

Appendix 2 - Tele Town Hall (TTH) held on February 22, 2024

On February 22, 2024, at 8pm, the City of Brampton hosted a Telephone Town Hall on the Residential Rental Licensing program (RRL.)

7,080 households joined Mayor Patrick Brown and other members of Council (Councillors Keenan, Power and Santos) for this live event. Residents participated in a lively discussion to get a better understanding of the program as well as sharing their feedback on the Program.

Topics	Questions	Responses
Licensing Process	How will the City simplify the Residential Rental Licensing process?	The revised pilot program has simplified the application process for ARUs and single house-keeping units by eliminating duplication and redundancy of information and ensuring that applicants do not incur additional costs.
Inspections/Enforcement	How will the City enforce the rules around Additional Resident Units (ARUs)?	The City will continue to investigate complaints regarding illegal ARUs and advise property owners to register their ARU or apply appropriate fines/penalties.
Inspections/Enforcement	Will inspections be unexpected or scheduled?	Applicable legislation such as the <i>Municipal Act</i> , 2001, the <i>Fire Protection and Prevention Act</i> , 1997 and the <i>Building Code Act</i> , 1992 set out the requirements for inspections, including any notice requirements. The City will generally coordinate with the property owner, when possible, to conduct an inspection.

Inspections/Enforcement	Is possible to give By-Law officers more power to enter suspected illegal units within 24-hours?	Applicable legislation, as noted above, sets out the requirements for conducting inspections.
Inspections/Enforcement	Who is responsible for the property maintenance and timely compliance?	The property owner is responsible for ensuring the property is maintained in accordance with the City's property standards. A notice will be issued to the property owner advising the timeframe to address the issue otherwise, penalties/fines can be issued.
Landlords Seeking Licensing Advice	My parents live with my family in the basement. Do we need a RRL for an in-law suite?	If the parents are living in a legal basement apartment that is registered the program applies to the unit and will need to be licensed. The launch of the pilot includes a fee waiver to reduce financial hardship for those individuals that comply with the City's requirements.
Landlords Seeking Licensing Advice	Do I still have to register if I have a legal basement registered already?	Yes, any property with four units or less will require a licence under the RRL Pilot Program. The program was amended to streamline the process and eliminate redundancy.
Landlords Seeking Licensing Advice	I have a legal basement. The city already has my information. Do I need to register?	Yes, the ARU will still require a license however, the City has eliminated the requests for documents that were submitted as part of the ARU registration to improve the application process.
Landlords Seeking Licensing Advice	Does each rental unit on the property require a licence?	No, a licence is only required for the property not the individual rental units.

Landlords Seeking Licensing Advice	Does the RRL By-Law apply if I'm renting the whole residence and not the basement or ARU?	Yes, the RRL Pilot Program applies to single housekeeping units (whole residence) and ARUs. Any rental unit of four units or less.
Occupancy	Is there a limit on the total number of students allowed in a house? What about the number of cars parked in the driveway?	<p>The RRL Pilot Program does not set occupancy limits on dwelling units, but it helps to confirm that rental units are in compliance with the Building and Fire Codes as it relates to the safety of individuals in a dwelling.</p> <p>Parking is to comply with the City's zoning requirements.</p>
Occupancy	How many people can reside in a residence?	The RRL Pilot Program does not set-out occupancy limits, as noted above. The dwelling unit needs to comply with Building and Fire Codes to ensure occupants are living in a safe space.
Occupancy	Can you clarify if the program includes multiple people living at one address? What is considered a lodging house?	<p>It depends on how many self-contained units and/or garden suite is situated on the property, which may have multiple people living on the property.</p> <p>Lodging house is defined as having more than four (4) lodging units in which each lodger does not have access to all habitable areas of the building.</p>
Complaints	Cars are blocking sidewalks from these overcrowded houses. What is happening towards fixing these issues, especially around schools?	Concerns around parking violations should be directed to Enforcement to investigate and issue tickets. Residents can call

		311 or file a complaint online .
Complaints	What is being done to keep landlords responsible for maintaining the exterior of their property?	The RRL Pilot Program outlines the landlord's responsibility for the upkeep of their rental property/unit in accordance with the City's property standards.
Complaints	How can neighbours identify an illegal unit? Is there a special private hotline?	All complaints are to be directed to the City's Enforcement Department by either calling 311 or registering the complaint online .
Administration of the Program	How will the fee help with identifying illegal units when you already have information regarding ARUs and know the building permits issued? Why do we have to pay a fee?	The licensing fee for the program supports administrative processes to operate the program.
Administration of the Program	When will the program be administered city-wide?	Council will assess the pilot program after it expires (2025) and determine whether it would be appropriate to expand city-wide.
Tenant Issues	How will the RRL Pilot Program deal with absentee landlords who lease the property with no oversight of occupancy or property upkeep?	The intent of the RRL Pilot Program is to have landlords accountable for their rental properties. The program is meant to have current landlord information so the City can contact the landlord if issues arise. This may not be the case, in some instances and the city will apply fines and penalties.
Tenant Issues	How will the RRL make landlords responsible for educating their tenants	The RRL Pilot Program offers a resource guide which the landlord can use as reference material to

	about property standards and parking?	educate their tenants of various property standards. The guide also provides a Tenant Information sheet where details can be provided regarding garbage pick-up, parking etc.
Tenant Issues	My legal basement apartment has bad tenants. How is the city going to help me?	The RRL Pilot Program is being established to deal with complying with municipal standards. Issues related between the tenant and landlord is to be directed to the Landlord Tenant Board .
Tenant Issues	Why fine landlords for bad tenant behaviour?	The intent of the pilot program is to provide measures to ensure rental properties are up to municipal property standards. If the property owner does not comply, they can be subject to fines and penalties.
Tenant Issues	Landlord issues with evictions	As noted above, the Province Landlord Tenant Board deals with eviction issues.
General/Miscellaneous	Where can I find information to register my second unit/ARU/garden suite?	Visit the City's ARU website
General/Miscellaneous	Is there an online place to see who has applied for a license?	The city is working on creating a list of licensed rental units that fall within the program. Details will be available on the RRL Pilot Program webpage.