residential rentals if there is an added layer of bureaucracy and licensing in the City of Oshawa? There are many municipalities in Durham Region that do not have a RRHL requirement. This will drive investors away from Oshawa and towards those municipalities. Again, not only would the City of Oshawa not increase its tax base, the RRHL would result in less investments into residential rentals within the City. Thus, less competition would result in increased rental prices, ultimately reducing the number of units available to tenants.
- 4) The proposed RRHL will not deter those individuals who are planning to build illegal apartments. Just like they are doing today, Municipal By-law currently has the proper jurisdiction to deal with illegal apartments.
- 5) If implemented, the proposed RRHL will deter the current complying small landlords out of the business due to an over abundance of red tape. Currently, the majority of landlords do not feel they are getting treated fairly by the LTB. More red tape as proposed, will not only force more good landlords out of the business, but it will also worsen the current GTHA housing crisis.

In conclusion, the entire process of this RRHL is not there for the safety of tenants. People who build illegal rental units will continue to do so and currently, the City of Oshawa has all the tools in place to prosecute these perpetrators. The proposed RRHL will become a boondoggle of

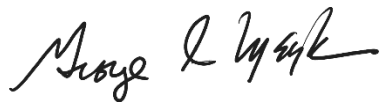


bureaucracy, red tape, and unnecessary stress for the very people the City of Oshawa needs to work with to help solve the City's rental housing crisis.

It is my observation from this process that this issue is 100% motivated to create a political issue for some Members of Council during an election year. It seems very sad to me that such an important matter is being politicised for the gain of very few, at the cost of all taxpayers in the City of Oshawa.

If you require any more information, do not hesitate to call me at [REDACTED].

Sincerely,

A handwritten signature in black ink, appearing to read "George I. Lysyk". The signature is written in a cursive, flowing style.

I. George Lysyk

April 28, 2022

*Via e-mail*

CITY OF OSHAWA  
50 Centre Street South  
Oshawa, Ontario  
L1H 3Z7

Attn: Sam Harris

Dear Sam,

RE: Proposed R.R.H.L. Program  
Additional comments

Further to Elizabeth Kelly's comments delivered during the committee meeting, here are my observations:

The purpose of this program – based on my understanding – is to identify landlords operating in our city, who do not meet the established requirements and guidelines which mandate well run and well managed buildings.

I understand and accept the fact that the city feels it necessary to move away from the current complaint-driven evaluations to a more pro-active and comprehensive system which would ensure that landlords of all sizes adhere to providing quality rental housing.

However, instead of charging every landlord to obtain this licence, why not implement a system such as the fire code or building code? Create a system based on these well-established platforms, unique to residential landlords.

This code should include that all landlords must:

1. Register themselves regardless of size or type of rental they own and provide certain information on their rental properties.
2. Meet all required municipal standards, building maintenance standards, follow apartment building by-laws, fire & safety by-laws, pest control, mould issues, etc.
3. Regularly submit proof of common area as well as in-suite inspections. The in-suite inspections should be signed by the tenants, to indicate that they have no damages or other health and safety concerns with their units.
4. Permit by-law officers to carry out periodic inspections, in which they state deficiencies if any.



5. Agree that there may be fines associated with non-compliance, which they must pay.

This way, only non-compliant landlords would be required to pay, rather than all landlords.

The reason behind the city receiving such overwhelming opposition to this licencing program, is because it places yet another financial burden on the responsible, hard-working landlords in order to penalize their substandard counterparts.

While on the topic of responsible landlords who make it their daily mission to provide safe, healthy and well-maintained buildings to their tenants - I believe the city would receive a lot more support in their quest to implement a program like this, if they recognized and conceded that landlords are in dire need of assistance themselves.

Based on my own experience (of over thirty years), here are some incredibly difficult situations we face on a daily basis:

1. Spending millions of dollars in building envelope renovations, building system renovations, etc., and waiting sometimes two - three years (pre-pandemic) to have an AGI application processed by the LTB.
2. Spending millions of dollars in building envelope renovations, building system renovations, etc., but being permitted to re-coup less than 10% of the total cost of the upgrade/reno from tenants - after waiting several years for the order. Why would any landlord spend 1.5M on their building when the best they can hope for is a 3% above guideline increase over a three-year period - by which point, many tenants who would be responsible for this increase leave the building...
3. Tenants who default on their rent payments permitted to drag the eviction process to sometimes 6-7 months (pre-pandemic), then vacating leaving tens of thousands of dollars in back rent and damages.
4. Upon finally receiving an eviction order, having to wait another 3-5 weeks for the sheriff's department to assist with the eviction.
5. Families renting for their elderly or disabled relatives and leaving them in the landlord's care. Spending several weeks trying to track down case workers, support workers so that they can assist us with tenants who cannot take care of themselves. Absolutely zero support for landlords in this situation.

6. Pets left behind in empty apartments or released in and around buildings for the landlords to deal with them, and shelters taking several weeks to provide assistance.
7. Tenants who refuse to let the landlord's agents into their units, despite being overrun by pests, spreading the problem throughout the building and the LTB taking several months to issue an order to the tenant.

To summarize – if the city believes that the existing RTA remedies, by-laws and codes to protect tenants are not enough, then a system fair to all landlords should be established.

A system which requires a financial obligation only from landlords who do not take care of their properties and tenants. Those that play by the rules, keep their buildings in excellent, well-maintained shape, adhere to all laws and regulations, should be able to continue operating as they have been.

If the city does proceed with this licencing system, the landlords who end up with an undeserved, substantial financial burden, will simply pass it on to new tenants looking for rental units. The people who end up being negatively impacted by this licencing program will be the very ones the city is attempting to assist and protect.

Sincerely,  
THE VALIANT GROUP OF COMPANIES



Erika Bradbury  
V.P. Operations



Sam Harris  
City of Oshawa  
50 Centre Street South  
Oshawa, ON L1H 3Z7

May 4, 2022

Re: Residential Rental Housing Licensing Program

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Thank you for reaching out to the Durham Region Home Builders' Association (DRHBA) for our comments on the proposed city-wide Residential Rental Housing Licensing (R.R.H.L.) Program. We have reached out to our members and are basing our comments on their feedback.

**Is DRHBA supportive of a city-wide expansion of the R.R.H.L.? Why or why not?**

DRHBA is not in support of a city-wide expansion of the R.R.H.L., and there are numerous reasons for this position.

First, our members believe that this program will not achieve its primary goal – which is to root out illegal units and have them brought up to code and the appropriate standards for rental units. The vast majority of landlords are responsible and take great care to ensure their tenants have a safe place to live. Landlords that are already ignoring the regulations and standards that are currently in place will continue to do so and will find ways to avoid participating in this proposed program.

As such, the result of the implementation of this program will be that existing, good landlords will be burdened with more red tape and expenses. These costs will be passed down to the tenants, and if those amounts exceed the currently permitted 1.2% increase, new renters will face that additional financial burden.

Legal rental units, whether they are located in an apartment building or in the basement of a home, already must pass stringent regulations to bring rental units to market. Landlords must acquire building permits, build/renovate to the Ontario Building Code, and pass inspections before they are granted an occupancy permit. As all new and existing legal units have already gone through this process, this program essentially becomes a redundant layer of bureaucracy – adding unnecessary delays and expenses.

**1-1255 Terwillegar Avenue, Oshawa, Ontario, L1J 7A4**

In speaking with our members who are landlords, they have talked about the fact that their expenses, such as utilities, garbage removal, etc. have gone up substantially and are not being covered by the annual 1.2% increase. As a result, when a unit becomes vacant, the landlord will take that opportunity to increase the rent to a level that will allow them to recover their costs.

As we are currently in an unprecedented housing affordability crisis, it would be counterintuitive to expand a program that will ultimately increase rental rates in legal, safe units, while having little to no impact on the illegal, unsafe units.

The provincial government has also passed two pieces of legislation, the *More Homes, More Choice Act*, and the *More Homes for Everyone Act, 2022*; both of which focus on adding additional housing types to the current supply and cutting red tape to ensure these units can be brought to the market as efficiently as possible. The City of Oshawa's proposed expansion of the rental licensing program goes against the spirit of these pieces of legislation by adding on an additional layer of red tape to housing.

**Do you see any ways the City can assist tenants besides a rental licensing program?**

The affordability crisis is being caused, at least in part, by a lack of supply. This lack of supply is driving up prices and driving some landlords underground. The City of Oshawa can help with this issue by working with the development community to ensure that approvals/permits are granted in a timely manner. The City could also look at its zoning bylaws to ensure that secondary suites can be built/created in all areas of the City and that all property owners in the City have the opportunity to create legal secondary suites if they so wish.

While the City's municipal bylaw enforcement division can enforce some issues with illegal units through property standards bylaws, other issues must be taken to the Landlord-Tenant Board for resolution. The City could provide on their website easily accessible information for tenants on who to contact if they are having issues or if they believe the unit they are living in is illegal or is not being kept up to safe standards.

**Any other feedback you may have on the R.R.H.L.**

In general, the Durham Region Home Builders' Association is not in support of municipalities adding more red tape and expense to housing. As an Association, we are championing housing affordability and will only support initiatives that will lead to

**1-1255 Terwillegar Avenue, Oshawa, Ontario, L1J 7A4**



greater supply, less red tape and more housing options for the residents of Oshawa and Durham Region.

We look forward to continuing to work with City staff to ensure that all residents of Oshawa have a safe and affordable place to call home.

Sincerely,

Stacey Hawkins  
Executive Officer  
Durham Region Home Builders' Association

Cc:  
Tiago Do Couto, President, DRHBA  
Emidio Di Palo, Chair, GR Committee, DRHBA  
DRHBA Membership

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**W : [www.drhba.com](http://www.drhba.com)**



## **Oshawa Residential Rental Housing Licensing (RRHL) program**

Good morning Council,

My name is Chris Vale, I'm here on behalf of the Durham Region Association of REALTORS as the Government Relations Co-Chair. Present with me today are Board of Director, Alex Down, and Communications and Government Relations Coordinator, Travis Hoover.

I'd like to start my address with information on our organization. The Durham Region Association of REALTORS represents over 1,500 REALTOR-members who take great pride in their profession and community.

When working with a DRAR member, you can be assured that they're licensed to trade in real estate in the Province of Ontario and are bound to adhere to a professional Code of Ethics as well as numerous provincial and federal laws, policies and regulations.

We are members of the Ontario Real Estate Association and the Canadian Real Estate Association. Our professional development is ongoing in order to provide you with up-to-date and relevant information to make a well informed decision when representing you in the successful completion of your real estate transaction.

You will see DRAR members volunteering in the community; financially supporting local charities and advocating on behalf of the real estate consumer with our local, provincial and federal elected representatives.

Our address today is directed towards Oshawa City Council's consideration of a potential city-wide expansion of the Residential Rental Housing Licensing program.

The program was originally put in place to help ensure minimum health, safety, and maintenance standards in housing conversions around Ontario Tech and Durham College. It is an effective tool for that area, but expanding it across the whole city could have significant negative impacts on our local housing market, especially during a housing crisis.



Firstly, this change would add additional red tape for property managers and landlords, which, in turn, would increase costs for future tenants. Landlords with one or two properties are providing the majority of rental housing in Oshawa.

Another delegate presenting today, Anita Bonger-Lewis from the Doors to Wealth team at RE/MAX Jazz, is a DRAR member who works with landlords will explain in her presentation that when you examine home prices in this market, it already takes high rents for landlords to break even or have a small amount of cash flow for future expenses on the property. Adding this licensing program cost will lead to some landlords not being able to support their properties, and ultimately not being able to support their renters without increasing rents. Renters are already burdened with rising rental rates.

The March 2022 rent report for all of Canada ranks Oshawa as the sixth highest according to Rentals.ca and Bullpen Research, with the average rent for a one bedroom in Oshawa being \$1822, and a two bedroom being \$1846 on average. An almost 5 per cent increase already from the previous year.

Another significant negative effect would be how it could discourage development of much needed rental housing in Oshawa. By enacting these measures, it will hinder rental supply in Oshawa by creating barriers for investors to invest, thereby pushing them to look in other communities for investment opportunities and take away potential additional dollars being contributed to the Oshawa economy. Municipalities with less red tape would be more appealing. It will quickly be less desirable to invest in Oshawa and investors will flood to Whitby, Clarington, Cobourg, Peterborough, and other areas.

Lastly, another critical impact would be regarding the need for density. The City of Oshawa has already been advised through multiple bills to increase density within its borders, as have all cities in Ontario and specifically the Greater Golden Horseshoe. The restrictions of this rental licensing program in the Durham College and Ontario Tech area limited the number of bedrooms allowed in the homes, as well as eliminated the possibility of creating legal two-unit properties. These types of properties allow for a safe increase of density in areas of the city that allow them.

Licensed rental properties must comply with various standards and by-laws, including the Fire Code, Electrical Code, Building Code, and the City's Zoning and Property Standards By-laws. They require permits, inspections, ESA, and more safety regulations, so it's unclear why they would be eliminated from a certain area if safe and properly constructed. To bring that limitation to more of the City of Oshawa would largely reduce the creation of future rental units.

Upon closing, in a market when housing and rental inventory is already at an all-time low, this raises many concerns including adding administrative costs to municipal operations; adding costs for landlords, which could increase pressure to raise rents for tenants; and will discourage the creation of new rental stock in Oshawa, pushing this much needed investment into neighbouring municipalities. Oshawa has a role to play in fixing our housing crisis, and this program adds fuel to an already inflated rental housing shortage.

It's important to meet and discuss with industry professionals to be informed on expert advice and strategies on how else we can improve rental supply and make it easier for all Oshawa residents to find a home safely and affordably. Instead of this program, we recommend that the City of Oshawa should consider creating a Housing Affordability Taskforce to determine the needs of our community while engaging stakeholders, related community groups and housing experts.

Thank you.

May 5, 2022

City of Oshawa  
Corporate Services Committee

RE: Expansion of Residential Rental Housing Licensing Expansion Program

The Durham Region Association of REALTORS® is concerned that in a housing/rental market that is already becoming increasingly unaffordable for low and middle income renters, that any financial implications imposed of Landlords, will automatically be passed down to the renter.

As mentioned in our presentation, The March 2022 rent report for all of Canada ranks Oshawa as the sixth highest according to [Rentals.ca](https://rentals.ca) and Bullpen Research, with the average rent for a one bedroom in Oshawa being \$1822, and a two bedroom being \$1846 on average. An almost 5 per cent increase already from the previous year. DRAR does not want to see more homelessness in the City of Oshawa and the additional burden this would place on the average rental family budget, as any costs of a program the city implements would be directly passed on to renters.

Item: SF-23-18  
Attachment 9  
(Formerly  
CORP-22-21)

**From:** paul Punnoose <M.F.I.P.P.A. Sec 14(1)>  
**Sent:** Thursday, March 10, 2022 9:35 AM  
**To:** Felicia Bianchet <FBianchet@oshawa.ca>  
**Subject:** Re: Rental housing licencing

I would just like the city to know that I'm not interested in having a rental licence.

**Residential Rental Housing Licensing (R.R.H.L.) Policy Options**

Option	Details	Benefits	Detractors	Cost Estimates
<p><b>Option “A”</b> Rental Safety Audit Pilot Program (City-Wide)</p>	<p><b>Existing R.R.H.L. Program:</b></p> <ul style="list-style-type: none"> <li>No expansion – maintain the current program in the existing R.R.H.L. Program area. Rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L. licence.</li> </ul> <p><b>Rental Safety Audit (R.S.A.) Pilot Program:</b></p> <ul style="list-style-type: none"> <li>The R.S.A. Pilot Program refers to the introduction of a rental inspection program where tenants can request free inspections for their rental units (city-wide). These inspections would involve staff from both Fire Services and Municipal Law Enforcement, who would confirm compliance with relevant Fire Code regulations and City by-laws.</li> <li>Adding an additional F.T.E. equal to one (1) temporary Municipal Law Enforcement (M.L.E.) Officer, one (1) temporary Licensing Examiner, and one (1) temporary Fire Prevention</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated staff available to respond to all requests for rental unit inspections.</li> <li>More nimble implementation than a city-wide expansion.</li> <li>Tenants would not face potentially downloaded R.R.H.L. Program fees, and no-charge inspections may attract more interest in ensuring rental units are safe.</li> <li>Thorough inspections and enforcement could help address the most common tenant, safety and property standards issues (e.g. waste and debris, pests, infestation, etc.).</li> <li>Flexibility to review the success of the pilot program at end of the period and make next step recommendations.</li> <li>Ability to collect information and have a better understanding of the</li> </ul>	<ul style="list-style-type: none"> <li>The R.R.H.L. Program will remain only in the current defined rental area.</li> <li>The City is still relying on complaint-driven evaluations to ensure rental properties are meeting applicable City by-laws and Provincial regulations.</li> <li>The increased costs associated with administering the pilot program will be funded from the City’s property tax levy, as no inspection fees will be charged in order to encourage participation.</li> <li>Requires the hiring of temporary staff to offset the increased workload of</li> </ul>	<p><b>Estimated Annual Operating Cost:</b></p> <p>R.S.A: \$419,148</p> <p>Enhanced A.B.A. and Communications: \$31,800</p> <p>R.R.H.L.: \$329,838 (annual cost of a two (2) year licensing term)</p> <p><b>Estimated Annual Revenue:</b> \$425,412 (annual revenue of a two (2) year licensing term)</p> <p><b>Estimated Initial One-Time Capital Cost:</b> \$112,000</p> <p><b>Estimated Additional F.T.E. Required:</b> Three (3) F.T.E.:</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p>Inspector to administer a rental inspection program where tenants can request free inspections for their rental units (city-wide).</p> <p><b>Proactive Two-Unit House Registration Enforcement:</b></p> <ul style="list-style-type: none"> <li>• Introduce proactive two-unit enforcement project on a quarterly basis.</li> </ul> <p><b>City-Wide Apartment Building Audits:</b></p> <ul style="list-style-type: none"> <li>• Increase the number of Apartment Building Audits (A.B.A.) to four (4) projects (twelve (12) buildings) from two (2) projects (six (6) buildings).</li> </ul> <p><b>Enhanced City-Wide Communications and Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Advertise the pilot R.S.A. Program through social media, the City website and other communication channels.</li> <li>• Mail out a targeted Landlord Brochure to promote increased compliance of rental property responsibilities (e.g. Property</li> </ul>	<p>safety and property maintenance issues facing renters.</p> <ul style="list-style-type: none"> <li>• Enhanced communications including a Landlord Brochure will help provide landlords/property managers with key information regarding their rights and responsibilities they may not be aware of currently.</li> <li>• Ensure the current rental area remains stabilized, and the problems that existed there prior to 2008 do not return.</li> <li>• Continue to work with the real-estate community to educate about Two-Unit Registration and R.R.H.L. Program requirements.</li> </ul>	<p>administering the pilot program.</p>	<ul style="list-style-type: none"> <li>• One (1) temporary M.L.E. Officer</li> <li>• One (1) temporary Licensing Examiner</li> <li>• One (1) temporary Fire Prevention Inspector</li> </ul> <p><b>Cost Recovery:</b> Partially Recovered from Property Tax Levy</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p>Standards, other health and safety regulations).</p> <ul style="list-style-type: none"> <li>• Continue to mail out Tenant Information Guide and use the brochure to advertise the enhanced enforcement program.</li> <li>• Continue to engage the Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program.</li> <li>• Send a letter to the Minister of Public and Business Services, Minister of Municipal Affairs and Housing, and the Real Estate Council of Canada requesting that the location of two-unit houses be disclosed to municipalities.</li> </ul> <p><b>Other Regulatory Considerations</b> are detailed in Section 5.4.</p>			
<p><b>Option “B”</b> Maintain Current R.R.H.L. Area</p>	<p><b>Existing R.R.H.L. Program:</b></p> <ul style="list-style-type: none"> <li>• No expansion – maintain the current program in the existing R.R.H.L. area. Rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L. licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced communications including a Landlord Brochure will help provide landlords/property managers with key information regarding their rights and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• The R.R.H.L. Program will remain only in the current defined rental area.</li> <li>• No additional resources to address tenant-related issues.</li> </ul>	<p><b>Estimated Annual Operating Cost:</b></p> <p>Enhanced A.B.A. and Communications.: \$31,800</p> <p>R.R.H.L.: \$329,838 (annual cost of a</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p><b>Proactive Two-Unit House Registration Enforcement:</b></p> <ul style="list-style-type: none"> <li>Introduce proactive two-unit enforcement project on a quarterly basis.</li> </ul> <p><b>City-Wide Apartment Building Audits:</b></p> <ul style="list-style-type: none"> <li>Increase the number of A.B.A.s to four (4) projects (twelve (12) buildings) from two (2) projects (six (6) buildings).</li> </ul> <p><b>Enhanced City-Wide Communications and Collaboration:</b></p> <ul style="list-style-type: none"> <li>Advertise the current R.R.H.L. Program through social media, targeted mailers, the City website and other communication channels.</li> <li>Mail out a targeted Landlord Brochure to promote increased compliance of rental property responsibilities (e.g. Property Standards, other health and safety regulations).</li> <li>Continue to mail out Tenant Information Guide (city-wide).</li> </ul>	<p>they may not be aware of currently.</p> <ul style="list-style-type: none"> <li>Ensure the current rental area remains stabilized, and the problems that existed there prior to 2008 do not return</li> <li>Continue to work with the real-estate community to educate about Two-Unit Registration and R.R.H.L. Program requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced consumer protection for tenants is offered in only one area of the City.</li> </ul>	<p>two (2) year licensing term)</p> <p><b>Estimated Annual Revenue:</b> \$425,412 (annual revenue of a two (2) year licensing term)</p> <p><b>Estimated Initial One-Time Capital Cost:</b> N/A</p> <p><b>Estimated Additional F.T.E. Required:</b> None – existing resources would be re-deployed</p> <p><b>Cost Recovery:</b> Partially Recovered from Property Tax Levy</p>



Option	Details	Benefits	Detractors	Cost Estimates
	<ul style="list-style-type: none"> <li>• Continue to engage the Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. program.</li> <li>• Send a letter to the Minister of Public and Business Services, Minister of Municipal Affairs and Housing, and the Real Estate Council of Canada requesting that the location of two-unit houses be disclosed to municipalities.</li> </ul> <p><b>Other Regulatory Considerations</b> are detailed in Section 5.4.</p>			
<p><b>Option “C”</b> City-Wide R.R.H.L. Program Expansion by Ward</p>	<p><b>Existing R.R.H.L. Program:</b></p> <ul style="list-style-type: none"> <li>• City-wide expansion by <b>Ward</b> – add an estimated nineteen (19) additional F.T.E. to administer a city-wide R.R.H.L. Program, requiring all rental units in the city to become licensed. Rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L. licence.</li> <li>• Consolidate Lodging House Licensing into the new city-wide R.R.H.L. Program.</li> </ul>	<ul style="list-style-type: none"> <li>• The R.R.H.L. Program would exist throughout the city, offering improved health and safety and consumer protection for all tenants.</li> <li>• Would ensure a consistent approach to regulating various rental properties city-wide (e.g. consolidating Lodging House Licensing and the R.R.H.L. program).</li> <li>• A comprehensive and proactive licensing system would ensure that rental</li> </ul>	<ul style="list-style-type: none"> <li>• Complex implementation: hiring and training additional staff, locating all rental properties in the city, as well as implementing the Program and promoting compliance.</li> <li>• Significant number of additional staff and resources required.</li> <li>• Potential increase to rent of tenants if</li> </ul>	<p><b>Estimated Annual Operating Cost:</b> \$2,559,242</p> <p><b>Estimated Annual Revenue:</b> \$2,683,818</p> <p><b>Estimated Initial One-Time Capital Cost:</b> \$798,000</p> <p><b>Estimated Additional F.T.E. Required:</b> Nineteen (19) F.T.E.:</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p><b>Proactive Two-Unit House Registration Enforcement:</b></p> <ul style="list-style-type: none"> <li>• Introduce proactive two-unit enforcement project on a quarterly basis.</li> </ul> <p><b>Enhanced City-Wide Communications and Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Advertise the expanded R.R.H.L. Program through social media, targeted mailers, the City website and other communication channels.</li> <li>• Enhance communications and mail out a targeted Landlord Brochure to promote increased compliance of rental property responsibilities (e.g. Property Standards, other health and safety regulations).</li> <li>• Continue to mail out Tenant Information Guide.</li> <li>• Continue to engage the Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program.</li> <li>• Send a letter to the Minister of Public and Business Services, Minister of</li> </ul>	<p>properties across the city are meeting applicable City by-laws and Provincial regulations.</p> <ul style="list-style-type: none"> <li>• Full cost recovery program.</li> <li>• Enhanced communications including a Landlord Brochure will help provide landlords/property managers with key information regarding their rights and responsibilities they may not be aware of currently.</li> <li>• Continue to work with the real-estate community to educate about Two-Unit Registration and R.R.H.L. Program requirements.</li> </ul>	<p>landlords choose to pass the licensing fees onto their tenants.</p> <ul style="list-style-type: none"> <li>• Would not initially be fully implemented – requires a multi-year implementation approach.</li> </ul>	<ul style="list-style-type: none"> <li>• One (1) Licensing Supervisor</li> <li>• Four (4) Fire Prevention Inspectors</li> <li>• Eight (8) Licensing Inspectors</li> <li>• Four (4) Licensing Examiners</li> <li>• Two (2) M.L.E. Officers</li> </ul> <p><b>Cost Recovery:</b> Full Cost Recovery Through Licensing Fees When Fully Implemented</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p>Municipal Affairs and Housing, and the Real Estate Council of Canada requesting that the location of two-unit houses be disclosed to municipalities.</p> <p><b>Other Regulatory Considerations</b> are detailed in Section 5.4.</p>			
<p><b>Option “D”</b> City Wide R.R.H.L. Program Expansion by Building Stock</p>	<p><b>Existing R.R.H.L. Program:</b></p> <ul style="list-style-type: none"> <li>• City-wide expansion by <b>Building Stock</b> – add an estimated Nineteen (19) additional F.T.E. to administer a city-wide R.R.H.L. Program, requiring all rental units in the city to become licensed. Rental unit inspections will be conducted every two (2) years per the licence term of the R.R.H.L. licence.</li> <li>• Consolidate Lodging House Licensing into the new city-wide R.R.H.L. Program.</li> </ul> <p><b>Proactive Two-Unit House Registration Enforcement:</b></p> <ul style="list-style-type: none"> <li>• Introduce proactive two-unit enforcement project on a quarterly basis.</li> </ul>	<ul style="list-style-type: none"> <li>• The R.R.H.L. Program would exist throughout the city, offering improved health and safety and consumer protection for all tenants.</li> <li>• Would ensure a consistent approach to regulating various rental properties city-wide (e.g. consolidating Lodging House Licensing and the R.R.H.L. program).</li> <li>• A comprehensive and proactive licensing system would ensure that rental properties across the city are meeting applicable City by-laws and Provincial regulations.</li> <li>• Full cost recovery program.</li> <li>• Enhanced communications including</li> </ul>	<ul style="list-style-type: none"> <li>• Complex implementation: hiring and training additional staff, locating all rental properties in the city, as well as implementing the Program and promoting compliance.</li> <li>• Significant number of additional staff and resources required.</li> <li>• Provides less time for staff to scale up the City-Wide R.R.H.L. program as majority of staff and resources would be hired/acquired in the first two (2) years of implementation.</li> </ul>	<p><b>Estimated Annual Operating Cost:</b> \$2,559,242</p> <p><b>Estimated Annual Revenue:</b> \$2,683,818</p> <p><b>Estimated Initial One-Time Capital Cost:</b> \$798,000</p> <p><b>Estimated Additional F.T.E. Required:</b> Nineteen (19) F.T.E.:</p> <ul style="list-style-type: none"> <li>• One (1) Licensing Supervisor</li> <li>• Four (4) Fire Prevention Inspectors</li> </ul>

Option	Details	Benefits	Detractors	Cost Estimates
	<p><b>Enhanced City-Wide Communications and Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Advertise the expanded R.R.H.L. Program through social media, targeted mailers, the City website and other communication channels.</li> <li>• Enhance communications and mail out a targeted Landlord Brochure to promote increased compliance of rental property responsibilities (e.g. Property Standards, other health and safety regulations).</li> <li>• Continue to mail out Tenant Information Guide.</li> <li>• Continue to engage the Durham Region Association of Realtors about Two-Unit Registration requirements and the R.R.H.L. Program.</li> <li>• Send a letter to the Minister of Public and Business Services, Minister of Municipal Affairs and Housing, and the Real Estate Council of Canada requesting that the location</li> </ul>	<p>a Landlord Brochure will help provide landlords/property managers with key information regarding their rights and responsibilities they may not be aware of currently.</p> <ul style="list-style-type: none"> <li>• Continue to work with the real-estate community to educate about Two-Unit Registration and R.R.H.L. Program requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Potential increase to rent of tenants if landlords choose to pass the licensing fees onto their tenants.</li> <li>• Would not initially be fully implemented – requires a multi-year implementation approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Eight (8) Licensing Inspectors</li> <li>• Four (4) Licensing Examiners</li> <li>• Two (2) M.L.E. Officers</li> </ul> <p><b>Cost Recovery:</b> Full Cost Recovery Through Licensing Fees When Fully Implemented</p>

Option	Details	Benefits	Detractors	Cost Estimates
	<p>of two-unit houses be disclosed to municipalities.</p> <p><b>Other Regulatory Considerations</b> are detailed in Section 5.4.</p>			

**Notes:**

- Option “A” involves the introduction of an entirely new program and staffing needs may need to be re-assessed in the future if this option is chosen, depending on how many inspection requests the City is receiving.
- Options “C” and “D” are full cost recovery, meaning the operational and staffing costs associated with the program are anticipated to be recovered entirely through licensing revenue, however Options “A” and “B” would be partially funded through the City’s property tax levy.
- Option “B” would re-prioritize M.L.E.’s existing enforcement activities to support an enhanced A.B.A. program.
- Under Options “C” and “D”, workspace location for additional staff are undetermined at this time and would be considered at a later date should Council proceed with expansion.
- With Options “C” and “D”, the Nineteen (19) new positions would be hired using a phased-in approach, and staffing needs would continually be re-evaluated based on program requirements and other fluid variables (e.g. increased rental housing stock)
- Cost recovery estimates were estimated based on one hundred per cent (100%) compliance (e.g. all rental properties paid licensing fees and required inspections).