

# Simplified Landlord Checklist

## RentSafeTO Requirements Checklist

Under City of Toronto bylaws, if you own rental properties with 10 or more units and/ or 3 or more stories, you must register your buildings with the City, which can be done by visiting [www.toronto.ca/RentSafeTO](http://www.toronto.ca/RentSafeTO) or by calling 416-396-7228.

Additionally, you are required to fulfill the below requirements or face fines (see the end of this document for the full fine schedule).

### Plans

You must create and maintain:

- A Cleaning Plan that lists all common areas and how often they will be cleaned. You must also inspect common areas daily for cleanliness.
- A Waste Management Plan that adheres to the [City's Property Standards Chapter 629](#)
- A Capital Plan for Building repairs, which can be requested for viewing by City staff and tenants at any time

You are also required to:

- Hire certified tradespeople in good standing with the Ontario College of Trades for maintenance and repairs.
- Post garbage, recycling and, if applicable, organics diversion information (accepted items, location of collection bins) in a common area.

- Use stickers or posters to identify the correct place to deposit garbage, recycling and, if applicable, organic materials.

### Logs

You must also create and maintain logs, which can be requested by City staff at any time, for the following:

- Tenant service requests and their responses
- Waste management
- Cleaning activities
- Pest inspection and treatment
- Maintenance on fuel-burning appliances
- Maintenance of cooling or heating systems
- Maintenance on ventilation and plumbing systems
- Approved fire safety plan
- Annual fire alarm test
- Voice communication system test
- Annual sprinkler test
- Emergency power supply test

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- Annual fire pump flow test
- Capital plan repairs

- Appeals to property standards orders

### Tenant Request for Repairs and Other Issues

Logs must be maintained for 24 months and include, where relevant:

- Date and nature of the service
- Name of the certified tradesperson who did the work

Landlords who fall under RentSafeTO bylaws are required to:

- Develop a process for receiving and tracking tenant requests for repairs and other issues.
- Keep records of requests and their responses for 24 months, and show them to City staff if requested.
- Respond to urgent requests within 24 hours, which are requests that are related to the disruption of vital services like electricity, gas, heat, hot or cold water and breach of building security or problems with the outside of the building
- Non-urgent requests must be responded to within seven days. A record should be created for each request and you must be able to provide a copy of the information collected from the tenant.

### Tenant Notification Board

A tenant notification board must be posted in a central location in the apartment building. The following must be posted on the board:

- Planned or unplanned service disruptions
- Emergency Contact Information
- Nearest Cooling Location in the building and closest public cooling location (see [www.toronto.ca/health/keepcool](http://www.toronto.ca/health/keepcool))
- Any upcoming building audit dates from the City of Toronto.
- Major Capital Projects from the Capital Plan for Building Repairs
- Pest inspections and treatments
- Cleaning Plan
- City-issued Notices/Orders

### Pest Inspection and Extermination

All landlords are expected to deal with pests in a timely manner. Under RentSafeTO bylaws, you must:

- Inspect inside and outside common areas for pest

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- Inspect the area within 72 hours anytime a tenant makes a pest complaint
- Hire a pest management operator licensed by the Ministry of Environment for extermination
- Prevent the spread of the pests into other areas of the property
- Provide pest inspection and treatment records ready for viewing if requested by a tenant or prospective tenant
- Not hide the presence of pests.
- Not rent to new tenants if you are aware of pests in the unit

### New Tenants

You cannot rent to new tenants if any of the following issues are present:

- Outstanding property standard orders with the unit
- Suspension of fuel (oil or propane), electricity, gas, heat, or hot or cold water in the apartment building
- Presence of pests in the rental unit

### Additional Information: City Inspection and Non-compliance

All eligible buildings will be inspected by City staff. After that, apartment

buildings will be inspected at least once every three years. The cost of the regular site visit is included in the annual registration fee of \$11.01 per unit.

If you are found to be in non-compliance with the Apartment Building Bylaw or other applicable bylaws, the City of Toronto may issue you:

- A set fine ticket between \$100 and \$1,000
- A court summons, which includes a date to appear in court before a Justice of the Peace. If convicted, fines can be up to \$100,000.

In addition to these general fines, the Apartment Building Bylaw has new offences for which negligent building owners can be charged, with higher maximum fines. These fines include:

- Continuing fines for each day that the offence continues to a maximum of \$10,000 per day
- Escalating fines for second and subsequent convictions for the same offence, to a maximum of \$100,000

This information was sourced and compiled from information provided by the City of Toronto, found at [www.toronto.ca/RentSafeTO](http://www.toronto.ca/RentSafeTO).