

Summary of Apartment Building Complaints 2017- 2020**Total Complaints 2017-2020**

Year	Total Complaints
2017	325
2018	300
2019	405
2020	354
Total	1384

Top Ten Complaint Types 2017-2019

**2020 complaints are excluded due to COVID-19*

Complaint Type	Total Number of Complaints
Exterior and interior condition of a building structure complaint	471
Exterior condition of property complaint	104
Mould and water damage in a rental property complaint	95
Inadequate temperature in rental unit inquiry/complaint	59
Snow/ice removal from residential, commercial and industrial complaint	40
Long Grass and Weeds - Private Property	28
Trees and gardens on private property complaint	24

Appendix 1: Summary of Apartment Building Complaints 2017-2020

Complaint Type	Total Number of Complaints
Cancel By-law enforcement service request	20
Litter and Dumping Complaint	18
Inadequate temperature in rental unit complaint	16