



Dipika Damerla

Councillor, Ward 7
905-896-5700
dipika.damerla@mississauga.ca

City of Mississauga

300 City Centre Drive
MISSISSAUGA ON L5B 3C1
mississauga.ca

Notice of Motion – December 13, 2023

Moved by: Councillor Dipika Damerla

WHEREAS the City of Mississauga approved the Mississauga Apartment Rental Compliance pilot program in November 2021 to ensure Mississauga's rental buildings are safe places for people to live in; and

WHEREAS, 27% of residents of Mississauga are renters and deserve to live with dignity and have their homes in a state of good repair; and

WHEREAS the program was launched in July 2022 and since its launch has demonstrated real progress including

- 1) 355 of 356 eligible buildings have registered with the MARC program representing a 99% registration rate.
- 2) Compliance and Licensing staff have inspected 99% of the buildings with evaluations for 314 out of 315 buildings complete.
- 3) Compliance and Licensing staff have proactively addressed approximately 1500 by-law violations during evaluations.
- 4) Compliance and Licensing staff have investigated approximately 1700 service requests at apartment buildings within the program in 2022 and 2023 combined.
- 5) Compliance and Licensing staff have attended 17 community events to promote education and awareness of the program; and

WHEREAS, PEEL ACORN a tenant advocacy group recently conducted a survey of renters in Mississauga that shows that:

- 1) 67% of respondents were not aware of the MARC program,
- 2) 81% of respondents were not aware whether their building was registered
- 3) 80% of residents did not know if their building had been inspected
- 4) 70% of residents faced problems getting repairs done in the last 12 months
- 5) Very few buildings post the results of the inspection on a tenant board as required

- 6) The MARC program is currently limited to common areas but the real problems are often in the units; and

WHEREAS based on this tenant feedback it is clear that the MARC program needs enhancements to both increase awareness of the program and to improve the conditions of these buildings;

THEREFORE BE IT RESOLVED THAT

- 1) Staff increase the evaluation passing score from 51% to 61% in Q1 2024 in order to encourage building owners to consistently improve maintenance standards.
- 2) Staff enhance the existing web page www.mississauga.ca/MARC to improve tenants' access to information and provide greater program transparency. That this web page contains interactive information including but not limited to the registration status of buildings, proactive inspection results, and any enforcement action that has been undertaken. That this web page be updated no later than Q2 of 2024.

Further, be resolved that staff study the feasibility of the following initiatives and report back in the program update in Q1 2024

- 3) Staff review the feasibility of improving the evaluation process to include the annual building evaluations and unit inspection results as part of the overall scoring in order to improve service delivery and increase compliance rates.
- 4) Staff review the feasibility of improving education and outreach activities and expanding the scope of proactive inspections to address enhanced tenant engagement.
- 5) Staff review the feasibility of rebranding the program name so it is easily identifiable and reflective of the program purpose which is to ensure rental apartment buildings are well maintained to support safe, secure, and liveable communities
- 6) Staff provide an updated budget and resource framework, including staffing that is required to implement any recommended program changes
- 7) Staff conduct a review of the annual registration fee which is currently \$18.25 per residential unit and has not been increased.
- 8) Staff conduct a review of the Rental Apartment Buildings By-law 0089-2022 and report back on their findings, including any proposed amendments no later than Q2 of 2024.

