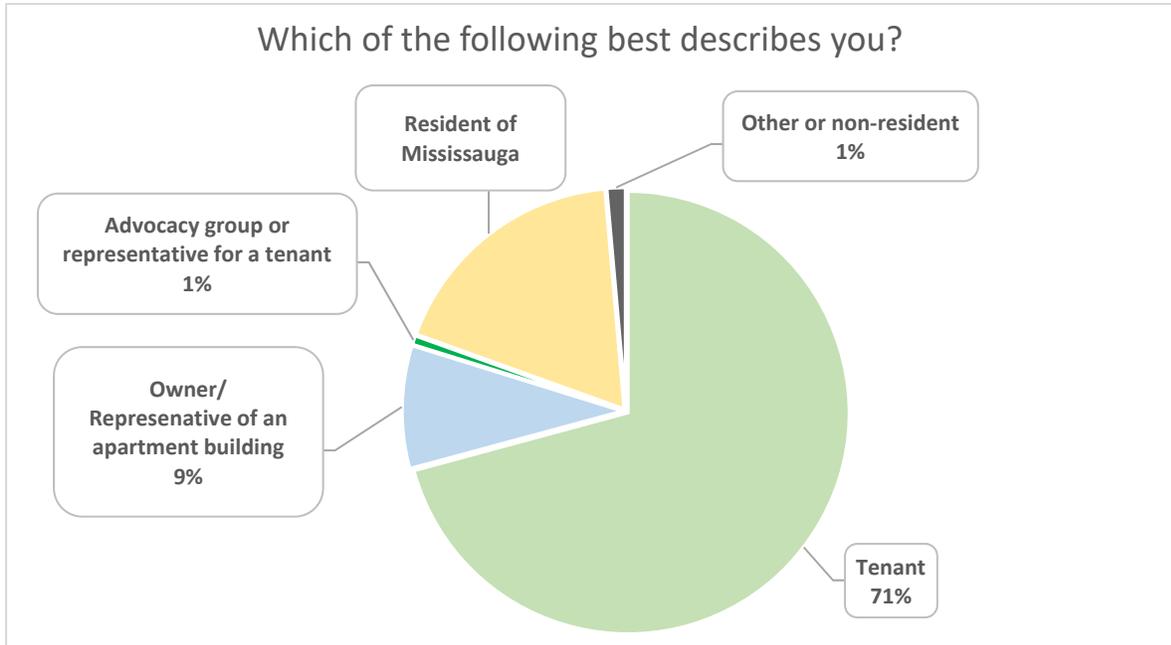
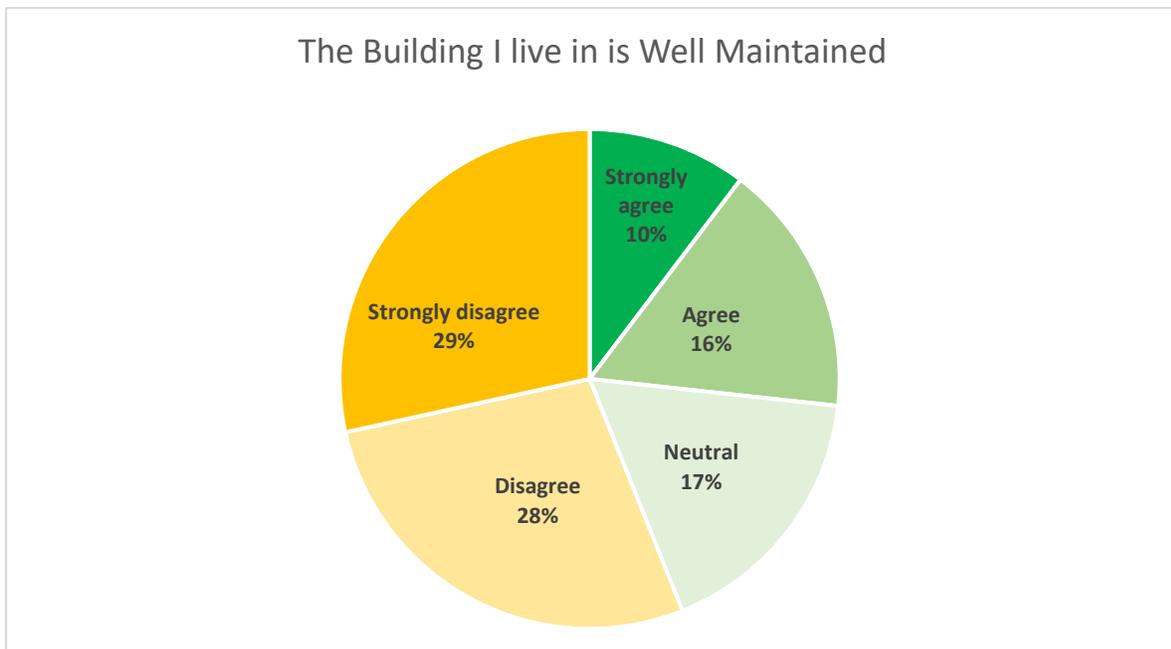


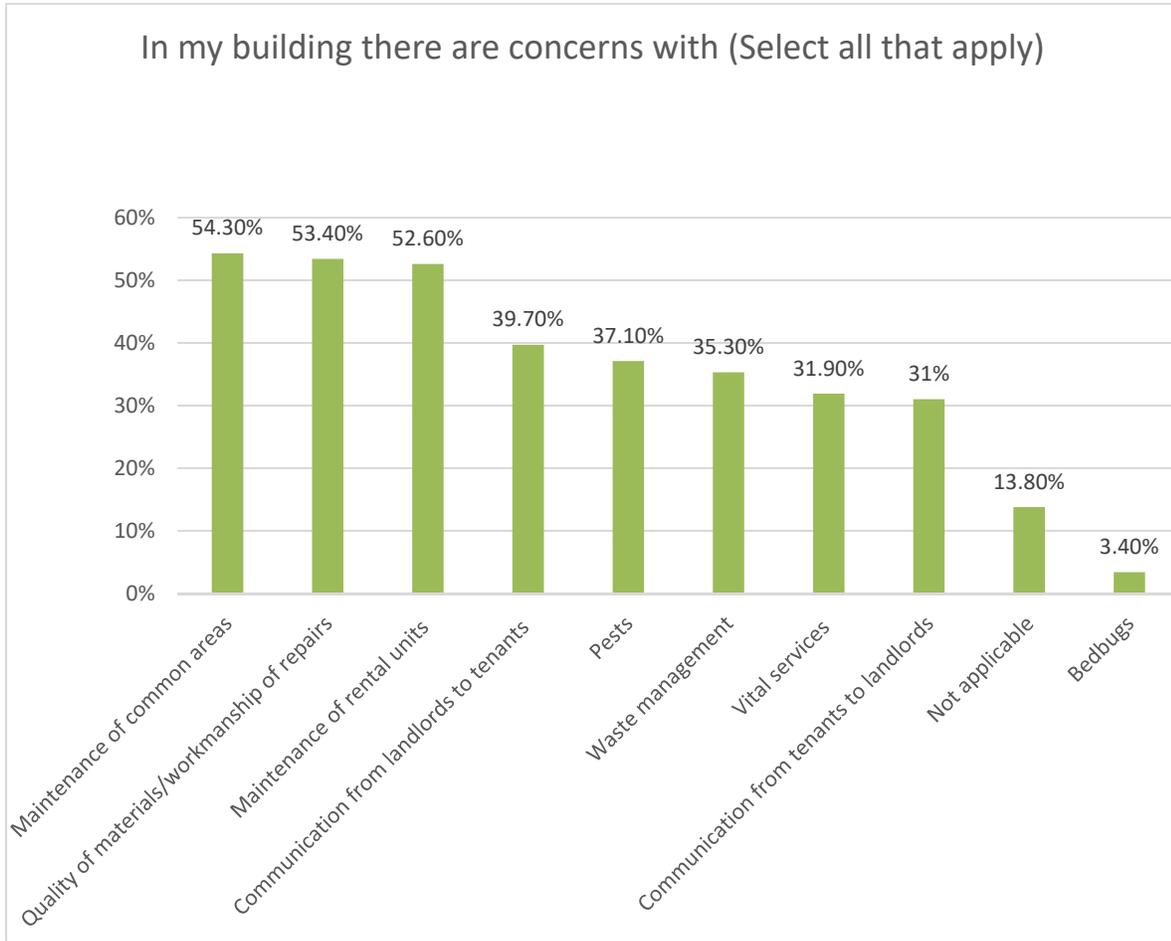
### Survey Results

Staff also conducted an online survey, which was available between May 25 and July 31, 2021. The survey received 144 responses.



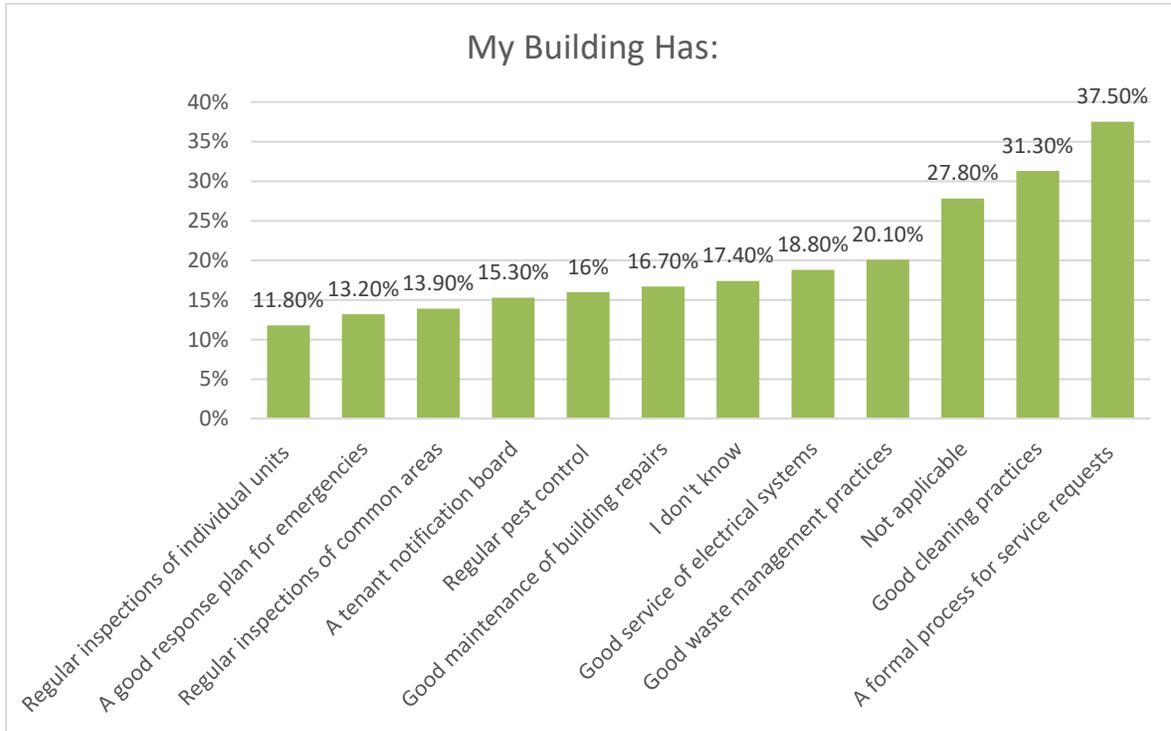
Only 26.7% of respondents felt that the building they lived in was well maintained. The top concerns identified by residents were maintenance of common areas (54.3%), quality of materials/workmanship of repairs (53.4%), maintenance of rental units (52.6%), communication from landlords to tenants (39.7%) and pests (37.1%).



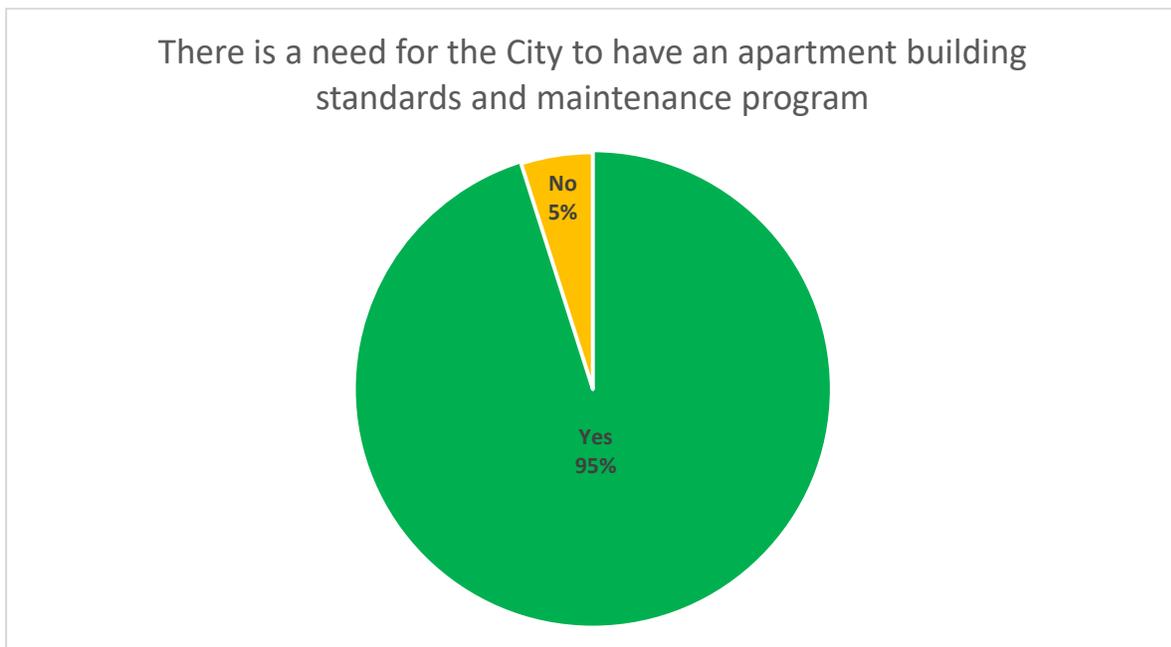


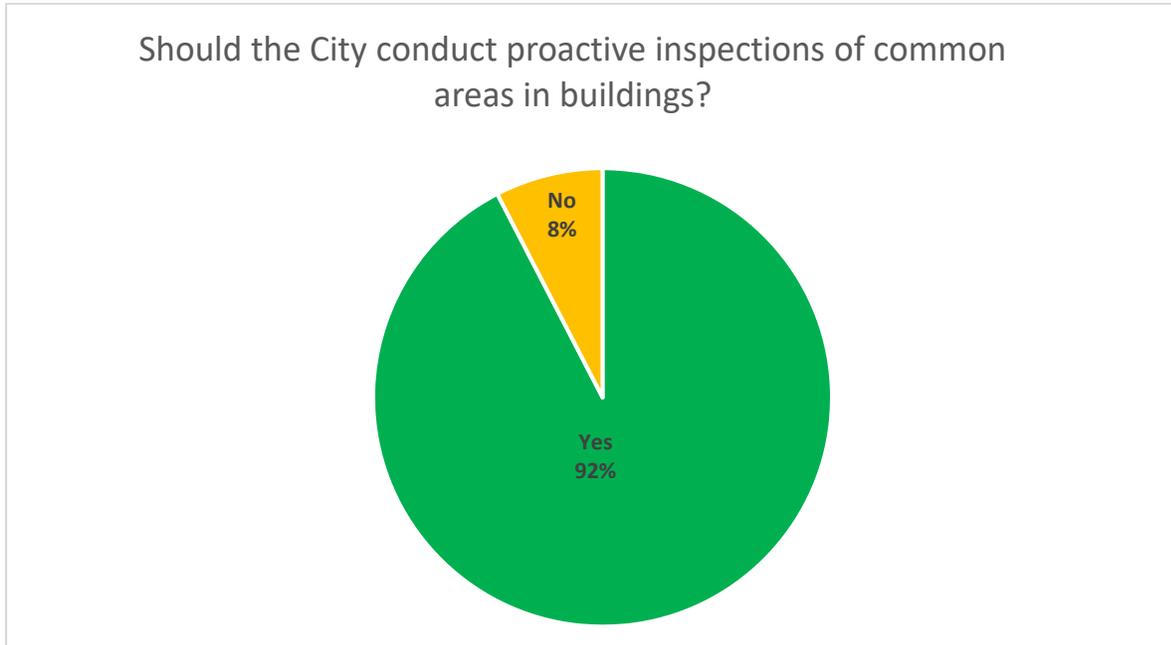
Respondents largely stated their buildings currently do not have many of the best practices in building management that constitute Toronto’s RentsafeTO Program. Only 37.5% of respondents reported that their building has a formal process to receive and respond to tenant service requests and 31.3% stated that their building has good cleaning practices. However, less than 20% of respondents said that building has good waste management practices, service and maintenance of electrical systems, good maintenance of building repairs, regular pest control, regular inspection of individual units and common areas and a response plan for emergencies.

Appendix 4: Survey Results

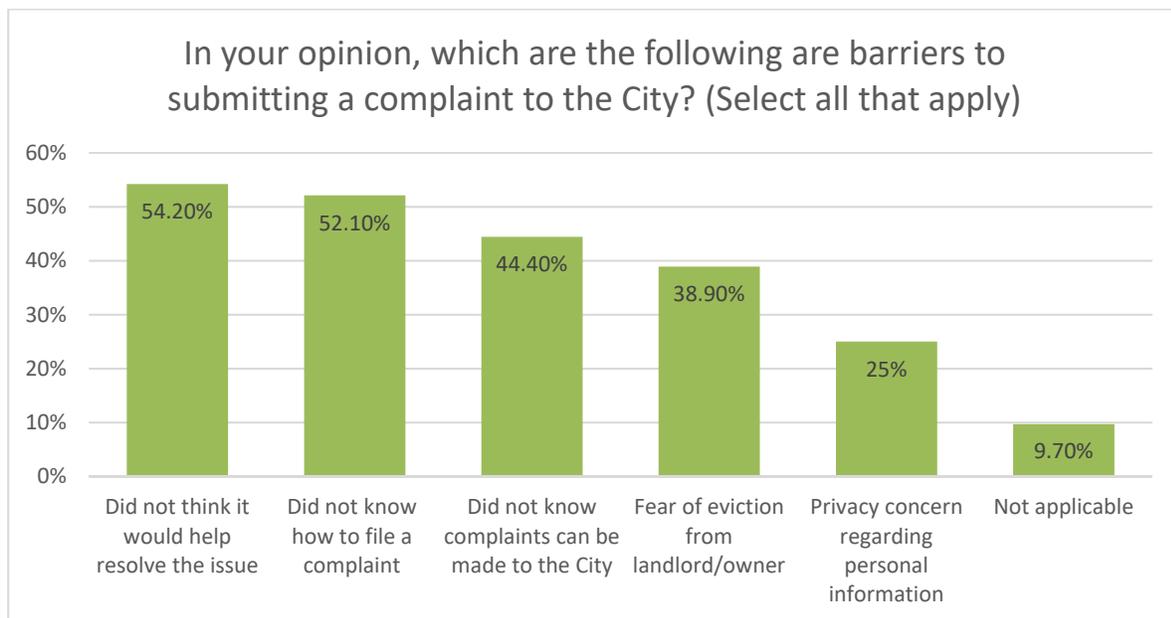


Respondents were overwhelmingly in favor of the need for a program. Of the 144 respondents, only seven (4.9%) said there wasn't a need for a program. Respondents were very supportive of the City conducting proactive inspections of common areas, with 92.4% were in favour.





This could be attributed to the fact that there limited awareness of the role the City can play in addressing apartment building maintenance issues. When asked about the barriers to submitting complaints to the City, 54.2% of respondents said that did not think it would help and 52.1% did not know how to file a complaint. A further 44.4% of respondents said that they did not know complaints could be made to the City.



Respondents stated the most important factors for a program were: proactive inspections of apartment buildings (66%); good maintenance of building repairs such as elevators (51.4%); a formal process to receive, track and respond to tenant service requests (46.5%); regular pest control and prevention services (46.5%); and, a response plan for emergencies such as loss of

electricity or (36.8%). These are consistent with respondent's top identified concerns in their current building.

