



Report
Staff Report
The Corporation of the City of Brampton
3/20/2024

Date: 2024-03-13

Subject: **Residential Rental Licensing Pilot Program Update in Wards 1, 3, 4, 5, and 7**

Contact: Mirella Palermo, Policy Planner, Integrated City Planning
Jeffrey Humble, Policy Manager, Integrated City Planning

Report number: Planning, Bld & Growth Mgt-2024-207

RECOMMENDATIONS:

1. That the report from Mirella Palermo, Policy Planner, Integrated City Planning to the Committee of Council Meeting of March 20, 2024, re: **Residential Rental Licensing Pilot Program**, be received:
2. That Committee of Council continue to support and endorse the Residential Rental Licensing (RRL) Pilot Program to require applicants of registered additional residential units and single house-keeping units to obtain a business license through the revised streamlined application process:
 - I. Application form providing property owner information, acknowledgement/declarations of adherence to the pilot program. **This will create a database of the business licenses to expedite annual renewals;**
 - II. Completion of an easy fillable PDF form with details of the self-contained rental unit related to number of sleeping areas, kitchen(s) and bathrooms, **only required if a second additional unit has been added or an existing unit has been modified since the original permit issuance;** and,
 - III. Copy of insurance certificate to confirm general liability coverage.
3. That Committee of Council adopt the proposed amendments to the Residential Rental Licensing Pilot Program as outlined above and eliminate the following application requirements, **to facilitate rapid approval without additional expenses or burden incurred;**
 - I. Proof of ownership;
 - II. Corporate ownership;
 - III. Electrical/gas inspections;
 - IV. Criminal record check;

- V. Floor plans; and,
 - VI. Parking and storage plan.
4. That Committee of Council direct staff to relaunch the Residential Rental Licensing (RRL) Pilot Program for the end of March 2024 and no later than April 19, 2024, with the above-noted changes to the application process;
 5. That the full fee waiver be extended for a three-month period pending launch date, targeting from March 30, 2024, to June 30, 2024 and include eliminating the renewal fee for applicants registering by June 30th; 2024; and,
 6. That staff bring forward amendments to the Residential Rental Licensing By-Law 216-2024 at the next City Council meeting.

OVERVIEW:

- **On January 1, 2024, the Residential Rental Licensing (RRL) Pilot Program was implemented. The program requires rentals of four units or less in Wards 1,3,4,5 and 7 to obtain a business license. This includes additional residential units (ARU) as defined by the City's [ARU Program](#).**
- **The RRL Pilot Program was temporarily paused on January 25, 2024, as per the direction of the Residential Rental Licensing Task Force following public input/feedback received.**
- **[Council directed](#) staff at the January 31, 2024, Committee of Council meeting to host a Tele Town Hall, which was held on February 22, 2024.**
- **Following the public input received since the launch of the pilot program staff are recommending a number of refinements to the improve the RRL Pilot Program, including streamlining the application process, eliminating the submission of unnecessary documents/information and improving the online user interface.**
- **Registered ARUs and single house-keeping units will have the license fee of \$300 waived when the business license application is received by June 30th, 2024, and will be exempt from the renewal fee. The renewal process will only require the applicant to confirm property owner details and declare property is still in compliance with the program.**
- **It is recommended that the program:**
 - a) **Be relaunched for the end of March 2024 and no later than April 19, 2024, to accommodate any technical issues and allow time for outreach.**

b) That the fee waiver timelines be extended to reflect the temporary pause of the pilot program.

- **Staff will move forward with the proposed amendments to the RRL By-law (216-2023) to reflect the revisions noted in this report following Committee of Council’s endorsement.**
- **Staff have included the cost of the two-year pilot program in the 2024 budget with \$625,000 approved in 2024 and \$750,000 forecasted in 2025, for a total cost of \$1,375,000. Sufficient funding is available for the first year of the pilot program in capital project #247936-001.**

BACKGROUND:

Overview of the RRL Pilot Program

On November 29, 2023, staff brought forward a [recommendation report](#) of the proposed framework for the RRL pilot program. The RRL pilot program requires rentals of four units or less in Wards 1,3,4,5 and 7 to obtain a business licence. This includes additional residential units (ARU) as defined by the City’s [ARU Program](#) (second/third unit self-contained residential unit located within a principal dwelling and/or garden suites - ancillary to a single detached, semi-detached, or townhouse, that is located in a building detached from the principal dwelling and located on the property). Convertible dwellings (detached residential building containing one primary dwelling unit and one secondary dwelling unit while retaining the exterior appearance of a single detached dwelling) will also be included in the program.

Over the past few years (2021-2023) the subject area has seen an increase in the number of complaints for property standards, municipal licensing, and parking. The pilot program focuses on Additional Residential Units (ARU) and single house-keeping units that currently do not have any regulatory oversight to ensure compliance with the City’s municipal property standards.

The recommendation report brought forward on November 29, 2023, included the proposed [RRL By-law](#) for the pilot program that was endorsed by Council on December 6, 2023, with the pilot program being implemented on January 1, 2024.

The proposed annual licensing fee of \$300 for the pilot program includes administration and inspections costs. To increase the number of business licences issued for the pilot program, Council endorsed a fee waiver structure for the initial launch of the program. The fee waiver included: one hundred percent (100%) of the 2024 fee being waived if applications are received within the first three months (March 30, 2024) and fifty percent (50%) of the fee being waived for applications received within three to six months (June 30, 2024). After the six-month period, the full cost (\$300) of the licensing fee would be

applied. A renewal fee of \$300 was approved for all applicants to be administered January 2025.

A [Residential Rental Licensing Task Force](#) was established at the September 20, 2023, Committee of Council meeting to include Councillor Keenan, Councillor Santos and Council Power.

The RRL pilot program is being administrated by the City Clerk's Office. Enforcement and By-Law Services will be responsible for education and compliance of the program.

CURRENT SITUATION:

Implementation of the RRL Pilot Program

The RRL pilot program launched on January 1, 2024, with the online application intake available. From January 1 to January 26, 2024, the City Clerk's Office received twenty-nine (29) applications for review and processing. During that time, a high number of inquiries were received by various departments (311, Clerk's Office and Planning) about the application process and requirements.

The majority of inquiries were regarding registered ARUs requiring a licence and the duplication of documents required for obtaining a residential rental licence. The need for a criminal record check, electrical and gas inspections and associated costs were also frequently noted. In addition, with the process of conducting inspections and obtaining access to rental units by enforcement and concerns related to the fee associated with the licensing pilot program was also noted as either being, too low or too high.

On January 25, 2024, the RRL Task Force requested the pilot program be temporarily paused to address the feedback from the residents and recommend refinements to the pilot program.

Public Feedback Received

A number of delegates presented at various Committee of Council meetings (December 7, 2022, June 7, 2023, September 20, 2023, and January 31, 2024) to provide input on the pilot program (refer to attachment 1). At the January 31, 2024, Committee of Council meeting, Council directed staff to host a Tele Town Hall to receive additional input from the residents of Brampton.

The Tele Town Hall was held on February 22, 2024, with over 7,000 households joining to provide input and ask questions about the pilot program. The main items discussed related to how the City would be conducting inspections, enforcement resources to target illegal units, streamlining the licence application process, landlord responsibility

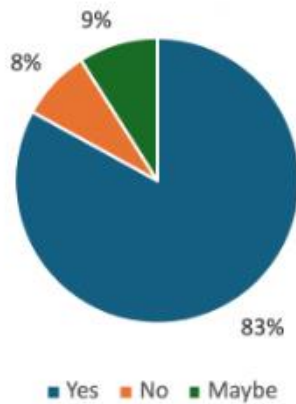
for the upkeep of the rental property, and whether registered ARUs are required to be licensed (refer to attachment 2).

During the Tele Town Hall attendees were asked the following three polling questions regarding the pilot program with the results shown below.

Should the City crack down on illegal Additional Residential Units (ARU)?

Yes 83%
No 8%
Maybe 9%

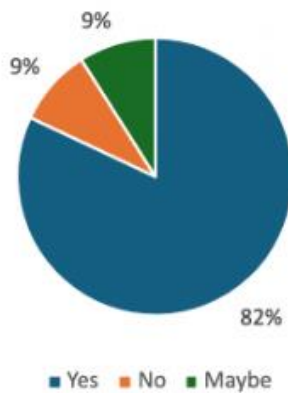
Should the City crack down on illegal Additional Residential Units (ARU)



Should the City increase fines and penalties for illegal secondary units if public safety is at risk?

Yes 82%
No 9%
Maybe 9%

Should the City increase fines and penalties for illegal secondary units if public safety is at risk?



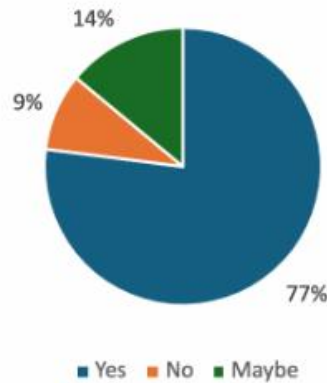
In the case of a secondary unit fire fatality, the matter be referred to Peel Police for criminal negligence?

Yes 77%

No 9%

Maybe 14%

In the case of a secondary unit fire fatality, the matter be referred to Peel Police for criminal negligence?



Streamlining the RRL Pilot Program

Following all the feedback received since the launch of the pilot program on January 1, 2024, staff have reviewed the application process and recommend several refinements to improve the licence application process and user experience.

Registered ARUs owners/property managers will continue to be required to obtain the license through the revised streamlined application process.

Below provides an overview of the revised application requirements for the RRL Pilot Program to reduce processing time and eliminate cost burden to applicants.

Revised Application Requirements

- Application form providing property owner information, acknowledgement/ declarations of adherence to the pilot program and consent to inspections. This will create a database to streamline the annual renewals.
- Completion of an easy fillable PDF form with details of the self-contained rental unit such as, sleeping areas, kitchens, bathrooms (only required if a second additional unit has been added or an existing unit has been modified since original building permit issuance).
- Copy of insurance certificate to confirm general liability coverage.
- Property owner authorization and declaration for applicants submitting on behalf of the property owner.

Requirements Eliminated

- Proof of ownership
- Corporate Ownership
- Criminal Record Check
- Floor plans
- Electrical Inspection
- Gas Inspection
- Parking and Storage Plan

Advantage to Applying Early

To encourage applicants (including registered ARUs and convertible dwellings) to obtain a business license through the program, Council adopted a full fee waiver for the length of the pilot for those apply prior to June 30, 2024. For licenses issued by June 30, 2024, a renewal fee would not be required in January 2025.

Online Resources for Applicants

As part of the online application form, landlords will also be provided access to the following resources:

- Property Standards and Safety Information Package
- Emergency Information Tenant Sheet
- Landlord Code of Conduct

CORPORATE IMPLICATIONS:

Financial Implications:

Staff have included the cost of the two-year pilot program in the 2024 budget with \$625,000 approved in 2024 and \$750,000 forecasted in 2025, for a total cost of \$1,375,000 (refer to table below). Sufficient funding is available for the first year of the pilot program in capital project #247936-001.

Item	2024	2025	Total
Property Standards Officer (2 F/T Contract)*	\$ 287,424	\$ 293,172	\$ 580,596
Business Analyst (1 F/T Contract)*	\$ 123,412	\$ 125,880	\$ 249,292
Business Licensing Clerk (2 F/T Contract)*	\$ 167,048	\$ 170,389	\$ 337,437
Plans Examiner (1 F/T Contract)*	\$ -	\$ 127,316	\$ 127,316
Communications/Other Costs	\$ 47,116	\$ 33,243	\$ 80,359
Total Cost	\$ 625,000	\$ 750,000	\$ 1,375,000
Estimated Revenue	\$ 225,000	\$ 225,000	\$ 450,000
Net Cost	\$ 400,000	\$ 525,000	\$ 925,000

*Inclusive of salary, benefits, WSIB and other staff related costs

All revenue collected from the pilot program will be captured under the Legislative Services operating budget.

The fee structure will be evaluated at the end of the two-year pilot program should the program extend city-wide as a permanent residential rental licensing program.

Other Implications:

Communications Strategy

After the RRL Pilot Program is relaunched at the end of Q1 2024, staff will proceed with a robust communication and engagement plan. These actions aim to raise awareness, improve compliance and foster ongoing education opportunities with residents and interested parties. Communication activities will include, but not limited to the following:

- **Relaunching the Project Webpage:** The project webpage will be updated with concise application process updates.
- **Program Brochure:** A program brochure will be created for property owners, providing information on relevant resources like property standard by-laws, snow removal, grass cutting, parking, and the Region of Peel's waste management program.
- **Mobile Signs:** Mobile signs will be placed within the pilot area boundaries to educate the public about the program.
- **Social Media:** A social media campaign will help the City reach residents and interested parties with important program information and updates related to the Residential Rental Licensing Program.

STRATEGIC FOCUS AREA:

This report aligns with the City's Strategic Focus on Healthy and Well-being by supporting the City's Community Safety and Action Plan. The Residential Rental Licensing Pilot Program and Code of Conduct protects the health and safety of individuals in the rental housing market and outlines the responsibilities of landlords.

CONCLUSION:

Since the launch of the Residential Rental Licensing Pilot Program on January 1, 2024, the city received a number of comments and public inquiries related to the application process and the information/documents required for obtaining a business licence. The Residential Rental Licensing Task Force requested that staff review the application process and make refinements to avoid duplication of documents and unnecessary information requirements.

As a result of the feedback/input received from the public at Committee of Council and Tele Town Hall staff have recommended a number of refinements outlined in this report to streamline the application process and improve the user's experience when applying for a business license. The improvements proposed for the relaunch of the pilot program have eliminated redundancy and reduced application processing time. The RRL Pilot Program is targeted to relaunch for the end of March 2024 and no later than April 19, 2024, to accommodate any technical issues and allow time for outreach.

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Attachments:

- Attachment 1 – RRL Delegations from January 31, 2024, Committee of Council Meeting.
- Attachment 2 – Tele Town Hall held on February 22, 2024.

Appendix 1 – RRL Delegations from January 31, 2024, Committee of Council Meeting

Delegate	Questions	Responses
4. Rajnish Joshi	Why random inspections when illegal units are not captured?	<p>By having this program, the city is better positioned to investigate and respond to complaints regarding unregistered second units.</p> <p>The inspections conducted under the RRL pilot program will allow the city to verify whether the rental unit complies with Fire and Building Codes, and the layout of the ARU is maintained as per the permit drawings approved for the second unit.</p>
8. Baljit Singh Sandhu	<p>Are legal basements now exempted?</p> <p>What authority does the City have to inspect the property, and what notice is required?</p>	<p>No, ARUs are not exempt from the program. The intent of the program is to have a list of current rental properties whereas, ARU is a registered list of properties that have additional units.</p> <p>Applicable legislation such as the <i>Municipal Act, 2001</i>, the <i>Fire Protection and Prevention Act, 1997</i> and the <i>Building Code Act, 1992</i> set out the requirements for inspections, including any notice requirements. Those requirements may be different for each inspection. The city will comply with those requirements. Before renting a property, it must comply with municipal property standards, zoning by-laws, fire safety regulations and building code requirements.</p> <p>The intent of the by-law is to create safe units for the residents of Brampton. The officers will work with landlords to arrange for inspections, when possible. The RRL pilot program requires the property owner</p>

		to consent to inspections, as a condition of their receiving a licence to operate a rental property or unit.
9. Hetal Parikh	<p>Are the by-laws only for landlords, and not all other homeowners as well?</p> <p>Toronto allows you to self declare on an annual basis that there have been no changes to the property that year. Is that a model the city would consider?</p> <p>Can we revise definition from illegal to non-compliant?</p> <p>How can licence program reduce garbage volume?</p> <p>How can the city hold the owner responsible for misconduct of occupants (family members or tenants)?</p>	<p>Municipal property standard by-laws apply to all properties and are not based on dwelling occupancy (i.e. rental or homeownership).</p> <p>The residential licensing by-law pertains only to rental properties within pilot wards.</p> <p>The City of Toronto Multi-Tenant applications requests that the property owner complies with property standards, Fire Code and zoning permissions. A request for a floor plan can be made by the city. After the application is submitted the city conducts an inspection to ensure the property complies with all applicable standards and regulations.</p> <p>Yes, terminology can be reviewed once the pilot program is completed should the program be implemented on a permanent basis.</p> <p>The program does not address garbage volumes. The Region of Peel oversees waste management operations. https://www.peelregion.ca/waste</p> <p>The landlord is responsible for ensuring the property is in compliance with property standard by-laws, fire safety legislation and corrective action may be taken on the landlord or tenant depending on the situation.</p>

		Owners are required to maintain their properties in accordance with the by-laws.
10. Rajesh Kumar	<p>Where is By-law Enforcement, are they not working?</p> <p>Who should be held responsible for landlord and tenant behaviour?</p>	<p>Enforcement staff currently handle complaints (i.e. parking, garbage, noise) city-wide.</p> <p>It is a joint responsibility of the landlord and the tenant to ensure the property complies with all City standards. The <i>Residential Tenancies Act, 2006</i> also applies to these arrangements; seek legal advice if needed.</p>
Break		
12. Aditya Rajpoot	<p>Why don't you need a warrant to enter the house?</p> <p>How are user rights and freedoms being protected?</p> <p>How is it fair to the landlord to ensure and be responsible for keeping grass short, and limiting garbage?</p> <p>Will the City prioritize residents over landlords?</p>	<p>Inspections do not always require a warrant. The circumstances requiring a warrant are set out in the applicable legislation.</p> <p>The city will comply with all applicable legislation in conducting its investigations.</p> <p>As the owner of the property, you are responsible for the upkeep (i.e. snow removal, grass cutting). These responsibilities can transfer to the tenant through their lease agreement but as a landlord you are responsible to ensure the property is being maintained according to the City's property standards.</p> <p>The city will not prioritize any specific groups. The City will act accordance with the results of its investigations.</p>

<p>20. Bharatindu Goyal</p>	<p>Will the city consider exempting legal second units from the RRL program?</p> <p>How can the landlord register second units when there are tenants living in them?</p>	<p>The current RRL program does not exempt registered ARUs. Staff are reviewing the RRL to streamline the process for registered ARU to avoid duplication of documents previously submitted.</p> <p>It is the landlord's responsibility to submit proper plans and documentation of the additional residential units. The city will coordinate with the landlord and tenant should inspections be required. It is the property owner's responsibility to call for required building inspections when creating an additional residential unit and comply with the requirements. Tenants should not be living in the unit until the ARU is registered.</p>
<p>21. Jat Barmi</p>	<p>What legal right does the City have to inspect?</p> <p>Why does the city believe existing tenants will consent for inspections?</p> <p>Why is the landlord responsible for the actions of the tenants?</p>	<p>The applicable legislation sets out the City's inspection rights.</p> <p>The consent of the tenant may not be required under the applicable legislation.</p> <p>Under Part III of <i>the Residential Tenancies Act, 2006</i>, a landlord can enter the rental unit with 24 hours written notice if an inspection is required to see if repairs are required and the unit is safe. Existing tenants must comply with the requirements of inspections. If landlords have issues with their tenants, there may be other remedies such as under the <i>Residential Tenancies Act, 2006</i>.</p> <p>Landlords are responsible for the upkeep of the property and required to be in compliance with all applicable</p>

		municipal property standards, zoning permissions and Fire Code.
18. Rajiv Kumar	<p>Why for single unit rentals are we requiring inspections?</p> <p>Do we suspect that the homes weren't built appropriately?</p>	<p>Single rental units are required to be licensed and inspected to ensure that the space is being used as intended and modifications have not been made. It also ensures that the unit meets the minimum maintenance standards and complies with applicable regulatory legislation.</p> <p>Some homes have had changes that require a building permit which has not been obtained. The RRL By-law is in place to ensure compliance with the Ontario Building Code and that the safety of the tenants is not compromised.</p> <p>When building permits have been obtained the city inspects the various stages of construction, to ensure compliance with the Ontario Building Code and Fire Code.</p>
23. Amrit Pal Singh	<p>Confirm the Mayor said legal basement units are exempted from the RRL program?</p> <p>Why are properties forced to use just one garbage bin? Are there not other options?</p> <p>What is stopping the City from going into a property where 25 people are living in the basement, and enforcing change?</p>	<p>ARUs are not exempt from the licensing program staff are currently reviewing the application requirements to ensure there is no duplication of documents.</p> <p>The Region of Peel oversees waste management operations and has options when there is excess garbage. https://www.peelregion.ca/waste</p> <p>The city has the right to inspect properties where property standards and other requirements are not being met and further investigate the</p>

	<p>Why are we calling this a business licence when it falls under residency?</p> <p>Why was there no public consultation done?</p>	<p>complaint. The city will take appropriate action in these matters.</p> <p>A rental property operates similar to a business as it's offering a service (housing) to the public in exchange for payment similar to short-term rentals and hotels.</p> <p>The city provided opportunities for public engagement through a town hall and regularly scheduled meetings held from late November 2022 to November 2023.</p>
26. Richard Campbell	<p>Why are landlords so unsettled by a few hundred-dollar annual fee to ensure safety when they are collecting thousands in rent?</p> <p>If he starts a petition today, he can get over 7000 signatures stating property taxes are too high – can this also be paused?</p>	No response required.
27. Nanette Doherty	Supports the RRL Pilot Program	No response required.
28. Cynthia Kilfeather and Michelle Gauthier	Supports the RRL Pilot Program	No response required.
29. Barbara Johnstone	Wants further oversight on absentee landlords	No response required.
32. Jane Russell	Supports the RRL Pilot Program	No response required.
33. Kevin Russell	Supports the RRL Pilot Program	No response required.

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, 2001</i> , the <i>Fire Protection and Prevention Act, 1997</i> and the <i>Building Code Act, 1992</i> 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.