

# Multi-Tenant (Rooming) House Framework



# New Framework for Multi-Tenant Housing

## Agenda

- About the Framework
- Definition of a multi-tenant house
- Zoning permissions
- Licensing requirements and operator responsibilities
- Renovation Fund
- Tenant outreach and engagement
- Monitoring tenant impacts
- Recent directions

Information for operators, tenants, and others is available at: <https://www.toronto.ca/community-people/housing-shelter/multi-tenant-rooming-houses/>

# About the Framework

**The need for affordable and safe housing options is highlighted by the number of people that are experiencing homelessness in the City. The new regulatory framework will provide opportunities for multi-tenant houses that are safe, affordable, well-maintained, and well-regulated.**

The new framework aims to ensure:

- Affordable and livable housing choices in all neighbourhoods
- Needs of tenants are met: safe and well-maintained homes
- Needs of communities are met: property maintenance and other concerns
- Fair permissions across the city, consistent with a human rights-based approach to housing

# Definition of Multi-Tenant Housing

- **A building with four or more rooms, inhabited or intended to be inhabited by people who do not live together as a single housekeeping unit, and share either a kitchen or bathroom.**
- Personal care multi-tenant houses are where meals and services are provided to residents to care for their personal needs and health.
- Certain types of congregate living are not defined as multi-tenant housing:
  - A residential premise licensed or approved by the provincial or federal governments
  - Shelters operated by or on behalf of the City
  - Student housing operated by a college or university and co-operative student residences
  - Student fraternities or sorority houses
  - Hotel or motels

# Zoning Permissions

- Multi-tenant houses will be permitted in all zones that permit residential uses.
- Multi-tenant houses with up to **six dwelling rooms** will be allowed in **all neighbourhoods**.
- Depending on the location and the zoning, multi-tenant houses may have up to **12 or 25 rooms in the former cities of Toronto, East York and York**.
- Multi-tenant houses that exceed the zoning permissions can apply to the Committee of Adjustment for a minor variance.

# Licensing Requirements

New licensing by-law with increased standards and reviews for compliance across related rules, effective March 31, 2024.



# Multi-tenant Standards

New rules aim to ensure that **tenants have a safe, clean, and secure** home, and landlords are required to:

- Comply with the Building Code
- Develop a Fire Safety Plan and be inspected by Toronto Fire Services
- Track and respond to all urgent tenant service requests in 24 hours and non-urgent ones in 72 hours;
- Install and keep up-to-date a Tenant Notification Board in a central location of the building;
- Develop and implement a cleaning plan to ensure buildings are clean and safe;
- Take actions to remove pests from their building; and
- Develop and maintain operational plans for waste management.

# Ending Operations Requirement

If a licensed operator decides they no longer want to operate a multi-tenant house, they will need to take a series of steps to notify MLS and the tenants in order to minimize the impact of ending operations.

1. Notify Municipal Licensing and Standards, at least seven months in advance, of ending operations and submit a transition plan
2. Notify each tenant in writing, at least six months in advance of the operation's end date
3. If a tenant requests, an operator is required to take reasonable steps to find appropriate alternate accommodation for them

Templates of plans will be available to operators on the City website and in a Mult-Tenant Houses Operator Guide.



# Licensing Enforcement Approach

- The new framework is gradually being implemented over a period of three years.
- To preserve multi-tenant housing stock, the City will work collaboratively with operators to bring them into the new licensing regulatory framework.
- Staff will educate operators and provide sufficient for them to come into compliance with the new framework.
- The City will not seek to close multi-tenant houses unless an immediate health and safety risk is identified.

# Renovation and Repair Fund

- The City is launching a new Multi-Tenant Houses Renovation Program to help operators **offset costs of bringing a multi-tenant house into compliance.**
- Operators can apply for funding and/or incentives for pre-construction work, including design professionals and relief from City application fees, and for repairs and major renovations and committee of adjustment applications.
- The program will launch in **Spring 2024.**
- More information will be provided to operators when the program is launched.

# Tenant Supports: Programs and Services

## Preserving Rental Homes

Education-first enforcement strategy

Renovation Program Fund

Committee of Adjustment

Code Compliance Alternatives

## Preventing Evictions

Eviction Prevention in the Community Program (EPIC)

TO Tenant Supports Program

Rent Bank

Housing Stabilization Fund

Multi-Unit Residential Acquisition Program

## Addressing Tenant Emergency Needs

Toronto Emergency Management

SPIDER

## Helping Tenants Find Long-term Housing

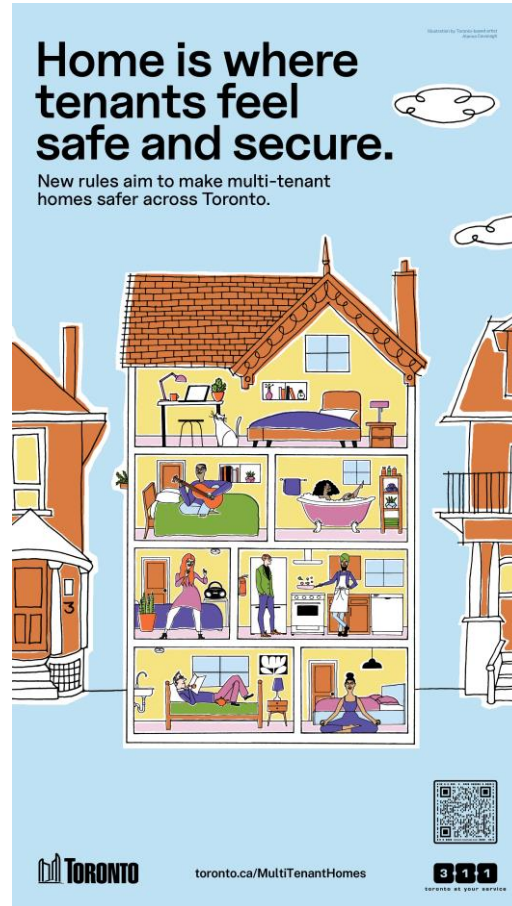
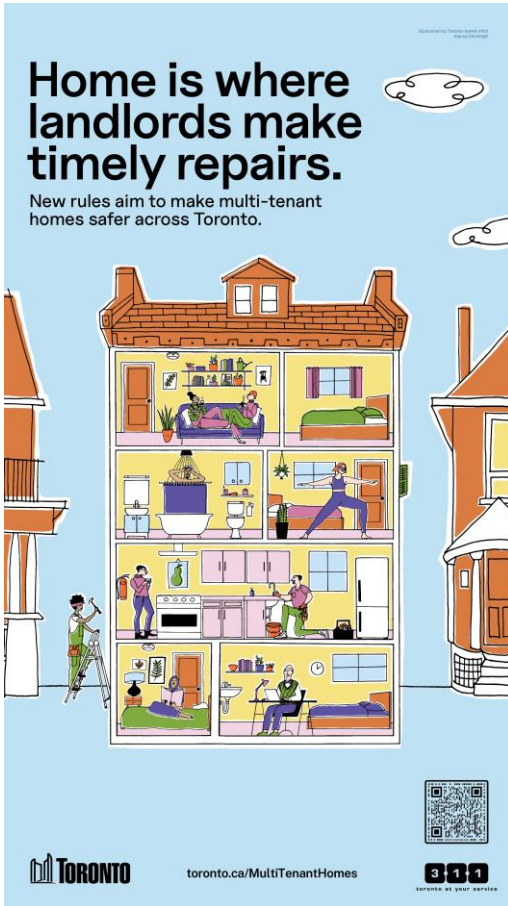
Housing Help Centres

Ending Operations Plan for licensed operators

Dwelling room replacement policy

Rent Bank

# Tenant Outreach and Engagement



## City-Wide Advertising Campaign

- City-wide advertising campaign to educate the public on the new bylaws.
- Target audience includes tenants.
- Multi-lingual ads in 11 languages, online, social media, and print ads.
- Ads on transit shelters, TTC buses and subways, digital screens, radio, and television.

# Tenant Outreach and Engagement

## Tenant Rights Information

Tenant rights under the RTA

New operator responsibilities to tenants

City programs and supports

## Products

Eviction Prevention Handbook

Dedicated MTH tenant brochure

City of Toronto webpage for MTH tenants

## Distribution Channels

Licensed and known unlicensed MTHs

City programs and service areas

Service providers, advocacy, and legal organizations

# Data and Monitoring

The Housing Secretariat will monitor the implementation of these framework on potential tenant displacement. This includes, where feasible, undertaking data collection and developing metrics to track:

- Evictions and displacements of tenants;
- Emergency evacuations of tenants;
- Tenant uptake of City and City-funded services and programs; and
- Affordability and rent levels.

# Recent Directions

In March 2024, City Council directed staff to take additional actions in support of the new framework and to report back in Q4 2024 and to inform the 2025 budget process, including:

- a. the creation of a streamlined property owner support service or tool to provide a central point of access and guidance for property owners looking to bring their multi-tenant houses into compliance under the new Framework, in collaboration with cross-divisional staff
- b. programs, resources and supports specifically for tenants in multi-tenant houses, including:
  - a direct point support line for tenants facing displacement to access resources and supports, including exploration of tenant hub opportunities;
  - a summary guide of resources and programs available to tenants in multi-tenant housing facing displacement, with clear access information; and,
  - consultation and engagement with the City's Tenant Advisory Committee and Housing Rights Advisory Committee

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