

# City of Mississauga Corporate Report



<p>Date: July 22, 2025</p> <p>To: Mayor and Members of Council</p> <p>From: Raj Sheth, P.Eng, Commissioner of Community Services</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: July 30, 2025</p>
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## Subject

**Ward 5 Neighbourhood Standards Program**

## Recommendation

1. That the report dated July 22, 2025, from the Commissioner of Community Services regarding Ward 5 Neighbourhood Standards Program be received.
2. That Council direct staff to implement the Ward 5 Neighbourhood Standards Program from August to December 2025.

## Executive Summary

- There are over 5,400 complaints in Ward 5 related to noise, garbage, lawn maintenance, and illegal parking that may be linked to an increase in shared accommodations including, but not limited to, rental housing.
- Launch of a pilot program in Ward 5 from August 2025 to December 2025 to address property standards, parking, and noise complaints.
- The pilot program will consist of increased proactive enforcement, education and awareness, and data collection and monitoring.

## Background

The City of Mississauga is experiencing a housing supply and affordability crisis. Homeowners are increasingly motivated to provide rental accommodations on their property to manage affordability challenges. These rental accommodations can be in the form of Additional Residential Units (ARUs) like basement apartments, and Lodging Homes where a tenant can rent a single room.

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The prevalence of new landlords and tenants in these traditionally owner-occupied homes may be contributing noise, property standard, and/or parking complaints across the City with Ward 5 being disproportionately affected. For example, residents have submitted service requests about overflowing garbage bins, poorly maintained lawns, and cars parked on lawns. In Ward 5, there were a total of 5,479 complaints made against both properties that provide rental accommodations and ones that do not.

These issues can impact tenant health and safety, neighbourhood cohesion, and public perception of gentle density. On May 14, 2025, Council directed staff to report back to a future General Committee meeting on a pilot project for Ward 5 that addresses these issues. The pilot is to include a detailed implementation and public engagement plan and program monitoring.

## Comments

When a complaint is made, it is investigated by a City of Mississauga Municipal Law Enforcement Officer (MLEO) and a corrective order and/or citation may be issued. Should the property owner not comply, the City will undertake corrective action at the homeowner's cost. This process can take a few days or in some cases a few weeks depending on the type of violation and the individual circumstances. Additional enforcement resources and tactful communications/education in Ward 5 are expected to help deter violations, reduce the number of complaints over time, and support safe and healthy neighbourhoods.

Staff have developed what is being called the "Neighbourhood Standards Program" which includes: proactive enforcement; education/awareness; and data collection and program monitoring.

### **Proactive Enforcement:**

From August to December 2025, MLEOs will increase their presence in areas with high concentrations of complaints and repeat violations. This will include areas of Malton and areas located in southwest of Ward 5.

MLEOs will be enforcing long grass and weeds, noise, parking, and garbage issues and educating owners/tenants on the dos and don'ts regarding neighbourhood standards and etiquette. Enforcement will also leverage opportunities to collect feedback and share information at City events in Ward 5 and/or where opportunities exist.

The increased enforcement presence is intended to help drive compliance and deter violators through both education and fines.

### **Education / Awareness:**

Residents are often not aware of the City's by-laws. This can be especially true for newcomers to the City or for those where English is a second language. Other times, tenants and landlords are not familiar with their respective responsibilities regarding property maintenance and

accountability. These gaps in education and awareness can create preventable issues. While education is a core component of existing enforcement efforts, enforcement will take a more robust and tailored approach for the duration of the program. The goal is to establish a presence, provide educational materials, and reach and support those who are most impacted by these violations.

The communication tactics will include postcards, neighbourhood signage, social media and digital advertisements, neighbourhood etiquette guides, and direct communications through the Councillor.

### **Data Collection and Program Monitoring**

The City will collect data on the type and number of violations, locations, suspected illegal units (if identifiable), and on any barriers or systemic issues that need to be addressed. This data will be used to monitor the success of the program and help inform future interventions.

### **Financial Impact**

There are no additional financial implications with the implementation of this pilot program. Allocation and coordination of existing resources will support enforcement efforts without additional requests for staff. Existing budgets that support increasing the supply of gentle density will support education and awareness tactics.

### **Conclusion**

In response to the direction provided to staff, and informed by ongoing discussions with the local Councillor, staff have developed an implementation and engagement plan to help bolster compliance and education and awareness around the City's by-laws. These interventions can have positive impact on preventing issues and supporting the health and safety of residents, neighbourhood cohesion, and public perception around gentle density.



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