

Attachment 4 | Benchmarking Analysis

City of Ottawa

In 2019, the City of Ottawa received [recommendations](#) to move from an approach that is complaint-driven and incident-specific to a more proactive and systemic approach to identifying and addressing issues. The recommendations included:

- Actively monitor high-risk addresses as well as adjacent and associated properties;
- Use big data to identify patterns and priorities;
- Target resources to maximize the impact;
- Undertake City-wide monitoring and random inspections;
- Immediately issue tickets, where warranted, for property maintenance, noise, licensing or registration, and other violations where the evidence is clear;
- Penalties be levied daily and escalate when the owner fails to comply; and,
- Take quick action to remedy violations;

As a result of staff reports and recommendations, Ottawa Council approved the following new measures as part of an ongoing [rental accommodations study](#) and new regulatory framework:

- [Rental Housing Property Management By-law](#) (No. 2020-255);
- A \$500 re-inspection fee for non-compliant properties (2020);
- Two additional by-law enforcement officers hired to undertake focused enforcement of property standards and property maintenance matters at problem addresses;
- Improved tracking mechanisms are being introduced to better monitor rental housing quality;
- A new online searchable database to display the history of property standards and maintenance violations at municipal addresses (under development); and,
- By-law amendments to increase the responsibility of tenants.

Many municipalities with a permanent or piloted regulatory framework for rental houses, incorporate scheduled or proactive property standards inspections within the framework (Including Hamilton, Oshawa, Waterloo, Windsor). Other municipalities address property-related concerns proactively through some of the following programs (based on available data):

Municipality	Program Title (If applicable)	Description	Enhancements / Resource Requirements
City of Kingston	Streetscape Program	Proactive enforcement and remedial work under the Property Standards Bylaw in main arteries.	Status of the program is unknown.
City of Mississauga	Apartment Building Standards and Maintenance Pilot Program (Excludes residential units in dwellings)	Proactive by-law inspection and enforcement of building with two or more stories or six or more units.	Requested 10 contract capital Staff, funded by registration fees.

City of Mississauga	3-year Proactive Inspection Pilot Program	Proactive enforcement of apply to unfinished, abandoned, vacant and derelict properties (Feb 2023).	\$350 enforcement fees for failed re-inspections, \$430 administrative fee or 15 per cent of the total cost when remediation
City of Toronto	RentSafeTO (Excludes residential units in dwellings)	Enforcement program for apartment buildings with three or more storeys and 10 or more units.	35 staff, including 28 Municipal Law Enforcement Officers and annual program budget of approximately \$5,181,500. Funded 65% through program fees and 35% through tax base
City of London	Proactive Apartment Pilot Inspection Program	Proactive apartment pilot inspection program in partnership with the London Fire Department for compliance with Property Standards, Vital Services, Yard and Lot Maintenance By-laws, and Fire Protection and Prevention Act, 1997 (Feb 2023)	Information not yet obtained
City of Barrie	N/A	Council directed changes to proactive enforcement of yard maintenance, parking and property standards. If approved, would go to city council's general committee on March 1 and city council March 8, 2023.	Staff proposed 2023 initiatives, including lower/zero tolerance enforcement practices, the inclusion of set fines for yard maintenance infractions, a review of the noise by-law, and service enhancements (2022 implemented 25 percent proactive enforcement practices).
City of Windsor	Increased Enforcement Pilot Project		3 new officers Cost-\$160,000