

Peel ACORN Mississauga Tenant Survey

Key Findings & Recommendations



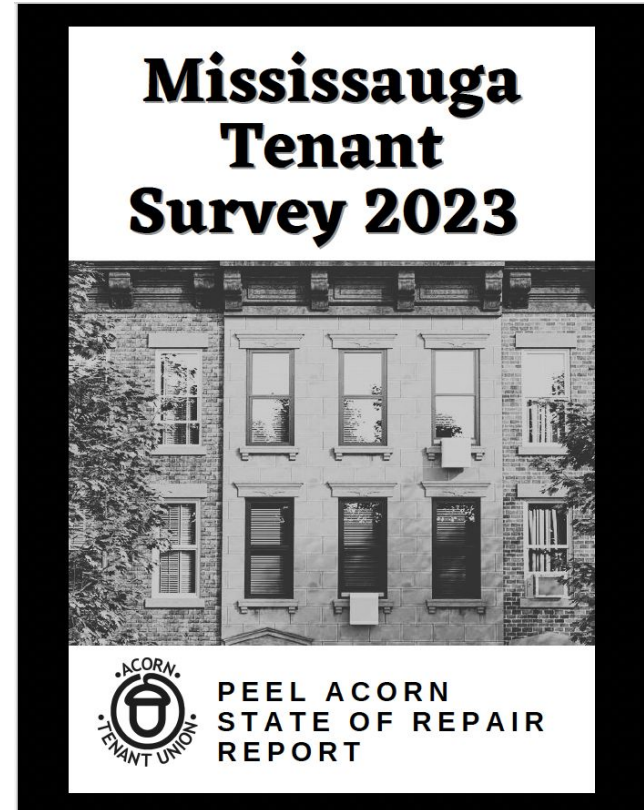
What is ACORN?

ACORN is a community union of low- and moderate-income people with 168,000+ members in 10 cities across Canada.



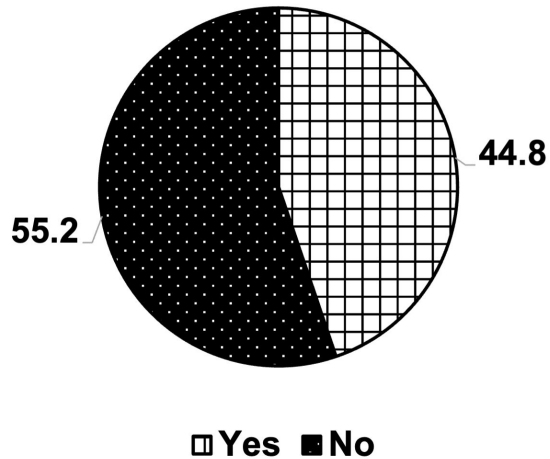
Mississauga Tenant Survey 2023

- Peel ACORN conducted a survey to understand the state of repair in Mississauga's rental units across the city.
- The survey was sent out electronically to all contacts that exist in Peel ACORN database.
- The survey findings are based on responses from 125 tenants.
- Report released on Nov. 15, 2023



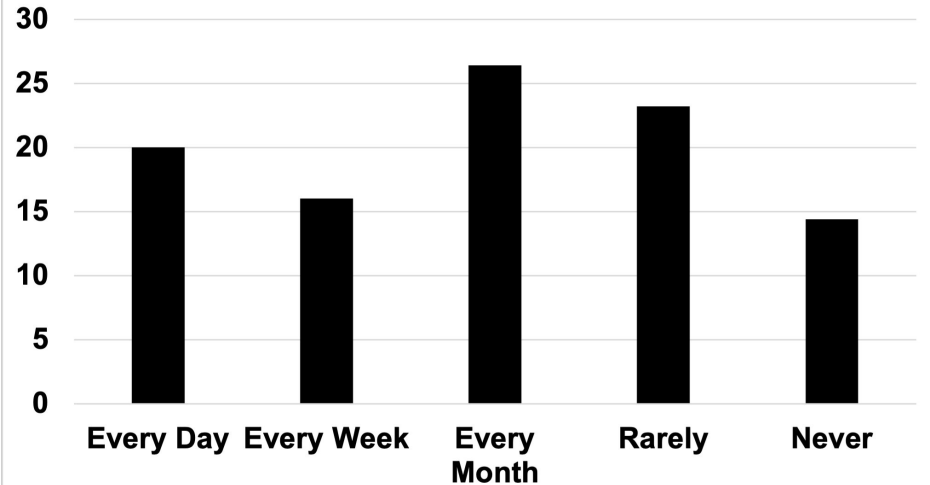
State of Repair

When you moved into your unit, were repairs needed? (N=125)

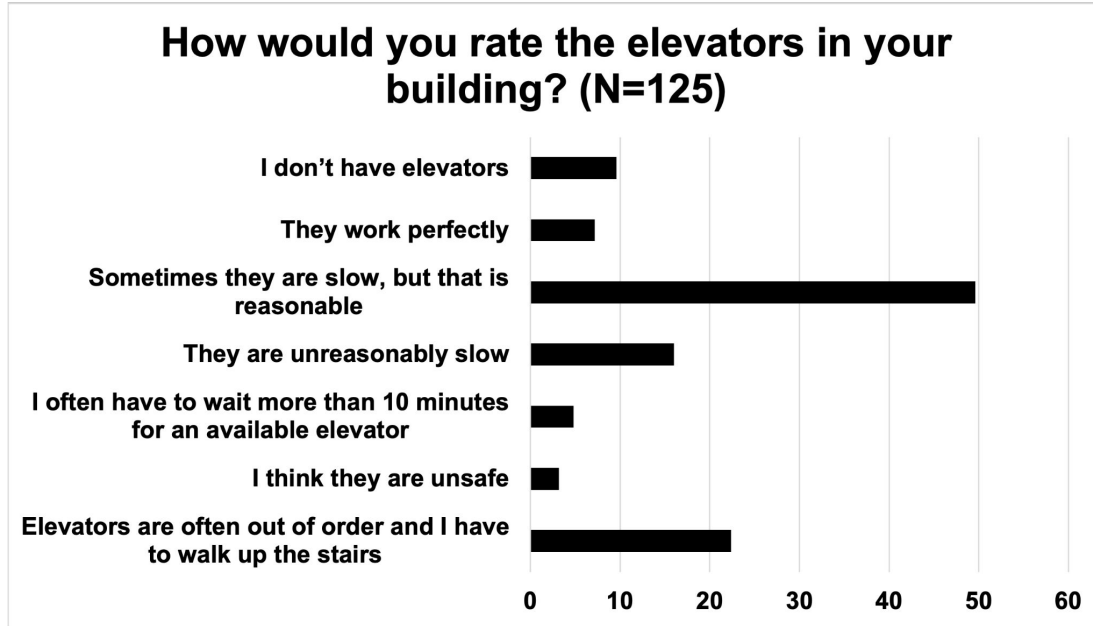


45% of the respondents' units needed repairs when they first moved in.

How often do you see cockroaches? (N=125)

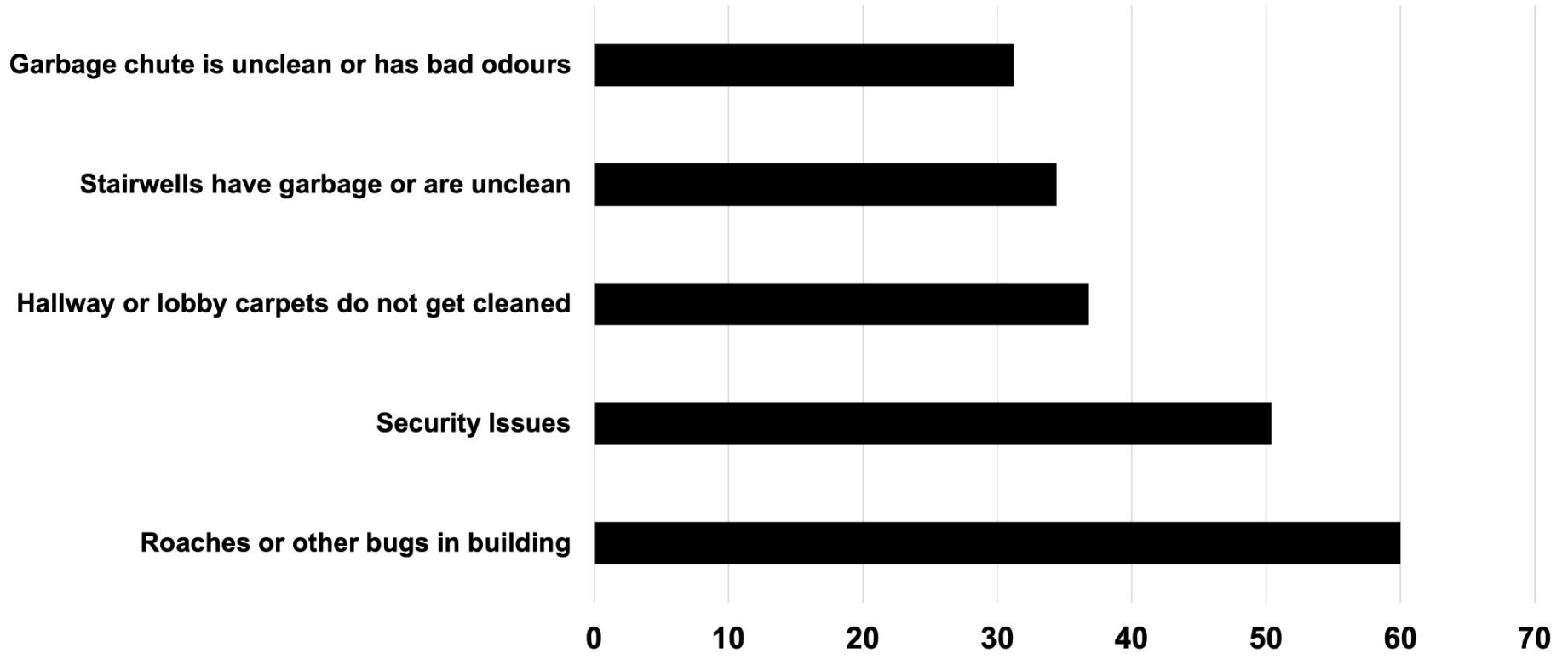


20% of respondents see cockroaches every day.



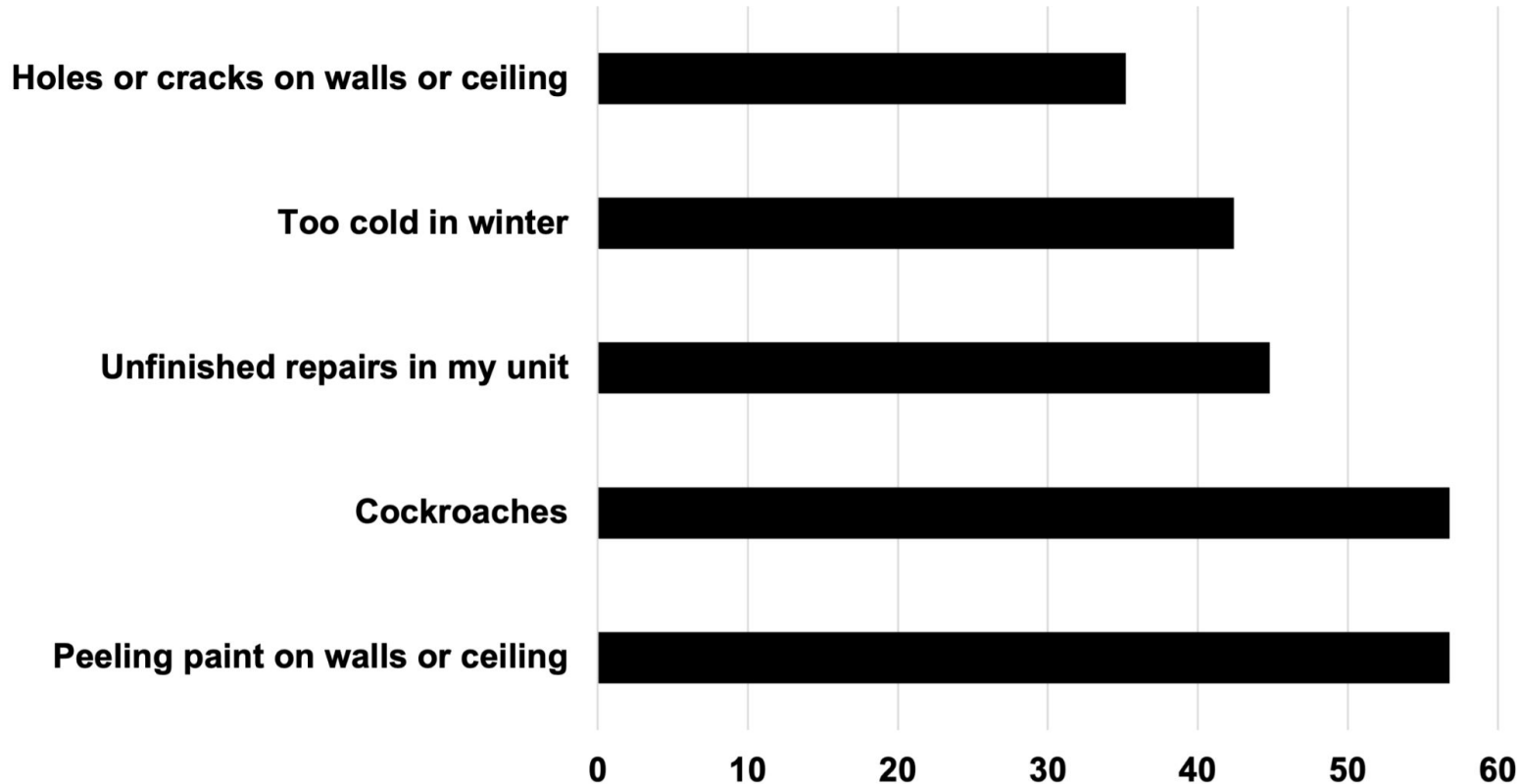
28% of respondents say their elevators are often out of order, another 20% have unreasonably slow elevators.

I have the following problems with the common areas in my building (N=125): 7.2



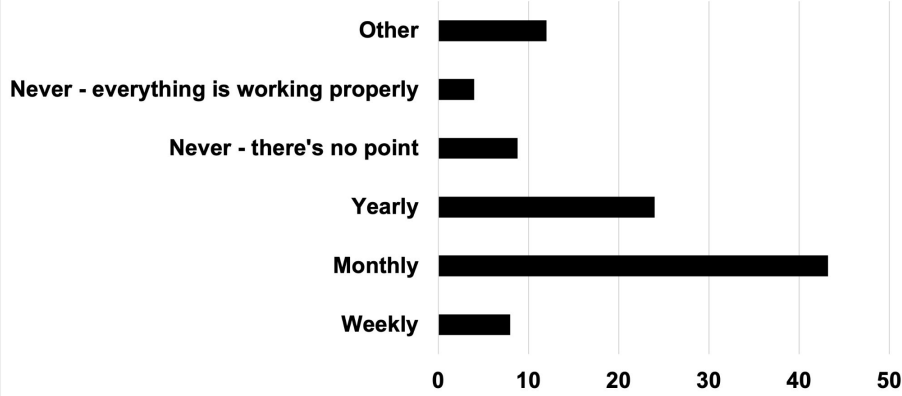
I have the following issues with my suite (N=125):

7.2



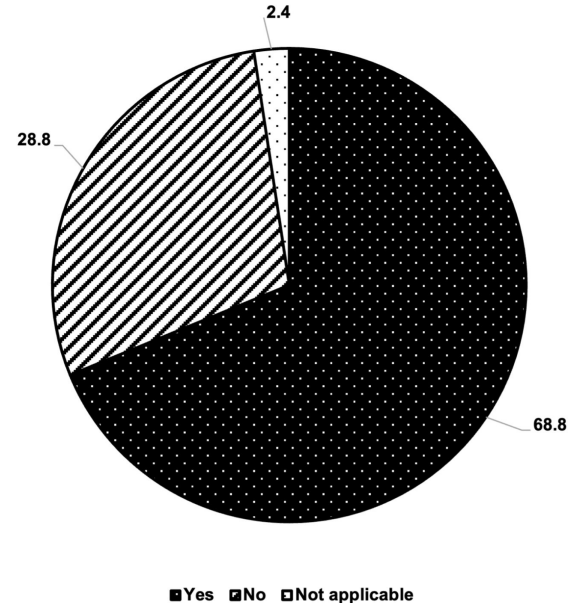
Work Orders

How often do you submit work orders to the landlord? (N=125)



43% of respondents submit work orders monthly, 8% do it weekly.

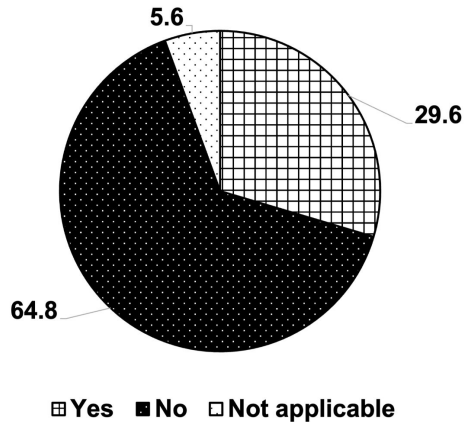
Have you ever had problems getting repairs done in your building in the past 12 months? (N=125)



70% of respondents faced problems getting repairs done in the last 12 months.

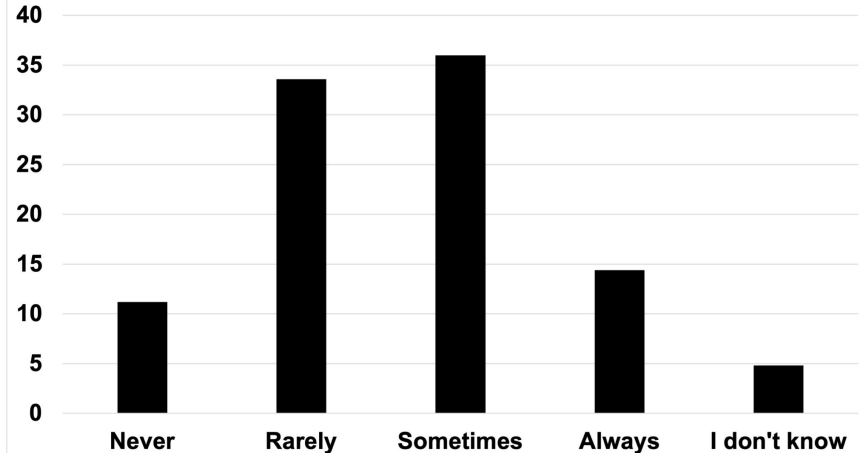
Work Orders

My work orders get done in a timely manner by my landlord (N=125)



65% of respondents do not get work done in a timely manner.

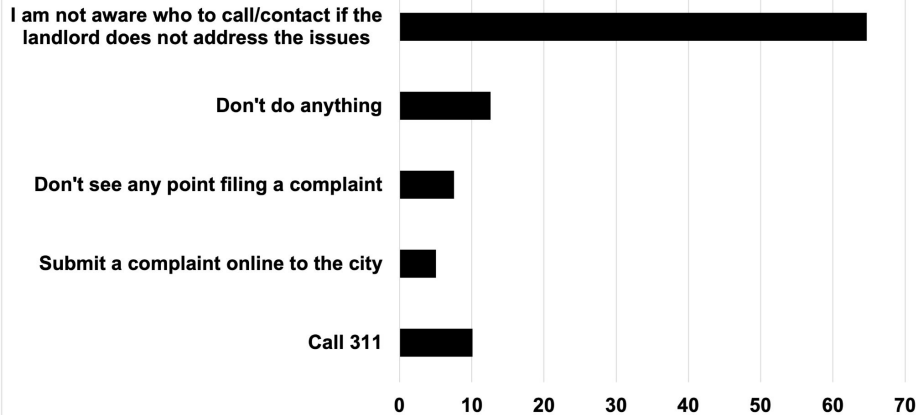
Maintenance workers, contractors, and/or repair people do quality work in the building (N=125):



33% of respondents said that they rarely get quality work done. Only 14% of people get quality work done always.

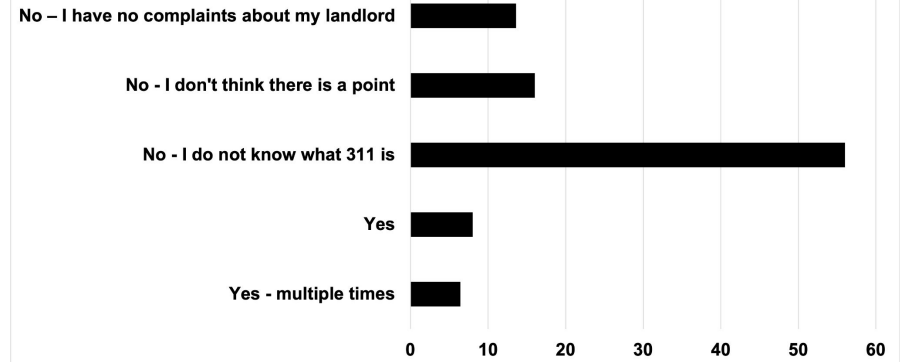
Work Orders

What do you do when you cannot get the repairs done in your unit? (N=119)



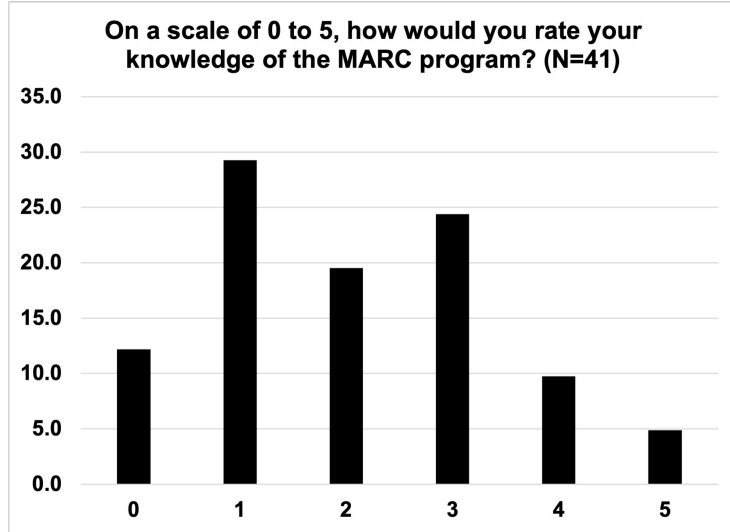
65% of people do not know what to do if their complaints are not addressed by their landlords. Only 10% said that they called 311.

Have you called 311 to file a complaint against your landlord in the past 12 months? (N=125)

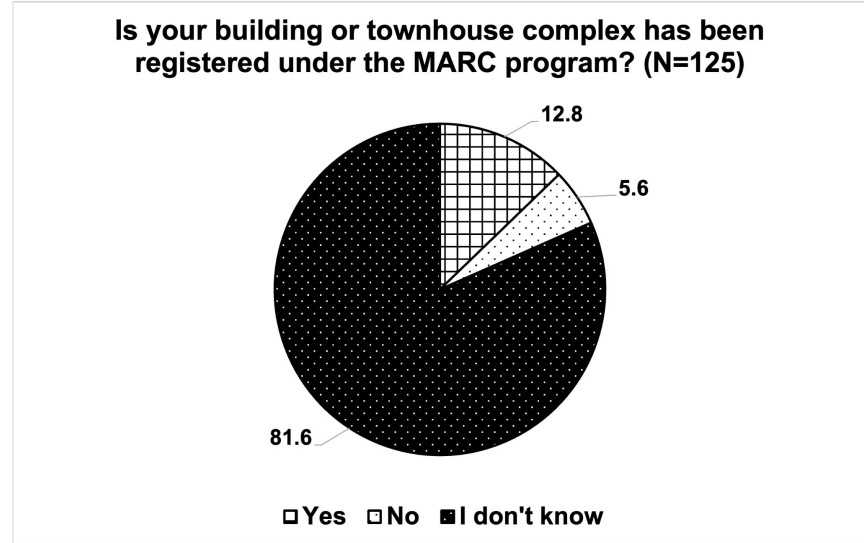


When asked if they called 311 in the last 12 months, 56% of respondents said they don't know what 311 is

Awareness about the MARC program



67% of respondents said that they are not aware about the MARC program. 25% of people said that they are aware of the program because of ACORN.



81% of the respondents said that they don't know if their building is registered under the program.

Recommendations to Improve the MARC Program

Make the criteria stricter for the buildings to achieve the passing score. Many buildings are getting 50% despite having significant issues.

- The passing score needs to be pegged higher, currently it's too low at 50%.

Program is only limited to the inspection of common areas. Buildings with low scores or repeated violations must trigger in-suite inspections automatically.

- Cover in-suite inspections. Calls from 311 for individual unit complaints must trigger inspection of all individual units.

Landlords are not sharing building inspection scores. Toronto has an interactive web map which shows the building scores, present and past.

- The building inspection scores must be available in the public domain. The list of all buildings that have been registered under the MARC program also needs to be available publicly.

Very few tenants are aware of the program.

- The city needs to invest much greater effort and resources to ensure that tenants are aware of the MARC program and how to get repairs done. Make the program available in different languages. Staff needs to talk to tenants directly to understand issues tenants are facing especially in buildings that have very low scores.

- Fees paid by landlords need to be increased to ensure that there are more bylaw inspectors to inspect the buildings and units. Hamilton's new Safe Apartment Bylaw is considering a fee of \$60 per unit.
- Periodic evaluation (annual evaluation) of the MARC program to assess the effectiveness of the program and take corrective action.