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*RentSafe* Survey of Municipal Bylaw  
Enforcement & Property Standards Officers  
Summary Report

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December 2019

## Acknowledgements

This report was jointly prepared by Robert Hart of the RentSafe Project Team (executive summary), Virginia McFarland (data analysis), and Erica Phipps. It draws on other reports of RentSafe sectoral surveys including the RentSafe Public Health Unit Report (2015) prepared by Lindsay MacDermid.

The RentSafe survey of municipal by-law enforcement and property standards officers was developed collaboratively by Erica Phipps, Executive Director of the Canadian Partnership for Children's Health and Environment (CPCHE) and director of RentSafe; Kristen Bickers, Philip Cassata and Joe Luzi, Ontario Association of Property Standards Officers (OAPSO); Bill Bond and Doug Godfrey, Municipal Law Enforcement Officers Association of Ontario (MLEOA); Alanna Leffley, Virginia McFarland, and Allison Murray, Grey Bruce Health Unit, and other members of the RentSafe Project Team including Helen Doyle, Kathleen Cooper and Vittoria Vecchiarelli.

CPCHE and the RentSafe Project Team extend our sincere thanks to all those who completed the survey. The valuable insights shared by survey respondents have contributed significantly to the body of knowledge that is informing best practices to achieve safe and healthy housing for all.

For more information: [www.rentsafecanada.ca](http://www.rentsafecanada.ca)

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## EXECUTIVE SUMMARY

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### BACKGROUND

*RentSafe* is a collaborative initiative led by the Canadian Partnership for Children's Health and Environment (CPCHE). *RentSafe* seeks to address indoor environmental health risks affecting low income tenants in Ontario by building awareness and capacity across sectors to better respond to such concerns.

Municipalities have a role in addressing indoor environmental health issues in rental housing. This work largely involves enforcement of relevant sections of the Ontario Building Code (OBC) and enforcement of property standards bylaws created under the authority of the OBC. However, there is wide variation across municipalities in the scope of this work and the manner in which it is undertaken. *RentSafe* sought to better understand the role of municipalities in addressing indoor environmental health issues in rental housing in the context of this variation, and with a view to potential opportunities to enhance collaboration with other sectors involved in ensuring safe and healthy conditions in rental housing.

### METHOD AND RESPONSE

In early 2018, a survey was developed by members of the *RentSafe* Project Team, representatives of the Municipal Law Enforcement Officers Association of Ontario (MLEOA) and the Ontario Association of Property Standards Officers (OAPSO), and staff of the Grey Bruce Health Unit. In November 2018, the survey was sent via MLEOA and OAPSO to its members requesting completion. Taken together, the survey questions asked generally, *What type of indoor environmental health issues in rental housing are reported to your municipality? How does your municipality typically respond? To what extent does your department's response involve collaboration with other sectors (e.g., public health, emergency services)? To what extent does an equity lens inform response? To what extent do you think your department's responses are effective? How could responses be improved?*

The survey was completed by 181 individuals identifying themselves as either bylaw enforcement or property standards officers/supervisors/managers. These responses covered 96 distinct municipalities in Ontario.

### HIGHLIGHTS

*These highlights provide a broad overview of the key findings of the survey, which are further elaborated in the results sections of the full report. Reports of all RentSafe surveys are online at [rentsafe.ca](https://rentsafe.ca).*

#### ***What are the most common indoor environmental health issues in rental housing reported to municipalities?***

- Respondents reported their departments being frequently contacted with complaints of noise (53.9%), followed by structural issues (36.2%), mould (34.7%) and pests (33.6%).

***How do municipalities respond to the indoor environmental health issues in rental housing reported to them?***

- Respondents reported their departments conduct investigations most frequently for the following complaints: structural issues (88.3%), garbage in common spaces (84.4%), cold temperature (80.5%), hoarding (77.3%), noise (79.7%), and pests (76.6%).
- Respondents reported their departments refer complaints to other agencies most frequently for the following complaints: tobacco smoke and drinking water (63.3% each), other smoking (62.5%), grow ops or drug labs (57.0%), pesticides (55.5%), lead (53.9%), and asbestos (51.6%).

***To what other local agencies do municipalities refer issues?***

- Respondents reported frequent referral to the following agencies: other municipal departments such as zoning or building inspection (37.2%), landlord/social housing department (33.9%), and other enforcement agencies such as police or fire (27.9%).
- Respondents reported occasional referral to the following agencies: local public health department (55.9%), other enforcement agencies (54.2%), and animal welfare/humane society/SPCA (52.5%).

***To what extent are joint inspections conducted with these agencies?***

- Respondents reported frequently conducting joint investigations with other municipal departments (36.5%) and other enforcement agencies (23.3%).
- Respondents reported occasionally conducting joint investigations with other enforcement agencies (55.2%), other municipal departments (47.8%), and the local public health department (40.0%).

***To what extent do respondents perceive their local property standards bylaws to be sufficiently comprehensive to effectively address identified indoor environmental health issues in rental housing?***

- Respondents believe their municipality's bylaws are fully adequate for the following concerns: structural issues (66.3%), garbage in common spaces (59.6%), plumbing/sewage (53.8%), cold temperature complaints (50.0%), water supply (46.2%), and pests (45.2%).
- Respondents believe their municipality's bylaws are not at all adequate to address grow ops / drug labs (20.2%), other smoking (19.2%), tobacco smoke (18.3%) wifi/electromagnetic fields (17.3%), pesticides (16.3%) and radon, asbestos and lead (15.4% each).

***What other factors are thought to affect (impede or support) optimal response to issues?***

- 71.6% of respondents believe that confounding factors (e.g., mental health issues, hoarding, landlord-tenant relationships) challenge their ability to respond effectively.
- 73.8% of respondents agreed that they are contacted for assistance repeatedly about issues at the same properties.

- 55.4% of respondents believe that lack of applicable law limits their ability to respond to issues.
- A significant number of respondents (41.4%) believe that insufficient resources hamper enforcement action, whereas a similar proportion (41.5%) feel there are sufficient resources to enforce repair, maintenance and cleanliness provisions.
- While the majority of respondents (66%) either agree or strongly agree that officers in their department always know where to refer a client, 43.3% of respondents did not feel they have sufficient time and resources to follow up on referrals.
- Most respondents (72%) reported that the majority of complaints received fall within their department's mandate, and 74.2% believe that the officers in their department/municipality have sufficient training and education to conduct investigations.
- Responses also suggest a degree of uncertainty that referrals lead to adequate resolution of complainants' concerns. 44.6% of respondents neither agreed or disagreed, and 14.9% disagreed with the statement: *We are confident that tenants' concerns are adequately addressed when we make referrals.* When asked a similar question about landlords' concerns being addressed by referrals, 48% neither agreed nor disagreed, and 19% disagreed.

***To what extent do departments/municipalities conduct outreach/education to promote safe and healthy rental housing?***

- 57.5% of respondents reported that their department/municipality does not conduct outreach/education to promote safe and healthy rental housing.
- Respondents who reported that their department/municipality does outreach/education were more likely to be working in large/medium population centres (46.5%) than small population centres/rural regions (22.9%).

***To what extent does an equity lens inform responses?***

- 58.1% of respondents agreed (44.8% ) or strongly agreed (13.2%) with the statement: *Substandard housing conditions are adversely affecting the physical/mental health of local marginalized/priority populations in our municipality.*
- Respondents perceived that the top three barriers to tenants not seeking assistance from municipalities in resolving indoor environmental health issues were *fear of eviction, fear of landlord, and fear of having to move or pay higher rent for repair cost.*
- 27.2% of respondents agreed (21.4%) or strongly agreed (5.8%) with the statement: *My department is exploring/developing (on our own or with partners) public policy to address inequities associated with access to safe, affordable and healthy housing.*

### ***How could response be improved?***

- 83.6% of respondents agreed (42.3%) or strongly agreed (41.3%) that the *Residential Tenancies Act* should create a positive duty on landlords to ensure that housing cannot undermine tenants' health.
- 76.7% of respondents agreed (54.6%) or strongly agreed (22.1%) with the statement: *Complaints and concerns about unfit/adverse conditions in rental housing could be more effectively addressed by increased collaboration with other agencies.*
- 70.3% of respondents agreed (44.3%) or strongly agreed (26%) with the statement: *Stronger and/or more specific bylaws would be useful to better address complaints and concerns about unfit/adverse conditions in rental housing.*

The results of this survey suggest that municipal property standards and bylaw enforcement officers/managers see a positive role for their departments in ensuring healthy rental housing conditions in Ontario, with 85% of respondents agreeing that effective implementation of local bylaws is essential to resolve concerns about unfit/adverse conditions. The results also suggest that these entities share many of the challenges faced by other local agencies that respond to substandard housing issues. These include: wide variation in the strength/applicability of available enforcement tools, uncertainty about the role of other local agencies in issue resolution, confounding factors that constrain effective response, competing priorities and resource constraints.

At the same time however, a majority of municipalities are aware of and concerned about the adverse impact unhealthy housing conditions can have on tenants living in their communities, especially those who are on low income or otherwise marginalized. As a result, they are interested in exploring new strategies to address this concern and enhancing collaboration with local partners, as well as stronger regulatory tools.

## RESULTS

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### PART 1: SURVEY BACKGROUND, METHOD AND RESPONSE

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#### BACKGROUND

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[RentSafe](https://rentsafe.ca) (RentSafe.ca) is an intersectoral initiative, led by the Canadian Partnership for Children's Health and Environment (CPCHE), that seeks to address indoor environmental health risks affecting tenants living on low income in urban and rural communities across Ontario. With active involvement of public health, legal aid clinics, municipal property standards/by-law enforcement, and social service sectors as well as housing providers and tenants, RentSafe aims to build awareness and capacity across sectors so that tenants, when faced with mould, pests and other unhealthy housing conditions, are better able to get the support they need. Ultimately, the goal of RentSafe is to support the right to healthy homes for all.

Municipalities have a role in addressing indoor environmental health issues in rental housing. This work largely involves enforcement of relevant sections of the Ontario Building Code (OBC) and enforcement of property standards bylaws created under the authority of the OBC. However, there is wide variation across municipalities in the scope of this work and the manner in which it is undertaken. *RentSafe* sought to better understand the role of municipalities in addressing indoor environmental health issues in rental housing in the context of this variation, and with a view to potential opportunities to enhance collaboration with other sectors involved in ensuring safe and healthy conditions in rental housing.

#### METHOD

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In early 2018, a survey was developed by members of the *RentSafe* Project Team, representatives of the Municipal Law Enforcement Officers Association of Ontario (MLEOA) and the Ontario Association of Property Standards Officers (OAPSO), and staff of the Grey Bruce Health Unit (see [Annex 1](#)). In November 2018, the survey was sent via MLEOA and OAPSO to its members requesting completion. Taken together, the survey questions asked generally, *What type of indoor environmental health issues in rental housing are reported to your municipality? How does your municipality typically respond? To what extent does your department's response involve collaboration with other sectors (e.g., public health, emergency services)? To what extent does an equity lens inform response? To what extent do you think your department's responses are effective? How could responses be improved?* The survey data were analyzed thematically and with a view to identifying variation by type of municipality (large/medium population centres versus smaller population centres/rural regions) and respondent type (supervisors versus non-supervisors).

#### RESPONSE COUNT & COVERAGE

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197 people responded to the survey. 181 respondents were municipal bylaw enforcement or property standards officers, and proceeded to complete part or all of the survey.



Municipal bylaw enforcement or property standards officers provided responses covering 96 distinct Ontario municipalities. These are listed in Annex 2, Open Responses .

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### HOW WOULD YOU DESCRIBE THE MUNICIPALITY(IES) / REGIONS THAT YOU SERVE?

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Respondents were able to specify up to seven municipalities that their department serves, and in some cases they specified more than seven. Multiple respondents from some municipalities answered the survey, and in total, 96 unique municipalities/regions were represented by these responses.

The 96 municipalities/regions represented in these responses ranged in size as follows:

Large Population Centres (population of 100,000 or greater)	26 (27.1%)
Medium Population Centres (population of 30,000 – 99,999)	19 (19.8%)
Small Population Centres (population of 1,000 – 29,999)	49 (51.0%)
Rural Areas Only	2 (2.1%)
Total	96

Of the 181 respondents who answered the survey, the number of municipalities specified by each respondent as being covered by their department is as follows:

- 147 covered 1 municipality
- 13 covered 2 municipalities
- 1 covered 3 municipalities
- 1 covered 4 municipalities
- 1 covered 7 municipalities
- 1 covered 9 municipalities

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### DO YOU SERVE IN A SUPERVISORY/MANAGERIAL POSITION?

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Of the 181 responses, 163 answered this question. Of these, 59 respondents (36.2%) indicated they serve in a supervisory/managerial position, and 104 (63.8%) did not.

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### WHAT IS/ARE YOUR JOB TITLES?

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Respondents were able to respond and specify multiple job titles. Those were:

Job title	# Respondents
By-law/Municipal Law Enforcement Officer	128
Property Standards Officer	104
Building Inspector	15
Zoning Administrator	11
Chief Building Official	10

## PART 2: EXPERIENCES WITH COMPLAINTS AND CONCERNS ABOUT RENTAL HOUSING CONDITIONS

### HOW OFTEN IS YOUR DEPARTMENT CONTACTED WITH COMPLAINTS AND CONCERNS ABOUT THE FOLLOWING CONDITIONS THAT MAY BE PRESENT IN RENTAL HOUSING?

These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Frequently	Occasionally	Rarely	Never	Total
<b>Structural Issues</b>	54 (36.2%)	56 (37.6%)	26 (17.4%)	13 (8.7%)	149
<b>Mould</b>	51 (34.7%)	65 (44.2%)	22 (15.0%)	9 (6.1%)	147
<b>Indoor Air Quality</b>	15 (10.1%)	47 (31.8%)	65 (43.9%)	21 (14.2%)	148
<b>Outdoor Air Quality</b>	17 (11.4%)	54 (36.2%)	59 (39.6%)	19 (12.8%)	149
<b>Tobacco Smoke</b>	6 (4.1%)	37 (25.2%)	52 (35.4%)	52 (35.4%)	147
<b>Other Smoking</b>	4 (2.8%)	28 (19.4%)	54 (37.5%)	58 (40.3%)	144
<b>Pesticides</b>	5 (3.5%)	17 (11.8%)	58 (40.3%)	64 (44.4%)	144
<b>Radon</b>	1 (0.7%)	8 (5.6%)	32 (22.2%)	103 (71.5%)	144
<b>Asbestos</b>	0 (0%)	24 (16.6%)	54 (37.2%)	67 (46.2%)	145
<b>Lead</b>	1 (0.7%)	8 (5.5%)	62 (42.5%)	75 (51.4%)	146
<b>Drinking Water</b>	4 (2.8%)	9 (6.2%)	51 (35.2%)	81 (55.9%)	145
<b>Water Supply</b>	9 (6.1%)	26 (17.7%)	56 (38.1%)	56 (38.1%)	147
<b>Plumbing/Sewage</b>	24 (16.3%)	52 (35.4%)	44 (29.9%)	27 (18.4%)	147
<b>Flooding</b>	14 (9.6%)	56 (38.4%)	42 (28.8%)	34 (23.3%)	146
<b>Heat Complaints</b>	8 (5.5%)	35 (24.0%)	46 (31.5%)	57 (39.0%)	146
<b>Cold Complaints</b>	37 (25.0%)	53 (35.8%)	30 (20.3%)	28 (18.4%)	148
<b>Garbage Common Spaces</b>	45 (30.4%)	49 (33.1%)	28 (18.9%)	26 (17.6%)	148
<b>Hoarding</b>	29 (19.6%)	70 (47.3%)	38 (25.7%)	11 (7.4%)	148
<b>Pests</b>	50 (33.6%)	59 (39.6%)	30 (20.1%)	10 (6.7%)	149
<b>Grow Ops/Drug Labs</b>	5 (3.4%)	38 (25.9%)	67 (45.6%)	37 (25.2%)	147
<b>Pets</b>	30 (20.1%)	66 (44.3%)	38 (25.5%)	15 (10.1%)	149
<b>Noise</b>	82 (53.9%)	45 (29.6%)	16 (10.5%)	9 (5.9%)	152
<b>WiFi/EMF</b>	0 (0.0%)	0 (0%)	44 (31.7%)	95 (68.3%)	139

Respondents reported their departments being frequently contacted with complaints of noise (53.9%), followed by structural issues (36.2%), mould (34.7%) and pests (33.6%).

Supervisors were more likely to mention frequent contacts for flooding-related complaints at a rate of 18.5% compared to non-supervisors, who noted them as frequent only 4.4% of the time. Supervisors mentioned pest complaints as frequent at a lower rate than non-supervisors, at a rate of 25.9% compared to 38.3% among non-supervisors.

Those working in municipalities with medium population centres or greater were more likely to mention several types of complaints as frequent compared to those working in municipalities with only small populations centres or all rural areas. These included:

- Noise (61.9% compared to 34.8%)
- Structural issues (47.1% compared to 10.9%)
- Mould (43.6% compared to 15.6%)
- Pests (42.2% compared to 13.0%)
- Garbage left in common spaces (38.2% compared to 13.3%)
- Cold complaints (31.4% compared to 13.0%)
- Hoarding (23.5% compared to 8.9%)
- Pets (23.5% compared to 10.9%)
- Plumbing or sewage (20.6% compared to 6.8%)

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## HOW OFTEN IS YOUR DEPARTMENT CONTACTED WITH COMPLAINTS OR CONCERNS ABOUT THE CONDITION OF RENTAL HOUSING BY THE FOLLOWING SOURCES?

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These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Frequently	Occasionally	Rarely	Never	Total
<b>Tenant</b>	83 (58.9%)	38 (27.0%)	14 (9.9%)	6 (4.3%)	141
<b>Tenant's Rep<sup>1</sup></b>	27 (19.3%)	75 (53.6%)	30 (21.4%)	8 (5.7%)	140
<b>General Public</b>	42 (30.3%)	63 (45.0%)	28 (20.0%)	7 (5.0%)	140
<b>Elected Officials</b>	31 (22.3%)	64 (46.0%)	32 (23.0%)	12 (8.6%)	139
<b>Public Health Inspectors</b>	8 (5.8%)	60 (43.8%)	56 (40.9%)	13 (9.5%)	137
<b>Public Works</b>	6 (4.3%)	46 (33.1%)	59 (42.4%)	28 (20.1%)	139
<b>Social Services</b>	2 (1.5%)	28 (20.7%)	76 (56.3%)	29 (21.5%)	135
<b>Social Housing Management</b>	3 (2.2%)	26 (19.3%)	71 (52.6%)	35 (25.9%)	135
<b>Other Public Health</b>	1 (0.7%)	40 (29.2%)	65 (47.4%)	31 (22.6%)	137
<b>Enforcement Agencies</b>	26 (18.6%)	67 (47.9%)	40 (28.6%)	7 (5.0%)	140
<b>Legal Aid</b>	5 (3.9%)	16 (12.5%)	49 (38.3%)	58 (45.9%)	128
<b>Rental Housing Landlords</b>	10 (7.5%)	39 (29.1%)	55 (41.0%)	30 (22.4%)	134
<b>Animal Welfare</b>	8 (6.1%)	25 (18.9%)	58 (43.9%)	41 (31.1%)	132

Respondents reported their departments being frequently contacted by tenants (58.9%), followed by the general public (30.3%), and elected officials (22.3%).

Responses from supervisors and non-supervisors were similar. There were no differences above ten percentage points in the rates of frequently receiving contacts from the above sources between respondents in supervisory roles and those who are not supervisors.

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<sup>1</sup> A family member or friend. See the original survey (Annex 1) for complete questions.

Those working in municipalities with medium population centres or greater were more likely to mention certain sources of complaints as frequent compared to those working in municipalities with only small population centres or all rural areas. These included:

- Tenant (69.1% compared to 37.0%)
- General public (38.3% compared to 11.1%)
- Elected officials (32.6% compared to 2.2%)
- Tenant's representative<sup>1</sup> (27.7% compared to 2.2%)
- Enforcement agencies (23.4% compared to 8.9%)

## PART 3: NATURE OF RESPONSE TO COMPLAINTS AND CONCERNS ABOUT HOUSING CONDITIONS

### PLEASE INDICATE WHAT YOUR DEPARTMENT TYPICALLY DOES

Respondents were asked to report whether their department *typically* provides a referral, provides information or conducts an investigation when they receive various types of complaints. These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Refer	Information	Investigation	Not Applicable
<b>Structural Issues</b>	27 (21.1%)	21 (16.4%)	113 (88.3%)	5 (3.9%)
<b>Mould</b>	52 (40.6%)	29 (22.7%)	86 (67.2%)	11 (8.6%)
<b>Indoor Air Quality</b>	58 (45.3%)	22 (17.2%)	49 (38.3%)	23 (18.0%)
<b>Outdoor Air Quality</b>	69 (53.9%)	24 (18.8%)	62 (48.4%)	11 (8.6%)
<b>Tobacco Smoke</b>	81 (63.3%)	19 (14.8%)	12 (9.4%)	34 (26.6%)
<b>Other Smoking</b>	80 (62.5%)	20 (15.6%)	13 (10.2%)	36 (28.1%)
<b>Pesticides</b>	71 (55.5%)	12 (9.4%)	18 (14.1%)	38 (29.7%)
<b>Radon</b>	55 (43.0%)	12 (9.4%)	15 (11.7%)	58 (45.3%)
<b>Asbestos</b>	66 (51.6%)	24 (18.8%)	35 (27.3%)	29 (22.7%)
<b>Lead</b>	69 (53.9%)	22 (17.2%)	26 (20.3%)	31 (24.2%)
<b>Drinking Water</b>	81 (63.3%)	20 (15.6%)	28 (21.9%)	25 (19.5%)
<b>Water Supply</b>	39 (30.5%)	16 (12.5%)	78 (60.9%)	19 (14.8%)
<b>Plumbing/Sewage</b>	33 (25.8%)	20 (15.6%)	97 (75.8%)	12 (9.4%)
<b>Flooding</b>	29 (22.7%)	24 (18.8%)	92 (71.9%)	17 (13.3%)
<b>Heat Complaints</b>	17 (13.3%)	12 (9.4%)	60 (46.9%)	48 (37.5%)
<b>Cold Complaints</b>	17 (13.3%)	19 (14.8%)	103 (80.5%)	13 (37.5%)
<b>Garbage Common Spaces</b>	17 (13.3%)	16 (12.5%)	108 (84.4%)	9 (10.2%)
<b>Hoarding</b>	50 (39.1%)	25 (19.5%)	99 (77.3%)	7 (7.0%)
<b>Pests</b>	42 (32.8%)	29 (22.7%)	98 (76.6%)	8 (5.5%)
<b>Grow Ops/Drug Labs</b>	73 (57.0%)	21 (16.4%)	60 (46.9%)	20 (15.6%)
<b>Pets</b>	52 (40.6%)	17 (13.3%)	83 (64.8%)	9 (7.0%)
<b>Noise</b>	31 (24.2%)	27 (21.1%)	102 (79.7%)	5 (36.9%)
<b>WiFi/EMF</b>	30 (23.4%)	8 (6.3%)	6 (4.7%)	88 (68.8%)

n = 128 valid responses to this series

Respondents reported their departments typically referring complaints most frequently for the following issues: tobacco smoke and drinking water (63.3% each), other smoking (62.5%), grow ops or drug labs (57.0%), pesticides (55.5%), lead (53.9%), and asbestos (51.6%).

Respondents reported their departments typically providing information to those making these complaints less than one quarter of the time, no matter the nature of the complaint.

Respondents reported their departments typically conducting investigations most frequently for the following complaints: structural issues (88.3%), garbage in common spaces (84.4%), cold temperature complaints (80.5%), noise complaints (79.7%), hoarding complaints (77.3%), pest complaints (76.6%) and plumbing/sewage complaints (75.8%).

#### HOW OFTEN DO YOU REFER ISSUES RELATED TO UNFIT/ADVERSE CONDITIONS IN RENTAL HOUSING TO THE FOLLOWING AGENCIES?

These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Frequently	Occasionally	Rarely	Never	Total
<b>Landlord/Social Housing Dept</b>	40 (33.9%)	45 (38.1%)	20 (16.9%)	13 (11.0%)	118
<b>Local Public Health Dept</b>	17 (14.4%)	66 (55.9%)	24 (20.3%)	11 (9.3%)	118
<b>Public Works</b>	10 (8.5%)	31 (26.3%)	41 (34.7%)	36 (30.5%)	118
<b>Social Services</b>	1 (0.9%)	31 (27.0%)	59 (51.3%)	24 (20.9%)	115
<b>Other Municipal Dept</b>	45 (37.2%)	57 (47.1%)	13 (10.7%)	6 (5.0%)	121
<b>Other Enforcement Agencies</b>	33 (27.9%)	65 (54.2%)	17 (14.2%)	5 (4.2%)	120
<b>Legal Aid Clinic</b>	1 (0.9%)	14 (12.2%)	39 (33.9%)	61 (53.0%)	115
<b>Landlord Tenant Board</b>	18 (15.3%)	36 (30.5%)	29 (24.6%)	35 (29.7%)	118
<b>Animal Welfare, Humane Society, SPCA</b>	10 (8.5%)	62 (52.5%)	38 (32.2%)	8 (6.8%)	118

Other referral destinations are presented in Annex 2, Open Responses.

Respondents most often reported frequently referring to the following agencies: other municipal departments (37.2%), landlord/social housing department (33.9%), and other enforcement agencies (27.9%). Respondents most often reported occasionally referring to the following agencies: local public health department (55.9%), other enforcement agencies (54.2%), and animal welfare/humane society/SPCA (52.5%).

#### HOW OFTEN DOES YOUR DEPARTMENT CONDUCT JOINT INVESTIGATIONS RELATED TO UNFIT/ADVERSE CONDITIONS IN RENTAL HOUSING WITH THE FOLLOWING AGENCIES?

These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Frequently	Occasionally	Rarely	Never	Total
<b>Local Public Health Department</b>	10 (8.7%)	46 (40.0%)	43 (37.4%)	16 (13.9%)	115
<b>Public Works</b>	8 (7.2%)	39 (35.1%)	37 (33.3%)	27 (24.3%)	111
<b>Social Services</b>	2 (1.8%)	16 (14.4%)	50 (45.0%)	43 (38.7%)	111
<b>Other Enforcement Agencies</b>	27 (23.3%)	64 (55.2%)	23 (19.8%)	2 (1.7%)	116
<b>Animal Welfare, Humane Society, SPCA</b>	8 (7.0%)	45 (39.1%)	41 (35.7%)	21 (18.3%)	115
<b>Other Municipal Department</b>	42 (36.5%)	55 (47.8%)	13 (11.3%)	5 (4.3%)	115

Respondents most often reported frequently conducting joint investigations with other municipal departments (36.5%) and other enforcement agencies (23.3%). Respondents most often reported occasionally conducting joint investigations with other enforcement agencies (55.2%), other municipal departments (47.8%), and the local public health department (40.0%).

## PART 4: LEGAL PROVISIONS AND ENFORCEMENT

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### DOES YOUR MUNICIPALITY HAVE A PROPERTY STANDARDS BYLAW?

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These responses are presented for unique municipalities rather than for all responses.

98.5% of the 68 municipalities that responded reported having a property standards bylaw.

### DID YOUR MUNICIPALITY USE THE OAPSO MODEL BYLAW TO DEVELOP ITS PROPERTY STANDARDS BY LAW?

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These responses are presented for unique municipalities rather than for all responses.

39.1% of the 69 municipalities that responded had used the OAPSO model to develop it, 26.1% had not, and 34.8% were unsure.

### DOES YOUR MUNICIPALITY'S PROPERTY STANDARDS BYLAW APPLY TO ALL BUILDINGS AND ASSOCIATED LAND/YARDS WITHIN THE COMMUNITY?

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These responses are presented for unique municipalities rather than for all responses.

91.4% of the 70 municipalities that responded answered yes, 5.7% answered no, and 2.9% were unsure. Four had bylaws applying to exteriors, two had bylaws that applying to interiors, two had bylaws applying to yards, and one was unsure.



PLEASE INDICATE THE DEGREE TO WHICH YOU FEEL YOUR MUNICIPALITY'S PROPERTY STANDARDS BYLAW IS SUFFICIENTLY COMPREHENSIVE TO EFFECTIVELY ADDRESS INDOOR ENVIRONMENTAL HEALTH HAZARDS IN RENTAL HOUSING<sup>2</sup>

	Fully adequate	Somewhat adequate	Somewhat inadequate	Not at all adequate	Property standard by-law is not applicable	Enforced under other bylaw or provincial law
<b>Structural Issues</b>	69 (66.3%)	25 (24.0%)	4 (3.8%)	0 (0%)	0 (0%)	2 (1.9%)
<b>Mould</b>	25 (24.0%)	31 (29.8%)	14 (13.5%)	12 (11.5%)	10 (9.6%)	5 (4.8%)
<b>Indoor Air Quality</b>	17 (16.3%)	21 (20.2%)	16 (15.4%)	15 (14.4%)	22 (21.2%)	7 (6.7%)
<b>Outdoor Air Quality</b>	9 (8.7%)	23 (22.1%)	14 (13.5%)	8 (7.7%)	23 (22.1%)	20 (19.2%)
<b>Tobacco Smoke</b>	3 (2.9%)	9 (8.7%)	8 (7.7%)	19 (18.3%)	29 (27.9%)	28 (27.9%)
<b>Other Smoking</b>	3 (2.9%)	9 (8.7%)	7 (6.7%)	20 (19.2%)	33 (31.7%)	23 (22.1%)
<b>Pesticides</b>	7 (6.7%)	9 (8.7%)	10 (9.6%)	17 (16.3%)	28 (27.9%)	23 (22.1%)
<b>Radon</b>	4 (3.8%)	7 (6.7%)	10 (9.6%)	16 (15.4%)	35 (33.7%)	21 (20.2%)
<b>Asbestos</b>	9 (8.7%)	18 (17.3%)	10 (9.6%)	16 (15.4%)	22 (21.2%)	18 (17.3%)
<b>Lead</b>	9 (8.7%)	11 (10.6%)	13 (12.5%)	16 (15.4%)	26 (25.0%)	17 (16.3%)
<b>Drinking Water</b>	19 (18.3%)	22 (21.2%)	11 (10.6%)	10 (9.6%)	16 (15.4%)	18 (17.3%)
<b>Water Supply</b>	48 (46.2%)	24 (23.1%)	10 (9.6%)	6 (5.8%)	1 (1.0%)	9 (8.7%)
<b>Plumbing/Sewage</b>	56 (53.8%)	31 (29.8%)	8 (7.7%)	1 (1.0%)	0 (0%)	3 (2.9%)
<b>Flooding</b>	42 (40.4%)	37 (35.6%)	9 (8.7%)	4 (3.8%)	5 (4.8%)	1 (1.0%)
<b>Heat Complaints</b>	25 (24.0%)	17 (16.3%)	12 (11.5%)	11 (10.6%)	26 (25.0%)	3 (2.9%)
<b>Cold Complaints</b>	52 (50.0%)	28 (27.9%)	3 (2.9%)	4 (3.8%)	4 (3.8%)	7 (6.7%)
<b>Garbage Common Spaces</b>	62 (59.6%)	22 (21.2%)	5 (4.8%)	3 (2.9%)	3 (2.9%)	5 (4.8%)
<b>Hoarding</b>	29 (27.9%)	29 (27.9%)	19 (18.3%)	6 (5.8%)	8 (7.7%)	8 (7.7%)
<b>Pests</b>	47 (45.2%)	32 (30.8%)	9 (8.7%)	4 (3.8%)	2 (1.9%)	6 (5.8%)
<b>Grow Ops/Drug Labs</b>	13 (12.5%)	14 (13.5%)	13 (12.5%)	21 (20.2%)	20 (19.2%)	16 (15.4%)
<b>Pets</b>	18 (17.3%)	20 (19.2%)	7 (6.7%)	9 (8.7%)	22 (21.2%)	24 (23.1%)
<b>Noise</b>	21 (20.2%)	19 (18.3%)	5 (4.8%)	9 (8.7%)	18 (17.3%)	29 (27.9%)
<b>WiFi/EMF</b>	2 (1.9%)	2 (1.9%)	10 (9.6%)	18 (17.3%)	45 (43.3%)	11 (10.6%)

<sup>2</sup> For the first municipality listed by respondents, which is always the largest listed.

Respondents most often believe their municipality's bylaws are fully adequate for the following concerns: structural issues (66.3%), garbage in common spaces (59.6%), plumbing/sewage (53.8%), cold temperature complaints (50.0%), water supply (46.2%), and pests (45.2%).

Respondents most often believe their municipality's bylaws are not at all adequate to address grow ops / drug labs (20.2%), other smoking (19.2%), tobacco smoke (18.3%) wifi/electromagnetic fields (17.3%), pesticides (16.3%) and radon ,asbestos and lead (15.4% each).

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**PLEASE INDICATE YOUR LEVEL OF AGREEMENT WITH THE FOLLOWING STATEMENTS**

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These responses are presented for all respondents, which includes multiple responses for some municipalities.

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Total</b>
<b>Stronger and/or more specific bylaws would be useful to better address complaints and concerns about unfit/adverse conditions in rental housing</b>	27 (26.0%)	45 (43.3%)	22 (21.2%)	8 (7.7%)	2 (1.9%)	104
<b>The Residential Tenancies Act should create a positive duty on landlords to ensure that housing cannot undermine tenants' health</b>	43 (41.3%)	44 (42.3%)	5 (4.8%)	2 (1.9%)	6 (5.8%)	100
<b>Effective implementation of local bylaws is essential to resolve concerns about unfit/adverse conditions in rental housing</b>	40 (38.5%)	45 (43.3%)	9 (8.7%)	4 (3.8%)	7 (6.7%)	105

In general, 70% to 80% of respondents agree with each of the three statements presented, and there is no substantial difference between supervisors and non-supervisors or medium/large populations versus small/rural populations.

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APART FROM INVESTIGATIONS THAT MAY BE TRIGGERED BY A REPORT OR COMPLAINT, DOES YOUR DEPARTMENT OR MUNICIPALITY CONDUCT PROACTIVE OUTREACH AND/OR EDUCATION TO PROMOTE SAFE AND HEALTHY RENTAL HOUSING CONDITIONS (E.G., ENCOURAGING TENANTS TO REPORT CONCERNS, EDUCATING LANDLORDS AND/OR TENANTS ABOUT THEIR RESPONSIBILITIES?

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These responses are presented for all respondents, which includes multiple responses for some municipalities. The types of outreach specified by respondents are available in Annex 2, Open Responses.

38.7% of the 106 respondents to this question answered yes, 57.5% answered no, and 3.8% were unsure.

Between non-supervisors and supervisors, there were no substantial differences in rates. Large/medium population centres, however, were much more likely than small population centres/rural regions to report conducting proactive outreach (46.5% versus 22.9%).

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TO WHAT EXTENT WOULD YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT?

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These responses are presented for all respondents, which includes multiple responses for some municipalities.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
<b>We are contacted for assistance repeatedly about repair and maintenance issues at the same properties</b>	23 (22.3%)	53 (51.5%)	18 (17.5%)	7 (6.8%)	2 (1.9%)

n = 103 valid responses to this question

Non-supervisors are more likely than supervisors (79.0% compared to 65.0%) to agree or strongly agree about being contacted for assistance repeatedly about repair and maintenance issues at the same properties. Likewise, large/medium population centres are more likely than small/rural ones (84.1% compared to 52.9%) to agree they are being contacted for assistance repeatedly about repair and maintenance issues at the same properties.

## TO WHAT EXTENT WOULD YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?

These responses are presented for all respondents, which includes multiple responses for some municipalities.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Total</b>
<b>We have sufficient resources to enforce repair &amp; maintenance and cleanliness provisions</b>	5 (5.1%)	36 (36.4%)	17 (17.2%)	32 (32.3%)	9 (9.1%)	99
<b>The majority of complaints and concerns we receive fall within our department's mandate</b>	13 (13.0%)	59 (59.0%)	14 (14.0%)	13 (13.0%)	1 (1.0%)	100
<b>Our officers have received the training and education needed to conduct investigations</b>	21 (20.2%)	53 (51.0%)	10 (9.6%)	18 (17.3%)	2 (1.9%)	104
<b>We have the ability to bring in external expertise to conduct investigations</b>	20 (20.2%)	47 (47.5%)	11 (11.1%)	15 (15.2%)	6 (6.1%)	99
<b>We always know where to refer the client if additional services may be required</b>	10 (9.8%)	56 (54.9%)	16 (15.7%)	18 (17.6%)	2 (2.1%)	102
<b>Confounding factors challenge our ability to respond effectively</b>	26 (25.5%)	47 (46.1%)	16 (15.7%)	13 (12.7%)	0 (0%)	102
<b>Applicable law limits our ability to respond</b>	12 (12.8%)	40 (42.6%)	23 (24.5%)	17 (18.1%)	2 (2.1%)	94

On all points except one, similar percentages of supervisors and non-supervisors agree. Supervisors are more likely than non-supervisors (71.8% compared to 59.7%) to report their department always knows where to refer the client if additional services may be required.

Large/medium population centres are more likely than small/rural ones to agree with the following statements:

- Our officers have received the training and education needed to conduct investigations (75.7% compared to 61.8%)
- Confounding factors challenge our ability to respond effectively (76.5% compared to 61.8%)
- Applicable law limits our ability to respond (61.3% compared to 43.8%)

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PLEASE RATE THE EXTENT TO WHICH YOU AGREE OR DISAGREE WITH THE FOLLOWING  
STATEMENTS ABOUT YOUR DEPARTMENT'S EXPERIENCE WORKING WITH OTHER AGENCIES TO  
ADDRESS UNFIT/ADVERSE CONDITIONS

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These responses are presented for all respondents, which includes multiple responses for some municipalities.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Total</b>
<b>We collaborate effectively with other agencies to investigate complaints and concerns about unfit/adverse conditions in rental housing</b>	17 (16.7%)	49 (48.0%)	24 (23.5%)	11 (10.8%)	1 (1.0%)	102
<b>Complaints and concerns about unfit/adverse conditions in rental housing could be more effectively addressed by increased collaboration with other agencies</b>	23 (22.1%)	57 (54.6%)	15 (14.4%)	8 (7.7%)	1 (1.0%)	104
<b>We have sufficient time and resources for follow up with other agencies about unfit/adverse conditions in rental housing to ensure they are addressed</b>	3 (2.9%)	30 (28.8%)	26 (25.0%)	34 (32.7%)	11 (10.6%)	104
<b>We are confident that tenants' concerns are adequately addressed when we make referrals</b>	4 (4.0%)	37 (36.6%)	45 (44.6%)	12 (11.9%)	3 (3.0%)	101
<b>We are confident that landlords' concerns are adequately addressed when we make referrals</b>	5 (5.0%)	28 (28.0%)	48 (48.0%)	15 (15.0%)	4 (4.0%)	100
<b>Our confidence in whether tenants' and landlords' issues will be adequately addressed depends on to whom the referral was made</b>	14 (13.6%)	49 (47.6%)	32 (31.1%)	8 (7.8%)	0 (0%)	103

Supervisors are more likely than non-supervisors to agree with the following statements:

- We have sufficient time and resources for follow up with other agencies about unfit/adverse conditions in rental housing to ensure they are addressed (38.5% compared to 28.1%)
- Our confidence in whether tenants' and landlords' issues will be adequately addressed depends on to whom the referral was made (73.7% compared to 53.1%).

Small population centres/rural regions were more likely than large/medium population centres to agree that they have sufficient time and resources for follow up with other agencies about unfit/adverse conditions in rental housing to ensure they are addressed (45.7% compared to 24.6%)

## PART 5: EQUITY CONSIDERATIONS

### IN YOUR EXPERIENCE, WHAT ARE THE TOP 3 BARRIERS TO TENANTS NOT SEEKING ASSISTANCE FROM THE MUNICIPAL INSPECTION DEPARTMENT TO ADDRESS UNFIT/ADVERSE CONDITIONS IN THEIR HOUSING?

These responses are presented for all respondents, which includes multiple responses for some municipalities.

Barrier	Frequency in Top 3
<b>Fear of eviction</b>	86 (83.5%)
<b>Fear of landlord</b>	53 (51.5%)
<b>Fear of needing to move or pay higher rent for needed repairs</b>	56 (54.4%)
<b>Not knowing whom to call</b>	28 (27.2%)
<b>Frustration over being bounced around among agencies</b>	13 (12.6%)
<b>Language or other cultural barriers</b>	9 (8.7%)
<b>Fear of authority</b>	1 (1.0%)
<b>Mental health issues</b>	26 (25.2%)
<b>Substance abuse issues</b>	9 (8.7%)
<b>Not recognizing that the issue is unsafe or a health concern</b>	18 (17.5%)
<b>Lack of confidence to contact agencies</b>	6 (5.8%)
<b>Other</b>	2 (1.96%)
<b>Total</b>	<b>103</b>

### THINKING OF HOUSING CONDITIONS FROM AN EQUITY STANDPOINT, PLEASE RATE THE EXTENT TO WHICH YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS

These responses are presented for all respondents, which includes multiple responses for some municipalities.

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
<b>Substandard housing conditions are adversely affecting the physical/mental health of local marginalized/priority populations in our municipality</b>	14 (13.3%)	47 (44.8%)	29 (27.6%)	12 (11.4%)	3 (2.9%)	105

<b>It is a priority of my department to address substandard housing issues affecting local marginalized/priority populations</b>	7 (6.7%)	34 (32.7%)	41 (39.4%)	20 (19.2%)	2 (1.9%)	104
<b>My department has policies/procedures/protocols that address substandard housing issues in a manner that is responsive to the needs of marginalized/priority populations</b>	9 (8.7%)	33 (31.7%)	37 (35.6%)	23 (22.1%)	2 (1.9%)	104
<b>My department is exploring/developing (on our own or with partners) public policy to address inequities associated with access to safe, affordable and healthy housing</b>	6 (5.8%)	22 (21.4%)	39 (37.9%)	32 (31.1%)	4 (3.9%)	103

Supervisors and non-supervisors did not differ significantly in their agreement with the above statements.

Large/medium population centres were more likely than small population centres/rural regions to agree with the following statements:

- It is a priority of my department to address substandard housing issues affecting local marginalized/priority populations (43.7% compared to 30.3%)
- My department has policies/procedures/protocols that address substandard housing issues in a manner that is responsive to the needs of marginalized/priority populations (46.5% compared to 27.3%).



## ANNEX 1: RENTSAFE SURVEY OF MUNICIPAL BYLAW AND PROPERTY STANDARDS OFFICERS

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This survey of municipal law enforcement and property standards officers is being conducted as part of *RentSafe*, a collaborative initiative led by the Canadian Partnership for Children's Health and Environment (CPCHE) and funded by the Ontario Trillium Foundation. RentSafe seeks to address indoor environmental health conditions affecting tenants living on low-income in Ontario. **Rental housing conditions can not only be a source of discomfort and inconvenience, but also negatively affect people's physical and mental health.** RentSafe fosters action to build capacity and responsiveness across multiple sectors so that all people in Ontario, regardless of income level or circumstance, can live in a safe and healthy home.

RentSafe is conducting this survey in collaboration with the Ontario Association of Property Standards Officials (OAPSO) and the Municipal Law Enforcement Officers Association of Ontario (MLEOA). The purpose of this survey is to (1) learn about officers' experiences with complaints and concerns about conditions in rental housing, and (2) gather perspectives on the sector's capacities and challenges in supporting safe and healthy rental housing conditions. Similar RentSafe surveys have been conducted with staff from public health units and legal aid clinics as well as frontline workers and small-scale landlords in Ontario (see [www.rentsafeca.ca](http://www.rentsafeca.ca)). RentSafe has also convened focus groups with tenants.

The survey should take about 15 minutes to complete. Responses will be reported only in aggregate form and not attributed to individual people, departments or municipalities. Information in the final report may be grouped based on work category or geographical location.

Please respond by [date], when the survey will close. You must click on the "submit" button at the end of the survey to have your responses included in the study. If you exit the survey without clicking "submit," your responses will not be included. Once you have clicked "submit," it will not be possible to withdraw from the survey.

If you have questions or concerns about this survey or you have questions about *RentSafe*, please contact Erica Phipps, CPCHE Executive Director, at [erica@healthyenvironmentforkids.ca](mailto:erica@healthyenvironmentforkids.ca).

For any questions or concerns about the research, please contact Dr. Jeffrey Masuda, Centre for Environmental Health Equity, Queen's University at [jeff.masuda@queensu.ca](mailto:jeff.masuda@queensu.ca).

Any ethical concerns about the study may be directed to the Chair of the General Research Ethics Board at [chair.GREB@queensu.ca](mailto:chair.GREB@queensu.ca) or 613-533-6081 at Queen's University.

### PART 1: RESPONDENT INFORMATION

Do you work as a municipal law enforcement / property standards officer in Ontario?

- ☐ Yes
- ☐ No [takes respondent to exit page]

**How would you describe the municipality(ies) and/or region(s) that you serve?**

Please respond by checking one or more options for the municipality/region that you serve. If you serve more than one municipality/region, please respond for each one.

	Small population centre (population of 1,000 – 29,999)	Medium population centre (population of 30,000 – 99,999)	Large urban population centre (population of 100,000 or greater)	Includes rural/sparsely populated area(s)	Unsure
Municipality/region #1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #2 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #3 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #4 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #5 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #6 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality/region #7 (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Do you serve in a supervisory/managerial position?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**What is/are your job title(s)? Please check all that apply.**

- Building Inspector ☐
- Property Standards Officer ☐

- By-Law/Municipal Law Enforcement Officer ☐
- Chief Building Officer ☐
- Zoning Administrator ☐
- Other (please specify below): ☐

If you selected "other," please provide your job title: \_\_\_\_\_

## PART 2: EXPERIENCES WITH COMPLAINTS AND CONCERNS ABOUT RENTAL HOUSING CONDITIONS

**How often is your department contacted with complaints or concerns about the following conditions that may be present in rental housing?**

	Frequently	Occasionally	Rarely	Never	Unsure
Structural issues (e.g., leaky roof, windows)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mould	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor air quality (e.g., fumes, odour other than smoking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor sources impacting indoors (e.g. outdoor burning, industry, transportation corridors, road or construction dust)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tobacco smoke	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other smoking (e.g., marijuana or e-cigarettes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pesticides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radon (i.e., radioactive soil gas that gets into indoor air)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asbestos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead (e.g., in old paint, in water service pipes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drinking water quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plumbing / Sewage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal comfort (too hot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal comfort (too cold)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage (e.g., left in indoor common areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hoarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pests (e.g., cockroaches, bed bugs, rodents, pigeons, raccoons)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marijuana grow ops / Other drug labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pet-related issues (e.g., excessive number of pets, smell, allergens)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wifi/Electromagnetic fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5.a Please use the space below to list any other unfit or adverse conditions in rental housing (not listed above) about which your department has been contacted. If none, please leave the box blank.**

Housing condition about which your department is contacted

How often is your department contacted about this issue?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely
- ☐ Never
- ☐ Unsure

**How often are you contacted with complaints or concerns about the condition of rental housing by the following sources?**

	Frequently	Occasionally	Rarely	Never	Unsure
Tenants (market rental and/or social housing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Representative of the Tenant (e.g., friend or family member)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elected Officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Health Inspectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Works (e.g., Works Dept., Environmental Services Dept.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Services (e.g., Children's Aid; Social / Settlement / Mental Health Worker)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Housing Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Public Health Professionals (e.g., Home Visitor, Public Health Nurse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Enforcement Agencies (e.g., Police; Fire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rental Housing Landlords	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal welfare / Humane Society / Society for the Prevention of Cruelty to Animals (SPCA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6.a Do any other agencies or sources (not listed above) contact you with complaints or concerns about conditions in rental housing?**

- ☐ Yes
- ☐ No

**6.b Please list the other sources you are contacted by and use the dropdown menu to indicate the frequency of calls from each source.**

Source (Who contacts you?)

How often does this source contact you about indoor environmental health risks in rental housing?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely

- ☐ Never
- ☐ Unsure

### PART 3: NATURE OF RESPONSE TO COMPLAINTS AND CONCERNS ABOUT HOUSING CONDITIONS

7. Use the checkboxes below to indicate how your department responds when you are contacted about each type of issue.

We realize that you may not do the same thing every time, but please indicate what your department typically does. Check all the boxes that apply for the issue(s) that your department is contacted about. If you are not contacted about a particular issue, leave that row blank. Question 8 will allow you to indicate referrals of issues to other agencies.

	We redirect/refer to another agency or department	We provide information by email/mail/fax/website/phone	We conduct an on-site investigation	Not Applicable
Structural issues (e.g., leaky roof, windows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mould	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor air quality (e.g., fumes; odour)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor sources impacting indoors (e.g. outdoor burning, industry, transportation corridors, road or construction dust)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tobacco smoke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other smoking (e.g., marijuana or e-cigarettes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pesticides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Radon (i.e., radioactive soil gas that gets into indoor air)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asbestos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lead (e.g., in old paint, in water service pipes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate water supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plumbing and sewage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal comfort (too hot)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal comfort (too cold)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage (e.g., left in indoor common areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hoarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pests (e.g., cockroaches, bed bugs, rodents, pigeons, raccoons)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marijuana grow ops / Other drug labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pet-related issues (e.g., excessive number of pets, smell, allergens)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wifi/Electromagnetic fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. How often do you refer issues related to unfit/adverse conditions in rental housing to the following agencies?**

	Frequently	Occasionally	Rarely	Never	Unsure
Landlord /Social housing department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local Public Health Department (e.g., Public Health Inspector; Public Health Nurse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Works (e.g., Works Dept., Environmental Services Dept.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Services (e.g., Children's Aid; Settlement; Mental Health, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other municipal department (e.g. zoning, building inspection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Enforcement Agencies (e.g., Police, Fire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal Aid Clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landlord Tenant Board					
Animal welfare / Humane Society /SPCA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8.a Are there any other agencies (not listed above) to whom you refer issues related to unfit/adverse conditions in rental housing?**

- ☐ Yes
- ☐ No

**8.b Please list the other agencies to whom you refer and use the dropdown menu to indicate the frequency of referrals to each agency.**

Agency (To whom do you refer?)    How often are referrals made to this agency?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely
- ☐ Never
- ☐ Unsure



**9. How often does your department conduct joint investigations related to unfit/adverse conditions in rental housing with the following agencies?**

	Frequently	Occasionally	Rarely	Never	Unsure
Local Public Health Department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Works (e.g., Works Dept., Environmental Services Dept.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Services (e.g., Children's Aid; Settlement; Mental Health, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Enforcement Agencies (e.g., Police, Fire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal welfare / Humane Society /SPCA					
Other municipal department (e.g. zoning, building inspection)					

**9.a Are there any other agencies (not listed above) with whom you conduct joint investigations related to unfit/adverse conditions in rental housing?**

- ☐ Yes
- ☐ No

**9.b Please list the other agencies with whom you conduct joint investigations and use the dropdown menu to indicate the frequency of joint investigations with each agency.**

Agency (With whom do you conduct joint investigations?)

How often are joint investigations conducted with this agency?

- ☐ Frequently
- ☐ Occasionally
- ☐ Rarely
- ☐ Never
- ☐ Unsure

### PART 3: LEGAL PROVISIONS AND ENFORCEMENT

As you know, *Residential Tenancies Act* amendments effective July 1, 2018 will end the Province's role in enforcing provincial maintenance standards in rental units in areas of the province without municipal property standards bylaws or only partial bylaws. The following questions seek to understand the current situation in the municipality/municipalities where you work. If you work in more than one municipality, please answer the questions for each one.

**10. Does your municipality have a property standards bylaw?**

- ☐ Yes
- ☐ No
- ☐ Unsure

[if respondent checks 'no' or 'unsure', they will be redirected to question 11)

*If yes:*

**10.a Did your municipality use the OAPSO model by-law to develop its property standards by-law?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**10.b Does your municipality's property standards by-law apply to all buildings and associated land/yards within the municipality?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**10.c Does your municipality's property standards by-law apply to...**

- ☐ only certain geographic areas of your municipality (e.g., urban)
- ☐ exterior of the building structure (not including the surrounding yard)
- ☐ interior of the building structure
- ☐ both the interior and the exterior of the building structure

- ☐ yard
- ☐ unsure

**10.d For each issue listed below, please indicate the degree to which you feel your municipality's property standards by-law is sufficiently comprehensive to effectively address indoor environmental health hazards in rental housing?**

	Fully adequate	Somewhat adequate	Somewhat inadequate	Not at all adequate	Unsure/Prefer not to say	Property Standards Bylaw is not applicable	Enforced under other by- law or provincial law
Structural issues (e.g., leaky roof, windows)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mould	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor air quality (e.g., fumes; odour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor sources impacting indoors (e.g. outdoor burning, industry, transportation corridors, road or construction dust)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tobacco smoke	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other smoking (e.g., marijuana or e- cigarettes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pesticides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Radon (i.e., radioactive soil gas that gets into indoor air)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asbestos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lead (e.g., in old paint, in water service pipes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drinking water quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plumbing / Sewage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal comfort (too hot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thermal comfort (too cold)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage (e.g., left in indoor common areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hoarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pests (e.g., cockroaches, bed bugs, rodents, pigeons, raccoons)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marijuana grow ops / Other drug labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pet-related issues (e.g., excessive number of pets, smell, allergens)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wifi/Electromagnetic fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10.e Do you serve another municipality? Checking 'yes' will allow you to respond to the same sub-set of questions about property standards bylaws for that municipality.

- ☐ Yes
- ☐ No

11. Please indicate your level of agreement with the following statement:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Disagree	Don't know	Prefer not to say
Stronger and/or more specific by-laws would be useful to better address complaints and concerns about unfit/adverse conditions in rental housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <i>Residential Tenancies Act</i> should create a positive duty on landlords to ensure that housing cannot undermine tenants' health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effective implementation of local bylaws (e.g., property standards by-law) is essential to resolve concerns about unfit/adverse conditions in rental housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Apart from investigations that may be triggered by a report or complaint, does your department or municipality conduct proactive outreach and/or education to promote safe and healthy rental housing conditions (e.g., encouraging tenants to report concerns, educating landlords and/or tenants about their responsibilities)?

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes:

12.a Please describe the nature of the outreach and/or education that is conducted by your department or municipality:

13. We are contacted for assistance repeatedly about repair and maintenance issues at the same properties.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neither agree nor disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Don't know

#### PART 4: DEPARTMENTAL AND INTERSECTORAL CAPACITY

14. Please rate the extent to which you agree or disagree with the following statements related to your department's capacity to respond to unfit/adverse conditions in rental housing. For municipalities affected by the pending transfer of the provincial enforcement role, please anticipate the impact on your departmental and intersectoral capacity and answer as if the July 2018 transfer of enforcement has occurred.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Disagree	Don't know	Prefer not to say
We have sufficient resources (i.e., financial, human, technical) to enforce repair & maintenance and cleanliness provisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The majority of the complaints and concerns we receive fall within our department's mandate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our officers have received the training and education needed to conduct investigations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We have the ability to bring  
in external expertise to  
conduct investigations

We always know where to  
refer the client if additional  
services may be required

Confounding factors  
challenge our ability to  
respond effectively (e.g.,  
mental health; landlord-  
tenant relationships;  
hoarding)

Applicable law limits our  
ability to respond (e.g.,  
private residence vs. rental  
vs. condominium)

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

**15. Please rate the extent to which you agree or disagree with the following statements about your department's experience working with other agencies to address unfit/adverse conditions in rental housing. For municipalities affected by the pending transfer of the provincial enforcement role, please anticipate the impact on your departmental and intersectoral capacity and answer as if the July 2018 transfer of enforcement has occurred (where applicable).**

Strongly  
disagree    Disagree    Neither  
agree  
nor  
disagree    Agree    Strongly  
agree    Not  
applicable    Prefer  
not to  
say

We collaborate effectively  
with other agencies (e.g.,  
public health department,  
legal aid, social workers) to  
investigate complaints and  
concerns about  
unfit/adverse conditions in  
rental housing.

Complaints and concerns  
about unfit/adverse  
conditions in rental housing  
could be more effectively

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

addressed by increased  
collaboration with other  
agencies

We have sufficient time and resources to follow-up with other agencies about unfit/adverse conditions in rental housing to ensure they are addressed.

We are confident that tenants' concerns are adequately addressed when we make referrals.

We are confident that landlords' concerns are adequately addressed when we make referrals

Our confidence in whether tenants' and landlords' issues will be adequately addressed depends on to whom the referral was made – (i.e., some agencies/individuals are more responsive than others).

## PART 5: EQUITY CONSIDERATIONS

**16. In your experience, what are the top 3 barriers to tenants not seeking assistance from the municipal inspection department to address unfit/adverse conditions in their housing?**

Drag and connect the top 3 barriers listed on the left with the "choices" on the right.

	Choice 1	Choice 2	Choice 3
Fear of eviction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of landlord	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of needing to move or pay higher rent for needed repairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Not knowing who to call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frustration from being bounced around among agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language or other cultural barriers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fear of authority (e.g., lawyers, CAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not recognizing that the issue is unsafe or a health concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of confidence to contact agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (specify in box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you selected "other" as one of your top 3 choices, please describe the barrier in the box below.

**17. Thinking of housing conditions from an equity standpoint, please rate the extent to which you agree or disagree with the following statements.**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Prefer not to say
Substandard housing conditions are adversely affecting the physical/mental health of local marginalized/priority populations in our municipality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is a priority of my department to address substandard housing issues affecting local marginalized/priority populations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department has policies/procedures/protocols that address substandard housing issues in a manner that is responsive to the needs of marginalized/priority populations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department is exploring/developing (on our own or with partners) public policy to address inequities associated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

with access to safe, affordable, and healthy housing.

Please use the space below to leave any comments you have about the equity issues above.

(Optional)

#### PART 6: ADDITIONAL COMMENTS AND CONTACT INFORMATION

18. Please use the space below to leave any additional comments related to your department's response to unfit/adverse conditions in rental housing.

(Optional)

19. Please provide your contact information. (Optional)

We invite you to provide your name and contact information. This is optional. Your name and contact information will NOT be tied to your survey responses. If you do not wish to be contacted, please leave this blank.

Name:

E-mail

Phone number

I am willing to be contacted by member(s) of the research team for the following reason(s): (Select all that apply).

- ☐ To be invited to participate in an interview or focus group related to the topic of this survey
- ☐ To receive a report of this survey's results

- ☐ To receive periodic updates on RentSafe via the RentSafe listserv (approximately one email per month)

To submit your responses, click the 'Submit' button below.

To withdraw from the survey, click the 'Discard' button below.

Thank you for taking the time to complete this survey.

## ANNEX 2: OPEN ENDED QUESTIONS/COMMENTS

### MUNICIPALITIES REPRESENTED

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- |                      |                     |                    |
|----------------------|---------------------|--------------------|
| • Ajax               | • Havelock-Belmont- | • Perth East       |
| • Aurora             | • Methuen           | • Peterborough     |
| • Barrie             | • Hearst            | • Petrolia         |
| • Belleville         | • Ingersoll         | • Pickering        |
| • Blandford-Blenheim | • Innisfil          | • Plympton-Wyoming |
| • Bradford West      | • Kapuskasing       | • Point Edward     |
| • Gwillimbury        | • Kawartha Lakes    | • Port Colborne    |
| • Brampton           | • Kenora            | • Port Hope        |
| • Brant              | • Kincardine        | • Quinte West      |
| • Brantford          | • Kingston          | • Red Lake         |
| • Brooke-Alvinston   | • Kitchener         | • Richmond Hill    |
| • Burlington         | • Lambton Shores    | • Russell          |
| • Cambridge          | • London            | • Schreiber        |
| • Centre Hastings    | • Malahide          | • Scugog           |
| • Clarence-Rockland  | • Manitouwadge      | • Simcoe           |
| • Clarington         | • Markham           | • South Bruce      |
| • Collingwood        | • Midland           | • Peninsula        |
| • Cornwall           | • Minto             | • South Glengarry  |
| • Dawn-Euphemie      | • Mississauga       | • South Stormont   |
| • Durham             | • Montague          | • St. Catharines   |
| • Enniskillen        | • Moonbeam          | • St. Clair        |
| • Fort Erie          | • Newmarket         | • Tillsonburg      |
| • Fort Frances       | • Niagara           | • Toronto          |
| • Goderich           | • Norfolk           | • Uxbridge         |
| • Gravenhurst        | • North Bay         | • Val Rita - Harty |
| • Greater Sudbury    | • North Grenville   | • Vaughan          |
| • Greenstone         | • Norwich           | • Warwick          |
| • Guelph             | • Oakville          | • Wasaga Beach     |
| • Haldimand          | • Oil Springs       | • Waterloo         |
| • Halton             | • Orillia           | • Welland          |
| • Hamilton           | • Oshawa            | • Whitchurch       |
| • Hanover            | • Ottawa            | • Stouffville      |
| • Hastings           | • Pembroke          | • York             |
|                      | • Penetanguishene   |                    |

## WHAT IS/ARE YOUR JOB TITLES?

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Supervisor, Operations and Enforcement</li> <li>• Manager of Enforcement</li> <li>• Animal Control Officer</li> <li>• Animal control</li> <li>• Operations Coordinator</li> <li>• Supervisor, By-law and Compliance</li> <li>• Director of By-law &amp; Licensing Enforcement</li> <li>• Animal Control</li> <li>• Manager By Law Services</li> <li>• Manager By-Law Enforcement</li> <li>• Licensing Compliance Officer</li> <li>• Program Manager of Zoning</li> <li>• Director, Municipal Enforcement</li> <li>• Deputy CBO</li> <li>• Animal Shelter Manager</li> <li>• Tobacco Enforcement</li> <li>• Supervisor, Enforcement Services</li> <li>• Planner</li> <li>• Planner</li> <li>• Supervisor, Operations and Enforcement</li> <li>• Director, Municipal Law Enforcement and Licensing</li> </ul> | <ul style="list-style-type: none"> <li>• Program Manager By-law Enforcement</li> <li>• Manager of planning , Building and Enforcement</li> <li>• Sometimes acting supervisor</li> <li>• Chief Fire Prevention Officer</li> <li>• also perform property standards investigations</li> <li>• Weed Control Officer</li> <li>• Director of Fire and Emergency Services</li> <li>• Manager Building &amp; By-law</li> <li>• Supervisor of Enforcement</li> <li>• Fire Fighter / Fire Investigator</li> <li>• Deputy Chief Building Official</li> <li>• ANIMAL SERVICES</li> <li>• JHSC Certified Worker Member &amp; Co-Chair, Alternate CEMC, Emergency Information Officer</li> <li>• Animal Control - Parking Enforcement</li> <li>• Public Health Inspector</li> <li>• Animal services</li> <li>• Senior Officer</li> </ul> |
|--|--|

## FREQUENCY OF CONTACT FOR OTHER UNFIT/ADVERSE CONDITIONS AS SPECIFIED

Condition	Frequency
Flooring	Occasionally
Draughty windows	Occasionally
Water leaks	Occasionally
Harassment by landlord	Occasionally
Number of vehicles	Frequently
Missing ceiling tiles	Rarely
Cracked walls, floors and ceilings	Rarely
Exterior landscaping/snow removal	Occasionally
Poor lighting	Occasionally
Parking	Frequently
Maintenance	Frequently
Retrofits without permits	Frequently
Paid Visitors Parking	Occasionally
Mould	Frequently
Lodging house	Frequently

Property standards	Frequently
Exterior of property	Frequently
Electrical	Frequently
Cleanliness	Frequently
Egress	Occasionally
Smoke alarms	Occasionally
Window air leaks	Rarely
mould	Frequently
Too many people living in dwelling	Frequently
Landlord refuses to do repairs	Frequently
Overall condition of buildings	Frequently
Windows not operational	Frequently
Electrical	Occasionally
Bed Bugs	Occasionally
Supply of hot or cold water	Rarely
Bed bugs	Frequently
Maintenance of walls/ceiling/hallways/stairwells	Frequently
Parking garage conditions	Occasionally
Utilities being shut off by owners	Frequently
Cleanliness	Frequently
Unsafe basements used for sleeping	Frequently
Lack of smoke alarms	Frequently
Water damage from leaking or improperly sealed sinks and bath areas	Occasionally
Garbage accumulating outside of units	Frequently
Overcrowding	Occasionally
Mechanical/Plumbing/Electrical systems not working	Occasionally
Cleanliness of units and property	Frequently
Rooming Houses/slum landlords	Frequently
Needles	Frequently
Airbnb's/abandoned buildings and renting to students	Frequently
Unsafe balconies	Rarely
Outdoor garbage bins	Rarely
Appliances left outside with doors intact	Rarely
Pests	Occasionally
Heating	Occasionally
Waste	Frequently
Stained carpets/Damaged flooring.	Occasionally
Safety concerns, no locks on doors, poor lighting in parking areas.	Occasionally
Slip hazards, ice or water on walkways to units.	Frequently
Odour	Occasionally
Storage	Rarely
Lawn Maintenance	Occasionally

Conditions related to interior floors/wall	Frequently
Conditions related windows broken/drafts	Frequently
Conditions related enter of water into dwelling	Frequently
General lack of maintenance - interior	Frequently
General lack of maintenance - exterior	Frequently
Fire doors	Occasionally
Structural deficiencies, (including deteriorated balcony guards)	Occasionally
Construction without permits	Frequently
Rotting decks and stairs - unsafe	Frequently
Wildlife incursion	Frequently
General wear and tear not being looked after.	Frequently
Illegal basement units	Occasionally
Long grass and weeds	Frequently
Appliances not working	Frequently
Underground parking garage in state of disrepair	Frequently
Chipped/broken flooring	Frequently
Holes in walls and ceiling	Frequently
Electrical issues	Occasionally
Plumbing issues	Frequently
Leaking windows (water/air)	Frequently
Vermin	Frequently
Cosmetic (drywall holes, missing cupboard doors)	Frequently
Stagnant water	Frequently
Structural Issues	Frequently
Exterior garbage and debris	Frequently
Simple property standards i.e. paint peeling, cosmetic repairs to apartment	Frequently
Occupancy levels	Frequently
Collapsed ceilings	Frequently
Waste containment areas	
Too many tenants	Occasionally
Property is falling apart	Frequently
Unsafe stairs	Occasionally
Ice/snow	Occasionally
Owners not renovating houses	Frequently
Garbage from neighbours causing rats	Frequently
Bed bugs	Frequently
Unsafe	Frequently
Inadequate heat	Frequently
Vital service issues (hydro/gas shut off)	Frequently

## FREQUENCY OF OTHER REFERRALS BY SOURCE, AS SPECIFIED BY RESPONDENT

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Source	Frequency
Ministry of Environment	Rarely
Fire Prevention Department	Frequently
Fire Service	Frequently
ESA	Occasionally
TSSA	Occasionally
Animal services	Occasionally
York Region outreach	Rarely
Fire Department	Occasionally
City Officials	Frequently
Upper Tier	Rarely
Police	Rarely
Ministry of Natural Resources	Rarely
Animal Rescue Groups	Frequently
Building Inspectors	Occasionally
Rental agents	Frequently
Building department	Occasionally
Tenant	Frequently
Police	Frequently
Fire	Frequently
Landlord	Occasionally
Renter	Occasionally



## FREQUENCY OF OTHER REFERRALS BY DESTINATION, AS SPECIFIED BY RESPONDENT

Referrals to:	Frequency
Conservation Authority	Never
OPP / KLPD	Rarely
MTO	Rarely
ESA	Frequently
Enbridge	Occasionally
Hydro	Occasionally
ESA	Frequently
TSSA	Frequently
SPCA	Occasionally
Ministry of the Environment	Occasionally
Social Housing Administration	Frequently
Electrical Safety Authority	Occasionally
Property Management Companies	Frequently
Police	Rarely
Electrical Safety Authority	Occasionally
Social Services	Occasionally
Toronto Buildings	Rarely
Toronto Fire	Rarely
Transportation Services	Rarely
St Leonard's Society	Rarely
Municipal Law Enforcement	Frequently
Crisis Intervention Team (local group of inter-agency representatives)	Rarely
Fire Prevention Bureau	Frequently
MOE	Rarely
Ministry of environment for odours	Rarely
COAST	Occasionally

FREQUENCY OF JOINT INVESTIGATIONS BY JOINT INVESTIGATOR, AS SPECIFIED BY  
RESPONDENT

Jointly investigated with:	Frequency
Ministry of Environment	Occasionally
Ministry of Agriculture	Occasionally
Conservation Authority	Occasionally
Ministry of the Environment	Occasionally
Fire Prevention Department	Frequently
Humane Society	Occasionally
Public Health	Occasionally
Toronto Building	Rarely
Toronto Public Health	Rarely
Toronto Fire	Rarely
Fire Services - Fire Prevention Officers	Frequently
ESA	Rarely
Crisis Intervention Team	Rarely
Electrical Safety Authority	Occasionally
Ministry of the Environment	Occasionally
Niagara peninsula conservation authority (NPCA)	Rarely
Niagara Escarpment Commission (NEC)	Rarely
ESA	Occasionally
Toronto Fire	Frequently

PLEASE DESCRIBE THE NATURE OF THE OUTREACH

Proactive property standards unit put in place by City Council
Yearly outreach to the public as well as proactive apartment building audits City wide
Proactive team that enforces Property Standards/Yard Maintenance by-laws proactively in high risk/complaint areas.
Educational and voluntarily compliance based approach
City web site and social media
Pro-active enforcement Teams
Advertising, generally surrounding second units
Pro-active enforcement
Proactive multi res inspections.
Tents and tables set up at community events for housing or City events such as street promenades
Multiple public events each year and work with local post-secondary institution
Website information, door to door, farmers market booth, flyers
Program called Tenant Safety Month where primarily student tenants attending local University are encouraged to contact us for an inspection to confirm their rental unit is safe.
events that people can ask questions and be made aware of bylaws that might pertain to them

#### Annual Building Audits Tenant Awareness Week

When doing joint inspections with the local Fire Dept we speak with the tenants and inform them of the Property Standards By-Law and give them the breakdown of how it works and how to register a complaint. Speak with local Social Services w

Attend events to advise of by-laws

Work with colleges and residential groups.

At the will of Council - special pro-active initiatives are conducted

#### INSPECTIONS AND ASSESSMENTS OF WILDLIFE INSIDE A HOME

We work with local agencies who provide housing and do promotions and education in cooperation with these agencies to promote a healthy environment for tenants.

-Landlord education on responsibilities -Follow-ups with tenants

CAN (Community Action Network) Meetings - these are local neighbourhood meetings put on by the local councillors and volunteers that the By-Law Dept attends with other agencies to discuss various ways the City can help mitigate neighbourhood issues

See clickfix, media app for residents to report concern throughout our municipality.

Health Promotion Information on website

Pamphlets handed out at community events.

Passing out business cards and encouraging people to report concerns.

Apartment building audits - general inspection of common areas inside and outside. Time on site dedicated to taking complaints and inspecting for inside units.

Interior/exterior proactive blitzes re: yard maintenance, zoning and property standards

### COMMENTS ABOUT INEQUITY ISSUES

At risk (mental health) housing is a priority - but not minorities due to language barriers

We need more legislation around the tenant and their responsibility to maintain the property and stronger legislation around the RTA and the board against tenants who mistreat the property and try to use the municipality as an agency to gain

Lack of rental housing is a huge concern. although we have several units empty you must qualify for them through the agency the rents them, if you are a working individual you may be able to afford the rent but not the hydro

Due to the nature of this type of inspection we are usually dealing with lower income properties or low income residents. I find that this does not rate high on the priority scale unless someone/people who are more affluent bring up the concern

There is a serious gap that vulnerable sector population falls into repeatedly, especially seniors who are suffering from cognitive or hoarding issues and do not realize or admit to it being a problem.

Well, since you're asking... It would appear (to me anyway) that you have placed the blame of sub-standard housing squarely on the shoulders of the landlord. Maybe you can make a survey to get the landlord's point of view?<sup>3</sup>

<sup>3</sup> Authors' note: Please refer to the *RentSafe* Survey of Small-Scale Landlords: Summary Report (2018), available at [rentsafe.ca](https://rentsafe.ca).