THE CITY OF WINDSOR ONTARIO, CANADA

Council Report: C 54/2022

Subject: Residential Rental Licensing By-law—Wards 1 & 2.

Reference:

Date to Council: 4/25/2022
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Report Date: 3/25/2022
Clerk's File #: SB/12952

To: Mayor and Members of City Council

Recommendation:

THAT Council **RECEIVE** this report and draft by-law, "A By-law Respecting the Licensing of Residential Rental Housing Units", attached as Appendix A; and,

THAT Council **APPROVE** the proposed residential rental licensing framework described in this report; and,

THAT Council **APPROVE** the attached draft by-law, to be brought into effect upon the final implementation of the approved framework; and,

THAT Administration **REPORT BACK TO COUNCIL** on the results of the two-year pilot study within Wards 1 and 2.

Executive Summary:

N/A

Background:

On March 8, 2021, City Council directed as follows CR97/2021:

> That administration BE DIRECTED to draft a Residential Rental Licensing by-law as a pilot project in Wards 1 and 2, with robust consultation for the development of this by-law to be undertaken with all stakeholders including the Town and Gown Committee.

Beginning in July 2021, City staff undertook extensive research, consulted with internal departments, surveyed other Ontario municipalities, and spoke with representatives from local organizations to develop a proposed regulatory framework. Administration presented that framework to the City's Housing and Homelessness Advisory Committee (HHAC) on September 21, 2021 as well as the Town and Gown Advisory Committee on September 29, 2021. Following these meetings, Administration sought further feedback through an online public survey available from October 19 to November 9, 2021.

From these consultations, Administration revised the initial proposed framework with consideration of stakeholder's concerns. This report describes that revised framework, including the draft by-law and its schedules attached as Appendix A.

Discussion:

The primary goal of licensing residential rentals in Windsor is to protect resident safety by ensuring rental housing units comply with safety regulations and applicable laws. The licensing framework described in this report will allow the City to preserve Windsor's existing rental housing stock by proactively addressing substandard housing conditions. If successful, the pilot study's results will indicate improved rental housing conditions in Wards 1 and 2 and fewer actionable complaints received regarding rental housing properties.

Using information gathered through licence applications, City records, and inspections, Administration will:

- document rental housing unit conditions with reactive and proactive inspections;
- ensure occupied units comply with applicable laws using checklists and Orders;
- work with community organizations to educate stakeholders on the rights and responsibilities associated with rental housing; and
- collect data to monitor objectives, including impacts to specific populations, where possible.

This data will be collected and reported back to Council with a summary of the study's findings at the end of the two-year period. On receiving this report, Council will be able to evaluate the pilot program's outcomes and determine if the program should either be extended city-wide or ended.

Consultation and Development

To create the initial proposed licensing framework, Administration reviewed available literature on rental licensing, researched existing programs in Ontario and elsewhere, evaluated by-laws and administrative tools used by other municipalities, and identified potential approaches that would meet Windsor's needs. Administration presented this initial framework to the Town and Gown Advisory Committee and HHAC to solicit feedback from the key stakeholder groups from where their membership is drawn from.

Housing and Homelessness Advisory Committee (HHAC)

The proposed framework was first presented to the HHAC, whose membership includes representatives from community groups, housing providers, tenants, and local real estate agencies. Members raised concerns regarding affordability and availability of

housing stock. As a result, monitoring of the impacts of this programme on specific populations will be implemented as part of the study.

Town and Gown Advisory Committee

Administration also presented the initial proposed framework to the Town and Gown Advisory Committee, whose membership includes staff from the University of Windsor, St. Clair College, and near-campus neighborhood residents. Members asked questions about the scope of the by-law and its impacts on student safety and affordability, but were supportive overall.

Legal Assistance of Windsor (L.A.W.)

Administration reached out to L.A.W. because of their substantial experience with the Landlord Tenant Board (LTB), which adjudicates disputes and evictions for residential tenancies. L.A.W. recommended keeping licence costs as low as possible and building a framework that focuses cost recovery efforts on non-compliant units.

Public Feedback Survey

Following these meetings, Administration also released an online survey to better understand the concerns raised about the initial proposed framework. The survey asked specific questions about impacts related to licensing costs and gathered demographic information to assess experiences of vulnerable groups. Respondents were asked how often they experienced issues (e.g. property standards, parking, noise), their level of concern about these issues, and whether respondents felt certain tools might be helpful to address these issues. The survey received 721 complete responses over three weeks, which were assigned to four respondent classes: landlords (28%), renters (39%), owner residents (19%), and others (14%).

Landlords reported “rarely” or “never” experiencing issues, and expressed greatest concern for fire safety and landlord/tenant rights and obligations. Renters generally reported experiencing issues more frequently than landlords and indicated greatest concern about property standards, housing affordability, and housing availability. For most issues, owner-residents reported experiencing them more frequently than either landlords or residents. Owner-residents most often indicated property standards issues as their top concern.

Landlords and renters were each asked a specific question about the financial impacts of the proposed licence fee of $616 per year ($51 per month). 91% of landlords responding to the survey indicated they were very likely to pass these costs on to their tenants; 75%of renters indicated that this cost would be a burden to them, in some cases resulting in an inability to meet their rent. All respondents were asked who should pay for the costs associated with a residential rental licence; while 54% of landlords felt that renters should pay for all costs, 76% of owner residents and 80% of renters felt that landlords ought to shoulder them.

More details on the survey and a summary of its results are included in Appendix B.

Licence Framework

Administration developed the attached draft by-law and licensing framework with consideration of the feedback received through these consultations. Administration

recommends a mandatory licensing program with inspections that verify appropriate safety and maintenance standards are met. Initial inspections performed by Fire and Building will document defects and inspectors will issue Orders to Comply or Repair ("Orders") to property owners to improve their substandard units. Future annual inspections will allow City staff to proactively address issues and document condition changes rigorously in order to evaluate licensing impacts. Administration anticipates this approach will avoid onerous licensing requirements, keep cost recovery efforts focused on non-compliant owners, and mitigate the financial impacts to vulnerable groups and compliant property owners alike.

Scope

The attached draft by-law requires all residential rental dwelling units in buildings containing four or fewer units to be licensed. For the purposes of the pilot study, residential rental licensing requirements will apply to all residential properties in Wards 1 and 2 except:

- Properties with five or more units;
- Units occupied by the property owner, their spouse, child or parent;
- Hotels, motels, or inns;
- Accommodations already licensed by the City, including Lodging Homes and Bed & Breakfast Establishments;
- Housing regulated by other Acts, like long-term care or retirement homes; and,
- Social or affordable housing units under agreements with the City.

Application and Issuance

Property owners who rent dwelling units, or offer them for rent, will be required to secure a Residential Rental Licence for each unit. To do so, owners or their authorized agents must complete an application form, which collects contact information for the owner as well as any individuals the owner delegates responsibility for the unit to. Applicants must provide government-issued identification proving their residency; if the owner does not reside in Windsor, information for a local contact who does live in Windsor will also be required. Applicants must also provide proof of ownership for the property, including proof of corporate ownership if applicable, as well as proof of at least $2 million liability insurance which also indicates the property is being rented.

Prior to submission, applicants must complete a property condition checklist and sign a declaration stating they are aware of, and will comply with, the City's by-laws related to property maintenance, noise, and parking. For a new licence, applicants will also need to submit documentation confirming the unit complies with the Electrical Safety Code.

Once a complete application is received, City staff will confirm the unit conforms with the City's Zoning By-law and arrange for fire and property standards inspections. Yearly licence renewals will also require a property standards inspection before a licence is issued, including smoke detector and carbon monoxide (CO) alarm checks.

Maintenance and Enforcement

To maintain their licence, owners must keep their rental housing units within the standards established during the application process. If a property is subject to an

Order, the Licence Commissioner may refer the licence to the Windsor Licensing Commission with a recommendation to suspend a licence, place additional conditions on it, or revoke it. If this occurs, the Licence Commissioner will consider the impacts of doing so on the community and neighbouring properties like any other class of licence, but will additionally consider the impact to tenants of any recommendation with a goal of minimizing adverse impacts to them. This could include additional time for tenants to find new housing or to pursue a complaint in Court or before the LTB. Regardless of a unit's licensing status, the Windsor Licensing Commission cannot order a tenant to leave their dwelling – except for circumstances of immediate danger, only the LTB can order a tenant's eviction.

By-law Enforcement Officers will investigate properties within the study area believed to contain unlicensed rental units. Property owners operating a rental housing unit without a licence will be issued an Order to Comply requiring them to secure a licence for the unit, undergo inspections, and complete any repairs needed to bring the unit into compliance with health and safety standards. Failure to comply with an Order could result in filing charges with the Courts as well as administrative fees. Unpaid fines or administrative fees may be added to the property's tax bill.

Next steps and timelines

Once a draft by-law is passed, City staff will undertake the necessary actions to implement the approved licensing program and pilot study. This will include:

- Staffing the program – as disclosed in the original report, additional staff will be required in Fire, Building, Licensing and By-law Enforcement to meet the needs of this new program;
- Creating processes and software applications for application and tracking of licences;
- Creating education materials, including City web page updates and documents;
- Communicating with owners and residents in the pilot study area; and,

Following the implementation, Administration will engage in ongoing consultation with internal and external stakeholders.

Administration anticipates that the implementation process will take up to six months from the passage of the by-law.

Risk Analysis:

***Staffing*:** Dedicated staff in Building, By-law Enforcement, Fire, and Licensing have already been approved by Council to implement and administer the licence program but are not yet engaged – the timing required to do this may impact implementation timelines. Administration believes the approved staff complement can develop and implement the initial stages of the requested pilot study, but additional staffing may be required if the number of licence applications exceed current administrative capacities. If more staffing is needed in the future, Administration will return to Council with a formal budget request.

***Legal challenges*:** As with any regime of this type, a risk of challenge exists. It is noted that Hamilton's pilot was significantly delayed and did not launch until March 2022,

which has not allowed Administration to assess the outcomes as had been originally intended.

Affordability and Availability of Rental Units: A fee is associated with this licence regime, and it is likely possible that landlords will pass this on to their tenants, increasing their rent. It is reasonable that property owners will recover licensing costs through increased rental rates for existing or future tenants. There is no way for the City to require landlords, or any business owner, to bear licensing costs directly. In response to this risk, Administration has streamlined the initially proposed framework to reduce licence fees and minimize their impacts as much as possible while still pursuing a full cost recovery model.

Some currently occupied units will not be able to comply with applicable laws and safety regulations. Property owners may also decide that undertaking the repairs necessary to comply is not economical for them and may opt to remove a unit from the rental pool. To monitor this risk, Building and By-law Enforcement staff will track the number of Orders resolved in this manner as part of the pilot study. Licensing staff will also work with Housing Services and outside partner agencies to provide education materials and resource referrals to any affected individuals.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

As with any other municipal licensing regime, the adoption and implementation of a residential rental licensing program has financial implications for City Council to consider. Given the program cost will be fully recovered through the licensing fees, a temporary provision was approved for this pilot program in the 2022 Operating Budget (Issue #2022-0297) at a net neutral cost. Should City Council accept this report's recommendations, the financial impacts of this program will be monitored throughout its operation. At the end of the pilot study, Administration will bring forward a request for approval to adjust the revenue and make the additional staff required to administer the program permanent.

Council has already approved the temporary staff complement required to administer this program in its initial stages. If additional staff is needed, Administration will bring forward a formal request at a future budget deliberation. The table below provides an overview of the costs approved in Budget Issue 2022-0297.

Table 1: Temporary Staff Compliment and Departmental Costs

DEPARTMENT	POSITION	TYPE	QUANTITY	COST
Licensing	Licence Issuer	Full Time	1	$ 113,851
By-law Enforcement	By-Law Officer	Full Time	1	$84,440
Building	Building By-Law Officer	Full Time	2	$188,204
Planning	Zoning Coordinator	Part Time	1	$36,425
Fire & Rescue	Fire Prevention Officer	Full Time	2	$319,338
TOTAL				**$742,258**

Municipal Licence Fees

Administration intends to use an approach similar to our current Lodging Home licensing program and has based the Residential Rental Licence fees off of this. The cost for a Residential Rental License is $466.00 for a new licence and $275.00 for a renewal in order to cover all costs (see Table 2). The licence fee will cover administrative costs and initial inspections for the purposes of issuing the licence. All non-compliant matters, including repeat offences, will be subject to the additional fees as currently prescribed under the City's User Fee Schedule.

Table 2: Residential Rental Licence Fee

CATEGORY	INITIAL APPLICATION	RENEWAL
Administration	$111.80	$111.80
Building Inspection	$83.70	$83.70
Zoning Letter	$41.00	--
Fire Inspection	$150.00	--
Enforcement	$23.94	$23.94
Office Expense Overhead	$21.95	$21.95
Corporate Support Overhead	$33.15	$33.15
Total	**$466.00**	**$275.00**

Note: The recommended fees have been rounded to the nearest dollar to facilitate the administration of the pilot program.

The table below shows the forecasted revenue from the Residential Rental License, over the two year pilot. This is based on the assumption that 3,000 – 4,000 new Residential Rental Licenses will be issued in Ward 1 and 2. This program will be monitored closely and any surplus or deficit communicated to Council as per normal quarterly variance reporting. It is noted that these are purely estimates at this time and these amounts will be refined as further information becomes available throughout the pilot.

Table 3: Residential Rental Licence Fee Revenue

LICENCE TYPE	FEE	LICENCES ISSUED	ANNUAL REVENUE
2022-2023			
New Licence	$466	1,615	$752,590
Licence Renewal	$275	0	$0
Total		**1,615**	**$752,590**
2023-2024			
New Licences	$466	2,000	$932,000
Licence Renewals	$275	1,615	$444,125
Total		**3,615**	**$1,376,125**

Consultations:

Jim Abbs, Planner III

Michael Coste, Chief Fire Prevention Officer

Janice Guthrie, Deputy City Treasurer

Alex Hartley, Senior Legal Counsel

Stephen Lynn, Manager of Social Policy and Planning

Jennifer Tanner, Manager of Homelessness and Housing Supports

Alexandra Taylor, Financial Planning Administrator

Roberto Vani, Manager of Inspections / Deputy Chief Building Official

Johnathan Wilker, Deputy Fire Chief

City of Oshawa

City of Thorold

City of Waterloo

Tori Jenkins, Legal Assistance of Windsor

Conclusion:

Following consultation with community members, advisory committees, and outside organizations, Administration has developed a draft by-law and licensing regime in accordance with Council's direction to enables a pilot study of residential rental licensing in Wards 1 and 2. It proposes a mandatory licence based on full cost recovery which requires proactive inspections from Fire and Building and collects information from owners to ensure they can be reached in a timely fashion should issues arise. Once this by-law and framework is approved, implementation is expected to take approximately six months. Administration will monitor and report on the outcomes of this project to allow Council to determine whether City-wide implementation is desirable.

Planning Act Matters:

N/A

Approvals:

Name	Title
Steve Vlachodimos	City Clerk
Tony Ardovini	Commissioner, Corporate Services / CFO (A)
Shelby Askin Hager	Commissioner, Legal and Legislative Services
Joe Mancina	Chief Administrative Officer (A)

Notifications:

Name	Address	Email
Stephen Szewczuk		
Kevin Flood		
Bruce Sheardown		
Diane Rawlings—Department Head, Residence Services Student Affairs University of Windsor		
Windsor Landlord Association		
Lena Angelidis		
Cynthia Crump—St. Clair College		
Ming Tran, Administrative Assistant, St. Clair College		
Alan Richardson		
Janet Harris—University of Windsor		
Mike Cardinal		
Al Shipley		

Name	Address	Email
Borys Sozanski		
Tori Jenkins, Legal Assistance Windsor		
Dwayne Murphy		
Felicia Hemberger		
Sheryl Bondy		

Appendices:

1 Appendix A - Draft By-law and Schedules
2 Appendix B - Survey Data Report

DRAFT BY-LAW

A BY-LAW TO ESTABLISH A LICENSING PROGRAM FOR THE REGULATION OF RESIDENTIAL RENTAL HOUSING IN THE CITY OF WINDSOR

Passed the XX day of April, 2022.

WHEREAS Section 8(1) of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, (the "Municipal Act") provides that the powers of a municipality shall be interpreted broadly as to confer broad authority on a municipality to (a) enable it to govern its affairs as it considers appropriate, and (b) enhance its ability to respond to municipal issues;

AND WHEREAS Section 151(5) of the *Municipal Act* provides that a municipality may pass by-laws with respect to any activity, matter or thing for which a by-law may be passed under Sections 9, 10 and 11 as if it were a system of licences with respect to a business;

AND WHEREAS Section 391 of the *Municipal Act* provides for the municipality to impose fees or charges on persons for services or activities provided or done by or on behalf of it;

AND WHEREAS Section 425 of the *Municipal Act* provides for a municipality to pass by-laws providing that a person who contravenes a by-law of the municipality passed under the Act is guilty of an offence;

AND WHEREAS Section 426 of the *Municipal Act* provides that no person shall hinder or obstruct, or attempt to hinder or obstruct, any person who is exercising a power or performing a duty under the *Municipal Act* or under a by-law passed under the *Municipal Act*;

AND WHEREAS Section 429 of the *Municipal Act* provides for the municipality to establish a system of fines for offences under a by-law of the municipality passed under the *Municipal Act*;

AND WHEREAS Section 431 of the *Municipal Act* provides that if any by-law of the municipality is contravened and a conviction entered, in addition to any other remedy and to any penalty imposed by the by-law, the court in which the conviction has been entered and any court of competent jurisdiction thereafter may make an order to prohibit the continuation or repetition of the offence by the person convicted;

AND WHEREAS Sections 444 and 445 of the *Municipal Act* respectively, provide for the municipality to make an order requiring a person who contravenes a by-law or who causes or permits the contravention or the owner or occupier of land on which a

contravention occurs to discontinue the contravening activity or do work to correct a contravention;

AND WHEREAS the Council for The Corporation of the City of Windsor considers it necessary and desirable for the public to regulate the renting of residential premises for the purpose of protecting the health and safety of the persons residing in residential rental premises by ensuring that certain regulations are met, that the required essentials such as plumbing, heating and water are provided, for ensuring that the residential rental premises do not create a nuisance to the surrounding properties and neighbourhood and to protect the residential amenity, character and stability of residential areas;

NOW THEREFORE the Council of the Corporation of the City of Windsor enacts this by-law to licence residential rental housing within the jurisdictional boundaries of the City of Windsor.

1 Short Title

1.1 This by-law may be cited as the Residential Rental By-law.

2 Definitions

2.1 In this by-law:

“Applicant” means a person seeking to become licensed under this By-law (i.e., become a Licensee) and who, either in person or through an Authorized Agent, makes such an application;

“Authorized Agent” means a person authorized in writing by an Applicant or Licensee to act on behalf of such Applicant or Licensee for the identified purpose of making an application, renewing a Licence, or otherwise complying with the provisions of this By-law;

“Bed-and-Breakfast or Guest House Establishment” means a home-based business for the temporary accommodation of the traveling public located within a single detached dwelling which is occupied on a full-time basis by the owner of such single detached dwelling or the principal shareholder (or one of them if more than one shareholder holds the greatest number of shares) of the corporation registered as the legal owner of the Building, including during the time the Bed and Breakfast or Guest House is in operation, and shall contain at least one (1) bedroom for the exclusive use of the owner and at least two (2) accessory guest rooms for use in the Bed and Breakfast or Guest House operation, and shall mean and include any Bed and Breakfast or Guest House

legally established under any predecessor by-law, but shall not include a Lodging House, Hotel, or Short-Term Rental;

"Building" means a structure, whether permanent or temporary, with walls or a roof or part thereof, used or intended to be used for shelter, accommodation or enclosure of persons, animals, goods or chattels;

"Building Code" means Ontario Regulation 350/06, as amended under the *Building Code Act, 1992*, S.O.1992, c.23, as amended;

"Business Licensing By-law" means the City's Business Licensing By-law 395-2004, as amended, or its successor by-law;

"Chief Building Official" means the Chief Building Official for the City or their delegate;

"Chief of Police" means the Chief of Windsor Police Service, or their delegate;

"City" means The Corporation of the City of Windsor or any person authorized to act on behalf of the Corporation for the purposes of exercising its powers under this By-law;

"Contact Information" means, but is not limited to:

(a) Mailing address;

(b) Telephone number;

(c) E-mail address; and

(d) Emergency contact;

"Dwelling Unit" means a room or suite of rooms in a Building used or designed to be used by one (1) or more individuals as an independent and separate housekeeping unit;

"Fire Chief" means the Chief of Windsor Fire and Rescue Services, or their delegate;

"Fire Code" means O. Reg. 213/07, as amended, under the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c.4, as amended;

"Ice and Snow By-law" means the City's Ice and Snow Removal By-law 8544, as amended, or its successor by-law;

"Individual Person" means a natural person;

"Licence" means the certificate issued under this By-law as proof of licensing under this By-law;

“Licence Commissioner” means the Licence Commissioner for the City and shall mean and include any delegate or delegates of the Licence Commissioner for the City as well as any successor position to the Licence Commissioner carrying out the responsibilities of the Licence Commissioner at the time of the passing of this By-law;

“Licensee” means a person, corporation or partnership who has been issued and maintains a valid Licence pursuant to the terms of this By-law;

“Local Contact” means an Individual Person, whether an Owner or an Operator, who is responsible for the care and control of the Rental Housing Unit and who resides within the City of Windsor;

“Market”, **“Marketed”** or **“Marketing”** means offering, facilitating, or causing or permitting to offer or facilitate, directly or indirectly, the sale, promotion, canvassing, solicitation, advertising, or marketing of part or all of a Rental Housing Unit, and includes placing, posting or erecting advertisements physically or online;

“Medical Officer of Health” means the Medical Officer of Health for the Municipality of Windsor, Ontario;

“Noise By-law” means the City’s Noise By-law 6716, as amended, or its successor by-law;

“Officer” means a Provincial Offences Officer or Municipal Law Enforcement Officer of the City, or any other person appointed by or under the authority of a City by-law to enforce this By-law;

“Ontario Police Service” means a police service established in Ontario under the *Police Services Act, R.S.O. 1990, c. P.15*, as amended;

“Operate”, **“Operated”** or **“Operating”** means to rent out, provide, offer to rent out or provide, or cause to be Marketed, the offer or rental, whether directly or indirectly, including, without limitation, via the internet or other electronic platform, of a Rental Housing Unit and shall include a person collecting a fee or handling payments in respect of a Rental Housing Unit;

“Operator” means any person who operates, maintains, or is otherwise responsible for managing or addressing issues in relation to a Rental Housing Unit but is not an Owner;

“Order” means a direction issued by the City under statutory authority, including but not limited to orders under the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, including section 9.5 of this by-law, the *Building Code Act, 1992*, S.O.

1992, c. 23, as amended, and the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c. 4, as amended;

"Owner" includes:

(a) Each registered owner of a Rental Housing Unit;

(b) Each person who permits occupancy of a Rental Housing Unit; and

(c) The heirs, assigns, personal representatives and successors in title of a person referred to in articles (a) and (b);

"Parking By-law" means the City's Parking By-law 9023, as amended, or its successor by-law;

"Person" means an individual person, a partnership, or a corporation (including any of such corporation's affiliates, subsidiaries or parent corporations, as the case may be) to which the context can apply and "Person" shall also include multiple persons who, acting together, operate or offer to operate a Rental Housing Unit, despite the fact that no single one of those persons carries on the activity in its entirety;

"Prohibited Ground" means the prohibited grounds of discrimination as provided for under the *Ontario Human Rights Code*, R.S.O. 1990, c. H.19;

"Property" means a Building, and includes the lands and premises appurtenant thereto, and includes vacant property;

"Property Standards By-law" means the City's Property Standards By-law 9-2019, as amended, or its successor by-law;

"Rent" includes the amount of any consideration paid or given or required to be paid or given by or on behalf of a Tenant to an Owner for the right to occupy a Rental Housing Unit and for any services and facilities and any privilege, accommodation or thing that the Owner provides for the Tenant in respect of the occupancy of the Rental Housing Unit, whether or not a separate charge is made for services and facilities or for the privilege, accommodation or thing;

"Rental Housing Unit" means a Dwelling Unit which is occupied or offered for occupancy in exchange for Rent or services in lieu of paying Rent;

"Tenant" includes a person who pays Rent or provides services in lieu of paying Rent in return for the right to occupy a Rental Housing Unit and includes the person's heir, assigns (including subtenants) and personal representatives;

"Waste Collection By-law" means the City's Waste Collection By-law 2-2006, as amended, or its successor by-law;

“Yard Maintenance and Anti-Littering By-law” means the City’s Yard Waste, Exterior Property Maintenance and Littering By-law 3-2006, as amended, or its successor by-law;

“Zoning By-law” means the City’s Zoning By-law 8600, as amended, or its successor by-law, as well as any other by-laws passed by the City pursuant to s. 34 of the *Planning Act*, R.S.O. 1990, c. P13, as amended.

3 Applicability and Scope

3.1 This by-law applies to all of the following within Wards 1 and 2 of the City of Windsor as described in Appendix “A” of this By-law:

(a) Owners of a Rental Housing Unit;

(b) Operators of a Rental Housing Unit; and

(c) Dwelling Units used or intended to be used as a Rental Housing Unit.

3.2 This By-law does not apply to:

(a) a Property containing five (5) or more Dwelling Units;

(b) a Dwelling Unit whose occupant or occupants are required to share a bathroom or kitchen facility with the owner, the owner’s spouse, child or parent or the spouse’s child or parent, and where the owner, spouse, child or parent lives in the Building in which the living accommodation is located;

(c) a hotel, motel, or inn;

(d) a Bed-and-Breakfast, Guest House Establishment, or Lodging Home licensed under the City’s Business Licensing By-law; or

(e) a Dwelling Unit to which any of the following statutes, or their regulations, apply:

(i) the *Homes for Special Care Act,* R.S.O. 1990, c H. 12, as amended;

(ii) the *Innkeeper’s Act,* R.S.O. 1990, c 17, as amended;

(iii) the *Long-Term Care Homes Act, 2010*, S.O. 2010, c. 11, as amended;

(iv) the *Retirement Homes Act, 2000*, S.O. 2010, c. 11, as amended;

(v) the *Social Housing Reform Act, 2000*, S.O. 2000, c. 27, as amended; and

(f) social housing or affordable housing that is not subject to the *Social Housing Reform Act, 2000*, S.O. 2000, c. 27, as amended, but which is subject to an agreement with the City of Windsor and which has been approved for exemption by the Licence Commissioner.

4 Prohibitions

4.1 No person shall do any of the following, except in accordance with a Licence issued under this by-law:

(a) Operate a Rental Housing Unit;

(b) Permit a person to operate a Rental Housing Unit;

(c) Collect Rent, or permit Rent to be collected, for a Rental Housing Unit;

(d) Market, or permit to be Marketed, a Rental Housing Unit; or

(e) Hold a Rental Housing Unit out as being licensed.

4.2 No person shall do any of the following, other than at a location for which a Licence has been issued under this by-law:

(a) Operate a Rental Housing Unit;

(b) Permit a person to operate a Rental Housing Unit;

(c) Collect Rent, or permit Rent to be collected, for a Rental Housing Unit;

(d) Market, or permit to be Marketed, a Rental Housing Unit; or

(e) Hold a Rental Housing Unit out as being licensed.

4.3 No person shall do any of the following under a name other than the name under which a Licence has been issued under this by-law:

(a) Operate a Rental Housing Unit;

(b) Permit a person to operate a Rental Housing Unit;

(c) Collect Rent, or permit Rent to be collected, for a Rental Housing Unit;

(d) Market, or permit to be Marketed, a Rental Housing Unit; or

(e) Hold a Rental Housing Unit out as being licensed.

4.4 No person shall provide false or misleading information to the City when applying for a Licence under this by-law, renewing a Licence or at any other time.

4.5 No person shall operate, or permit to operate, a Rental Housing Unit in contravention of the City's Zoning By-law, or in contravention of any of the other

of the City's by-laws, or in contravention of the Building Code, the Fire Code, or any other applicable law.

4.6 No person licensed under the provisions of this by-law shall fail to maintain, on a continuous basis, the standards and requirements necessary to obtain the original approval of the Licence application, or that have been imposed since the issuance of the Licence.

4.7 No person shall hinder or obstruct, or attempt to hinder or obstruct, or advise, instruct, or encourage others to hinder or obstruct, an Officer who is exercising a power or performing a duty under this by-law.

4.8 No person shall fail to keep any and all of the records required to be kept under the provisions of this by-law.

4.9 No Licence issued under this by-law may be sold or transferred.

4.10 No person licensed or required to be licensed under this by-law shall charge any person, or provide services to any person, or deny service to any person, in a manner that in the opinion of the Licence Commissioner discriminates on the basis of a prohibited ground under the *Ontario Human Rights Code,* R.S.O. 1990, c. H.19, as amended, or is deemed by the Licence Commissioner to have the same or similar effect.

5 Powers and Duties

POWERS AND DUTIES OF THE LICENCE COMMISSIONER

5.1 The Licence Commissioner:

(a) Shall receive and process all applications for Licences and renewal of Licences to be issued under this By-law;

(b) Shall coordinate the enforcement of this By-law;

(c) Shall perform all the administrative functions conferred upon him or her by this By-law;

(d) Shall make or cause to be made all investigations and inspections which they deem necessary to determine whether an Applicant meets the requirements of this By-law and all applicable laws;

(e) Shall make or cause to be made a circulation, respecting each application, which may include circulation of the licence application to the Medical Officer of Health, the Fire Chief, the Chief Building Official, the Chief of Police and any other departments of the City, and any other public

authorities which may have an interest in the licence application for comment;

(f) May issue Licences to persons who meet the requirements of this By-law and may suspend Licences pursuant to the requirements of this By-law; and

(g) May, where a Licence has been issued pursuant to this By-law and otherwise remains in full force and effect, renew the Licences of persons who meet the requirements of this By-law.

5.2 Upon reviewing a licence application, including an application for renewal of a Licence, or upon receiving information or a complaint as against a Licensee, the Licence Commissioner may, in their sole discretion refer the application to the Windsor Licensing Commission, to refuse to grant or revoke or suspend or place conditions on a Licence upon the following grounds:

(a) Where there are reasonable grounds for belief that such Applicant or Licensee will not carry on or engage in the business in accordance with the law, or with integrity and honesty;

(b) Where there are reasonable grounds for belief that the carrying on by the Applicant or Licensee of the business in respect of which the Licence is sought or held, would infringe the rights, or endanger the health or safety of, members of the public;

(c) Where there are reasonable grounds for belief that the carrying on of the business by the Applicant or Licensee will result in non-compliance with this By-law or any other requirement or prohibition imposed by any other law;

(d) Where the Property on which the Rental Housing Unit is situated is subject to an Order, or Orders, made pursuant to:

(i) The City's Property Standards By-law;

(ii) The City's Zoning By-law;

(iii) The *Building Code Act, 1992* or any regulations made under it, including the Building Code;

(iv) The *Fire Protection and Prevention Act, 1997*, S.O. 1997, c. 4, as amended, or any regulations made under it; or

(v) The authority of the Medical Officer of Health;

(e) Where there are reasonable grounds for belief that the nature, condition or use of the Property or premises, or any equipment, vehicle or other personal property used or to be used by the Applicant or Licensee in the carrying on or engaging of the business would involve non-compliance with any provision of this By-law or any other law;

(f) Where there are reasonable grounds for belief that any application or any other document or information provided by or on behalf of the Applicant or Licensee, contains a false statement or provides false information; and

(g) Where information provided to the City by or on behalf of the Applicant or Licensee, whether oral or in writing, has ceased to be accurate, and the Applicant or Licensee has not provided up-to-date accurate information to the City sufficient to allow the Licence Commissioner, or the Windsor Licensing Commission, as the case may be, to conclude the Licence should be granted or maintained as valid and subsisting;

(h) Where a Licensee's or Applicant's insurance, as approved by the Licence Commissioner, has expired and they continue to carry on business for which the Licence was issued;

(i) Where a Licensee or Applicant fails to comply with a request to inspect or hinders an inspection in any way;

5.3 The Licence Commissioner's decision under section 5.2 shall be guided by the following considerations:

(a) The safety, health and well-being of the community;

(b) The impact on neighbouring properties;

(c) Financial impact to the City;

(d) The impact of any such Licence revocation or suspension on any Tenant; and

(e) Imposing terms or conditions on any such Licence revocation or suspension that would minimize the adverse impact on any Tenant, including the possibility of providing a reasonable time period before the Licence revocation or suspension takes place to permit any Tenant to find new housing or to seek relief in a Court or before the Ontario Landlord and Tenant Board.

5.4 Despite section 5.2, a Licence shall not be issued or renewed and the Licence Commissioner shall refer the matter to the Windsor Licensing Commission where:

(a) the Property for which the Rental Housing Unit is being proposed has any outstanding unpaid penalties or fines from the City;

(b) any of the Applicants, within the previous five years from the date of application or renewal have been convicted of any of the following under the Criminal Code of Canada:

(i) homicide or manslaughter;

(ii) sexual offences;

(iii) assault offences;

(iv) confinement offences;

(v) robbery or extortion offences;

(vi) break and enter offences;

(vii) fraud or forgery offences; or,

(viii) a statutory or regulatory offence in any way related to the ownership or management of residential rental properties.

5.5 For the purposes of sections 5.2 and 5.4 of this by-law, the term “person” shall include any director, officer, partner or principal of a partnership or a corporation or any shareholder of a corporation that holds at least fifty per cent (50%) of the shares of that corporation.

5.6 In the case where the Licence Commissioner refuses, revokes or suspends a Licence upon any one or more of the grounds listed in section 5.2 of this by-law, the Applicant, or Licensee, as the case may be, may appeal the Licence Commissioner’s decision to the Windsor Licensing Commission by notifying the Licensing Commissioner, in writing, of his, her or its request to appeal to the Windsor Licensing Commission no later than fourteen (14) days after the date the Licence application is refused, revoked or suspended by the Licence Commissioner.

5.7 In the case where the Licence Commissioner or the Applicant, or Licensee, as the case may be, refer or appeal to the Windsor Licensing Commission, the Windsor License Commission may refuse to grant, or revoke or suspend or place conditions on a Licence upon any one or more of the grounds listed in section 5.2 of this By-law.

5.8 Where after a hearing, the Windsor Licensing Commission concludes that any one of the grounds set out under section 5.2 exist, the Windsor Licensing Commission may, instead of refusing, revoking, suspending a Licence, grant a

Licence or allow a Licence to continue upon such conditions as the Windsor Licensing Commission may see fit to impose, for the purpose of ensuring the proper and lawful carrying on of the business, or such other conditions, as are authorized by law.

5.9 No revocation or suspension of a Licence under this By-law shall be final, except after a hearing by the Windsor Licensing Commission, or after the Licensee has been given the opportunity for such a hearing, in accordance with the law.

5.10 The Licence Commissioner may suspend a Licence where there are reasonable grounds to believe that such is required to prevent a breach of the By-law, or for any of the reasons that would form grounds for the revocation of a Licence pursuant to section 5.2.

5.11 A suspension under section 5.2 shall take effect upon service of written notice thereof to the Licensee, or upon the delivery of written notice to the business premises of the Licensee at the address shown on the City's records.

5.12 A suspension under section 5.2 shall remain in effect for no more than fourteen (14) days from the date of service of the notice under section 5.11.

5.13 Following suspension of a Licence under section 5.2, the Licence Commissioner shall prepare a written report to the Windsor Licensing Commission, advising of the suspension and:

(a) Recommend that the Windsor Licensing Commission hold a hearing to determine whether the suspension should continue, or be terminated, and whether the Windsor Licensing Commission should give consideration to whether or not the Licence should be revoked or otherwise dealt with pursuant to the By-law; or

(b) Recommend reinstatement of the Licence on the basis that the conditions leading to the suspension have been remedied; or

(c) Recommend that no action be taken upon the termination of the suspension.

5.14 At any time before the Licence Commissioner shall issue or renew a Licence, or recommend to the Windsor Licensing Commission that it refuse to issue or refuse to renew a Licence, the Licence Commissioner may as they see fit, or shall at the request of the Applicant, refer the application for issuance or renewal of the Licence to the Windsor Licensing Commission.

POWERS AND DUTIES OF THE WINDSOR LICENSING COMMISSION

5.15 Where there is a referral to the Windsor Licensing Commission pursuant to this section, the Windsor Licensing Commission shall hold a hearing for the purpose of:

(a) issuing or renewing the Licence;

(b) refusing to issue or renew the Licence;

(c) suspending the Licence;

(d) revoking the Licence; or,

(e) issuing or renewing the Licence with the imposition of conditions.

5.16 Where the Licence Commissioner intends to recommend to the Windsor Licensing Commission that it refuse to issue, refuse to renew, place conditions on, revoke or suspend a Licence, the Licence Commissioner shall give notice of the intended recommendation and the reasons for the intended recommendation to the Applicant or Licensee as well as to such other persons, civic departments, boards, commissions, authorities and agencies having an interest in the recommendation. Under this section, notice to the Applicant or Licensee shall be written notice served personally or sent by ordinary, prepaid mail addressed to the address shown on the application or Licence. The notice of the hearing shall:

(a) contain a reason or reasons for the proposed refusal, suspension, revocation or imposition of conditions;

(b) specify the time, place and purpose of the hearing of the Windsor Licensing Commission at which the proposed refusal, suspension or revocation will be considered;

(c) inform the affected Applicant or the affected holder of the Licence that they are entitled to attend the hearing and make submissions regarding the proposal and that, in their absence, the Windsor Licensing Commission may proceed to consider the proposal and the Applicant or affected holder of the Licence will not be entitled to any further notice in the proceeding;

(d) afford the affected Applicant or the affected holder of the Licence a reasonable opportunity, before the hearing, to show or achieve compliance with all lawful requirements for the retention of the Licence; and

(e) be given at least seven (7) days notice prior to the date of the Windsor Licensing Commission hearing.

5.17 At a hearing, the Windsor Licensing Commission:

(a) shall afford the affected Applicant or the holder of the Licence an opportunity to make submissions in respect of the matter that is the subject of the Commission's proceedings;

(b) shall afford any person, civic department, board, commission, authority or agency given notice under section 5.16 of this by-law and in attendance at the hearing, or any other person in the discretion of the Commission, an opportunity to make submissions in respect of the matter that is the subject of the Commission's proceedings;

(c) the hearing shall be open to the public but the Commission may close a portion of the hearing for the purposes of receiving confidential legal information pertaining to the affected Applicant or Licensee;

(d) the hearing shall be open to the public but the Commission may close all or a portion of the hearing to the public if the Commission is of the opinion that intimate financial or personal matters may be disclosed of such a nature, having regards to the circumstances, that the desirability of avoiding disclosure thereof in the interests of any person affected or in the public interest, outweighs the desirability of adhering to the principle that the hearing be open to the public;

(e) shall give due consideration to the submissions made to it;

(f) shall take such action to refuse, suspend revoke or impose conditions on the application or Licence, or not to refuse, suspend revoke or impose conditions on the application or Licence, as the Windsor Licensing Commission considers proper in the circumstances; and

(g) shall give notice of its decision to the Licence Commissioner, to the Applicant or to the Licensee, and to any person, civic department, board, commission, authority or agency in attendance at the hearing, together with the reasons for its decision.

5.18 At the hearing, the Windsor Licensing Commission may suspend, revoke, and refuse to issue or impose conditions on any Licence under this By-law:

(a) for any reason that would disentitle any Licensee to a Licence;

(b) where the Licensee or Applicant is in breach of a condition of the Licence;

(c) where the Licensee or Applicant is in breach of any of the provisions of this By-law;

(d) if there are reasonable grounds to believe any of the statements made on the application for issuance or renewal are false;

(e) if, subsequent to the issuance of the Licence, a report is filed by any body which originally provided its approval that indicates that the Licensee is no longer in compliance with this By-law;

(f) upon such grounds as are set out in this By-law;

(g) if the Applicant has outstanding fees or fines owing to the City, or if the Applicant has not paid the required application fee;

(h) if the conduct or character of the Applicant or Licensee affords reasonable grounds to believe that the Applicant or Licensee will not carry on or engage in the business in accordance with the law or with honesty and integrity;

(i) if the geographic location of the business does not meet land use requirements or does not comply with this By-law;

(j) if, in the case of a corporate Applicant or Licensee, the conduct of its officers, directors, employees or agents affords reasonable cause to believe that the business will not be carried on in accordance with the law or with honesty and integrity;

(k) if issuing the Licence is not in the public interest;

(l) if a Licensee's or Applicant's insurance, as approved by the Licence Commissioner, has expired and they continue to carry on business for which the Licence was issued; or

(m) if a Licensee or Applicant fails to comply with a request to inspect or hinders an inspection in any way.

5.19 A decision of the Windsor Licensing Commission refusing, suspending, revoking or imposing conditions on an application or Licence takes effect upon the rendering of such decision by the Windsor Licensing Commission. No Licensee shall operate or carry on the activity for which the Licence was issued while his Licence is under suspension.

5.20 The Windsor Licensing Commission shall give its decision to the Licence Commissioner within seven (7) days of the hearing.

5.21 The Licence Commissioner shall forthwith notify the Applicant in writing of such decision by serving a copy personally or sent by ordinary, prepaid mail

addressed to the last known address for the person appearing on the records of the City.

5.22 The proceedings of the Windsor Licensing Commission shall, at the request of the Applicant and upon payment of a fee determined by the Licence Commissioner, be transcribed in writing and a copy of the transcript shall be made available to the Applicant on payment of such additional fees as may be determined by the Licence Commissioner.

5.23 Upon receipt of a notice of the decision of the Windsor Licensing Commission suspending or revoking a Licence, the Licensee shall, within twenty-four (24) hours of service of notice by certified mail or immediately if the notice is personally served, return the Licence to the Licence Commissioner and the Licence Commissioner shall have access to any premises, or other property of the Licensee for the purpose of receiving or taking the same. All Licences not returned within twenty-four (24) hours of service of notice will automatically be deemed invalid.

5.24 No person shall refuse to deliver a suspended or revoked Licence to the Licence Commissioner or designate or shall in any way prevent or hinder the Licence Commissioner or designate from receiving or taking the same.

5.25 Where a Licence is revoked, the Licensee is entitled to a refund of that part of the Licence fee proportionate to the unexpired part of the term for which it was granted, such refund to be prorated on a monthly basis.

5.26 Where the Windsor Licensing Commission renders a decision granting the Applicant the Licence applied for, the Licence shall be issued upon the applicant complying with the terms of this By-law and the conditions imposed on the Licence, if any, and the Applicant shall complete the application within fourteen (14) days of the decision of the Windsor Licensing Commission.

5.27 Decisions made by the Windsor Licensing Commission are final.

6 Licensing Requirements

APPLYING TO OBTAIN OR RENEW A LICENCE

6.1 Any person seeking to obtain or renew a Rental Housing Unit Licence shall:

(a) Be at least eighteen (18) years of age;

(b) Complete an application in the form prescribed by the Licence Commissioner, including setting out such information and attaching such additional documentation as may be required by the Licence

Commissioner which includes the information and documentation outlined in Schedule 2;

(c) Submit their completed application to the Licence Commissioner; and,

(d) Pay the applicable fee pursuant to Schedule 1.

6.2 A separate Licence shall be required for each Rental Housing Unit.

6.3 An application shall only be made in person by the Applicant, who at the time of application shall present two (2) forms of government issued identification, one being photo and the other demonstrating proof of status in Canada, to the satisfaction of the Licence Commissioner.

6.4 Despite section 6.3, an Authorized Agent of the Applicant may make the application if they have written authorization to do so from at least one (1) of the Applicants along with two (2) forms of government issued identification, one being photo and the other demonstrating proof of status in Canada, to the satisfaction of the Licence Commissioner.

6.5 Prior to the issuance of a Licence, a copy of the application may be forwarded for a report or comments to the Medical Officer of Health, the Fire Chief, the Chief Building Official, the Chief of Police and any other departments of the City, and any other public authorities which may have an interest in the licence application, or for such information as may be required under this By-law or any other legislation.

6.6 Receipt of the application, request for renewal, or submission of the licence fee shall not constitute approval of the application for, or renewal of, a Licence, nor shall it obligate the City to issue or renew any such Licence.

6.7 Despite section 6.6, if a Licensee has remitted the prescribed renewal fee, the Licence shall be deemed to continue until the renewal is granted or refused, subject to the Licensees' avenue for appeal under Part 5 of this By-law.

6.8 Every Licence issued under this By-law shall expire on May 31 of the year following issuance unless revoked or otherwise terminated under this By-law prior to that date. When a renewal deadline expires on a Saturday, Sunday or holiday, the act or proceeding may be done or taken on the next following that is a business day.

6.9 A Licence may be obtained for one-half the applicable fee as established in Schedule 1 of this By-law if the Licence is obtained on or after February 1 of the same year.

6.10 A Licence not renewed by the deadline day shall be deemed to have lapsed at 12:01 a.m. the following day and the person whose name the original Licence was issued under shall not operate a Rental Housing Unit.

6.11 Despite section 6.10, a Licence that has not lapsed by more than 356 days from the date of the renewal deadline may still be renewed and the Applicant shall be liable to pay the licence fee established by this By-law together with the penalty of 50% over the base fee.

6.12 A Licence that has lapsed more than 365 days from the date of the renewal deadline shall be deemed cancelled and no longer eligible for renewal.

6.13 A Licensee who operates with a Licence that has been cancelled under section 6.12 may not apply for a new Licence unless the outstanding renewal fee and late renewal fee has been paid.

CHANGES IN INFORMATION

6.14 Every Applicant or Licensee shall notify the Licence Commissioner in writing within seven (7) days of any change in any information contained in the application for a Licence or renewal thereof.

6.15 Where the changes in section 6.14 include a change in the legal entity of the Licensee, the existing Licence shall be cancelled and a new Licence shall be obtained by the said legal entity, subject to all of the licensing requirements of this By-law.

6.16 Notwithstanding section 6.15, where there is a change in any of the registered owners of a Rental Housing Unit, a new Licence shall be obtained by all the parties operating or proposing to operate a Rental Housing Unit.

6.17 Where there is a change to a Rental Housing Unit as a result of a renovation or other similar work, the Owner shall notify the Licence Commissioner, as per section 6.14, and the Licence Commissioner may require such Owner to apply for a new Licence if such renovations or similar work are deemed to be significant.

6.18 Where an Owner intends to operate a Rental Housing Unit at a location different than the dwelling unit identified in their application, the existing Licence shall be cancelled and a new Licence shall be obtained before the intended Rental Housing Unit may operate.

7 Regulatory Requirements

REQUIREMENTS FOR OWNERS

7.1 No Owner shall allow any person to operate their Rental Housing Unit unless such person has been registered with the City as per Schedule 2 and section 7.4 of this by-law.

7.2 Every Owner of a Rental Housing Unit shall operate their Rental Housing Unit in accordance with the conditions of its Licence.

7.3 Every Owner shall post the Licence supplied by the City at the time of issuance or renewal, along with any additional documents or materials prescribed in Schedule 2 as being required for display, in a conspicuous place within 1 metre of the Rental Housing Unit's main entrance.

7.4 Every Owner shall ensure that the list of Authorized Agents and Operators relating to a Rental Housing Unit is up-to-date and accurate in accordance with Schedule 2 of this By-law.

7.5 Notwithstanding the requirements under Schedule 2 and section 7.2 of this By-law, every Owner shall be fully responsible for any and all decisions and actions governed by this By-law, including those taken by an Operator or Authorized Agent, whether or not such individual has been identified as such by the Owner and whether or not such individual was granted explicit permission or authority to make such decisions or take such actions.

7.6 The Owner of a Rental Housing Unit may be charged and convicted of an offence under this By-law for which an Operator or Authorized Agent is subject to be charged and on conviction the Owner is liable to the penalty prescribed for the offence.

REQUIREMENTS FOR OPERATORS

7.7 No Operator shall operate a Rental Housing Unit unless they are registered with the City for that purpose by the Owner in accordance with Schedule 2 and section 7.4 of this By-law.

7.8 Every Operator registered in accordance with Schedule 2 and section 7.4 and who is an Individual Person shall be at least 18 years of age at the time of registration.

7.9 Every Operator shall be required to identify themselves upon request by an Officer or any other person authorized to administer or enforce this By-law.

8 Administrative Matters

NOTICE

8.1 Any notice or other information required or authorized to be forwarded, given or served under this By-law is sufficiently given if delivered personally or sent by ordinary, prepaid mail addressed to the person to whom delivery is required to be made at the address shown on the application or at last address shown or appearing on the records of the City. In the case of a corporation, this shall include delivery personally or by ordinary, prepaid mail delivered to any Individual Person who acts or appears to act for the benefit of such corporation, including a sales or customer service representative or an individual person employed or contracted by such corporation who is located at the premises of such corporation or any of such corporation's affiliates, subsidiaries or parent corporations, as the case may be.

8.2 Where service is effected by ordinary, prepaid mail, it shall be deemed to be made on the fifth (5^{th}) day after the date of mailing, unless the person on whom service is being made establishes to the satisfaction of the Licence Commissioner that they did not, acting in good faith, through absence, accident, illness, or other cause beyond their control, receive the notice or Order until a later date.

MINOR NATURE OF POWERS DELEGATED

8.3 For the purposes of section 23.2(4) of the *Municipal Act*, it is the opinion of Council that the powers delegated to the Licence Commissioner, the Windsor Licensing Commission pursuant to this By-law are of a minor nature.

9 Enforcement

POWERS OF AN OFFICER

9.1 The provisions of this By-law may be enforced by an Officer.

9.2 An Officer who has reasonable grounds to believe that a person has contravened any provision of this By-law may require that person provide identification to the Officer.

9.3 Any information provided to the Officer under section 9.2 is presumed to be correct and accurate and is admissible in any proceeding.

9.4 All persons who are required by an Officer to provide identification under section 9.2 shall provide such identification to the Officer. Failure to provide sufficient or correct and accurate identification shall constitute an offence as set out under section 9.7of this By-law.

9.5 An Officer may issue an Order to any person governed by the provisions of this By-law, directing such person to:

(a) discontinue a contravening activity; or

(b) do work to correct a contravention.

9.6 Failure to comply with an Order under section 9.5 is an offence and every person named in such Order shall be subject to penalties and remedies prescribed under this By-law.

9.7 No person shall hinder or obstruct, or attempt to hinder or obstruct, an Officer who is exercising a power or performing a duty under this By-law.

POWERS OF ENTRY AND INSPECTION

9.8 Officers, and any person acting under their direction, may, at any reasonable time or at any time when there are reasonable grounds to believe that a contravention of this By-law is occurring or alleged to be occurring and subject to applicable law, enter onto any property to determine if the provisions of this By-law are being complied with.

9.9 Officers are authorized, for the purposes of an inspection to determine and enforce compliance with the By-law, to:

(a) direct an Owner or Operator to provide a Tenant with notice in accordance with the *Residential Tenancies Act, 2006* to allow entry into the unit to carry out an inspection;

(b) enter, at any reasonable time, onto any property, other than an occupied Dwelling Unit unless authorized by the occupier of such Dwelling Unit or under the authority of a warrant issued by a court of competent jurisdiction;

(c) require any person to produce for inspection any substance, equipment, documents, or other things relevant to the alleged offence or inspection;

(d) alone or in conjunction with persons possessing special or expert knowledge, make examinations, take tests, obtain samples, and/or make audio, video and/or photographic records relevant to the alleged offence or inspection; and/or

(e) require information from any person concerning the alleged offence or inspection.

10 Offences and Penalties

10.1 Every person who contravenes a provision of this by-law or direction provided by an Officer in order to achieve compliance shall be guilty of an offence and upon conviction shall be liable to a fine as provided for in the *Provincial Offences Act,* R.S.O. 1990, C. P.33, and as set out below:

(a) Upon a first conviction, a fine of not less than $500 and not more than $5,000.00.

(b) Upon a second or subsequent conviction, a fine of not less than $500.00 and not more than $10,000.00.

(c) Upon conviction for a multiple offence, for each offence included in the multiple offence, a fine of not less than $500.00 and not more than $10,000.00.

(d) Upon a first conviction, where the person is a corporation, a fine not less than $500.00 and not more than $100,000.00.

(e) Upon a second or subsequent conviction, where the person is a corporation, a fine of not less than $500.00 and not more than $100,000.00.

(f) Upon conviction for a multiple offence, for each offence included in the multiple offence and where the person is a corporation, a fine of not less than $500.00 and not more than $100,000.00.

COLLECTION OF UNPAID PENALTIES AND FINES

10.2 Pursuant to section 441 of the *Municipal Act*, if any part of a fine for a contravention of this by-law remains unpaid after the fine becomes due and payable under section 66 of the *Provincial Offences Act*, including any extension of time for payment ordered under that section, the City Treasurer or their designate may give the person against whom the fine was imposed written notice specifying the amount of the fine payable and the final date on which it is payable, which shall be not less than 21 days after the date of the notice. The notice shall be sent by registered mail to be delivered to that person at the person's residence or place or business.

10.3 If the fine referred to in section 10.2 remains unpaid after the final date on which it is payable as specified in the notice, the fine shall be deemed unpaid taxes for the purposes of section 351 of the *Municipal Act*.

CONTINUATION, REPETITION PROHIBITED BY ORDER

10.4 The court in which a conviction has been entered, and any court of competent jurisdiction thereafter, may make an Order prohibiting the continuation or

repetition of the offence by the person convicted, and such Order shall be in addition to any other penalty imposed on the Person convicted.

11 Severability

11.1 If any provision or part of this By-law is declared by any court or tribunal of competent jurisdiction to be illegal or inoperative, in whole or in part, or inoperative in particular circumstances, the balance of the By-law, or its application in other circumstances, shall not be affected and shall continue to be in full force and effect.

12 Schedules

12.1 Schedules attached to and forming part of this by-law:
Schedule 1 – Licence Application and Renewal Fees
Schedule 2 – Required Supporting Documentation

13 Force and Effect

13.1 This By-law shall come into force on the XX day of XXX of XXXX.

Schedule 1 – Licence Application and Renewal Fees

	Initial Application	Renewal
Administration	111.80	111.80
Building Inspection	83.70	83.70
Zoning Letter	41.00	--
Fire Inspection	150.00	--
Enforcement	23.94	23.94
Office Expense Overhead	21.95	21.95
Corporate Support Overhead	33.15	33.15
Total	**$466**	**$275**

Schedule 2 – Required Supporting Documentation

REQUIREMENTS FOR ALL APPLICATIONS

S2.1 Every application to obtain or renew a Residential Rental Licence shall include:

(a) The municipal address and legal description of the Rental Housing Unit;

(b) The number of bedrooms within the Rental Housing Unit;

(c) The name and Contact Information of each Owner;

(d) If an Owner is a partnership, the name and Contact Information of each partner;

(e) If an Owner is a corporation:

(i) the address of its head office;

(ii) the name and Contact Information of each director, officer and shareholder who holds more than 30% of the issued shares in the corporation; and

(iii) a Corporate Profile report dated no more than thirty (30) days from the date of application submission

(f) Proof of ownership of the Rental Housing Unit, satisfactory to the Licence Commissioner;

(g) Proof of Insurance that:

(i) Includes a limit of liability no less than $2,000,000 (two million dollars) per occurrence for property damage and bodily injury;

(ii) Identifies the proposed use of the premise is that of a rental property; and

(iii) Requires that the Licence Commissioner be notified of any intended cancellation by the insurer no fewer than fourteen (14) days prior to such cancellation;

(h) A completed police record check every Owner and Applicant, if different from the Owner, issued by an Ontario Police Service for the jurisdiction in which each Applicant or Owner resides, not more than thirty (30) days before the date of application submission, including:

(i) If the Owner or Applicant is a partnership, a completed police records check for each partner; or,

(ii) If the Owner or Applicant is a corporation, a completed police records check for each director, officer or shareholder who holds more than thirty percent (30%) of the issued shares in a corporation;

(i) If none of the Owners reside in the City of Windsor, or if the Owner is a corporation, the name and Contact Information of a Local Contact;

(j) A list for registration by the City of all Authorized Agents at the time of application, including their Contact Information;

(k) A list for registration by the City of all Operators at the time of application, including their Contact Information;

(l) A sworn statement by each Applicant certifying the accuracy, truthfulness, and completeness of the application; and,

(m) Any other information required to be provided under this by-law or as may be requested by the Commissioner.

REQUIREMENTS FOR LICENCE ISSUANCE (NEW LICENCES)

S2.2 In addition to the requirements of S2.1, every application to issue (not renew) a Residential Rental licence shall also include:

(a) An inspection certificate from a certified Electrical Safety Authority technician confirming the electrical system is in proper working order, which results from an inspection that was conducted no more than six (6) months prior to the date of application submission; and,

(b) A completed Property Standards and Safety Checklist;

(c) A signed written statement that:

(i) The Rental Housing Unit is in compliance with the *Building Code Act, 1992* or any regulations made under it, including the Building Code;

(ii) The Rental Housing Unit is in compliance with the *Fire Protection and Prevention Act, 1997*, or any regulations made under it, including the Fire Code;

(iii) The Rental Housing Unit is in compliance with the *Electricity Act, 1998,* S.O. 1998, c.15, Sched. A, as amended, or any regulations made under it, including the Electrical Safety Code;

(iv) The Rental Housing Unit is in compliance with all applicable City By-laws;

(v) The Owner and any person listed as an Authorized Agent or Operator is aware of all relevant federal and provincial legislation, including the *Human Rights Code*, R.S.O. 1990, c. H. 19, as amended, as well as all relevant municipal by-laws, and that they, and the Rental Housing Unit, will comply with all of them; and

(vi) The Applicant or Owner confirms the accuracy, truthfulness and completeness of the information submitted.

REQUIREMENTS FOR LICENCE RENEWAL

S2.3 The information or documentation referred to in section S2.2(a) shall only be required for the issuance of a licence, not a renewal, except for every fifth renewal (every 5 years), at which time the Licence Commissioner may require the information or documentation to be produced.

Residential Rental Licensing Public Feedback Survey Summary of Data and Findings

In March 2021, Windsor City Council directed Administration to prepare a draft by-law to licence residential rental housing in Windsor, beginning with a pilot study in Wards 1 and 2. As part of the development of this pilot study and its enabling by-law, Council directed Administration to undertake robust consultation with stakeholders. A proposed framework for regulating residential rentals, based off of the City's existing Class 1 Lodging Home Licence as well as residential rental licensing programs in other municipalities, was presented to the City's Housing and Homelessness and Town and Gown Advisory Committees in September 2021, where Committee members representing a range of private, public, and non-profit organizations asked questions about safety and raised concerns about affordability and availability of housing stock. In response to this, Administration undertook a public survey to collect additional feedback from the public about the proposed framework and identify ways to address these concerns.

The survey was available to all interested members the public through an online over three weeks in Fall 2021. Printed copies of the survey were also available on request through 311. Participants were asked to share information about their experiences with residential rental housing, their opinions of potential framework tools, and the potential financial impacts of licensing. Information about participant demographics, including area of residency and inclusion in groups protected by the Ontario Human Rights Code, was also requested.

The survey received a substantial number of responses, with the large majority of participants identifying as Windsor residents.

Methodology

Administration undertook this survey to secure feedback from the public about the issues raised during consultations with the City's Advisory Committees. The survey's questions were designed to help Administration understand the frequency and level of concern about particular issues surrounding residential rental properties, perceptions of the tools used in existing regulatory frameworks, and specific questions about the financial impacts of the licence from the perspective of different stakeholder groups in order to produce their recommended draft by-law and framework. Demographic data was also requested in order to assess whether specific stakeholder groups, particularly those recognized as protected by the Ontario Human Rights Code, responded distinctly compared to participants overall.

The survey was made available through a link on the City's web page to an online form. A paper version of the survey was also made available upon request by contacting 311, which could be returned to the City at no cost to the participant at any Windsor Public Library branch. The survey was promoted through a press release and was reported on by local digital and broadcast media, with the intent of primarily reaching Windsor residents.

The survey was open to individuals 18 years of age or older. Survey responses were collected anonymously.

The survey, included in its print form as an appendix to this report, contained a total of 38 questions split into five (5) sections. All participants received Section 1, Demographic Data and Residency, and Section 5, Licensing Framework. Section 2, Questions for Landlords, Section 3, Questions for Owner Residents, and Section 4, Questions for Renters, consisted of analogous questions about issue frequency and concern with minor modifications appropriate for each participant group. Participants were routed to each section depending on their response to specific questions, which also determined which respondent group their data was classified as. No participant received all 38 questions. Responses were considered complete and included in the data set if all questions in the appropriate sections for their respondent group were answered.

A total of 1104 online survey attempts were recorded. Twelve (12) requests for paper surveys were received through 311 and one (1) paper survey was returned. After assessing responses for completeness, 721 responses were retained for reporting.

Limitations

All survey results should be evaluated by readers with consideration of the inherent sampling challenges that a voluntary, primarily online survey presents. It is not feasible for the City to collect a randomized sample of responses from the desired stakeholder population at this time. Disparities in awareness of the survey or higher distribution of the online survey link to particular demographics may result in over- or under-representation of particular demographics.

Key Highlights

In general, respondent groups indicated their experiences with rental housing issues differently. Landlords reported the lowest rates of issue frequency across for issues evaluated. Renters indicated most frequently experiencing issues with housing affordability and availability. Owner Residents indicated experiencing issues at higher frequency rates more often than either Renters or Landlords, primarily around issues related to the number of occupants sharing a property, like overcrowding, parking availability, or noise and nuisance complaints.

Of issue frequency and priority of concern

Renters reported issues with housing affordability and availability as both most frequent and of highest priority. Beyond this, frequency was not observed to be a consistent predictor of the priority of concern participants assigned to an issue. Priorities also differed across respondent groups. A notable outlier to this was property standards issues, which were indicated as a high priority of concern for all respondent groups.

Of feedback on the proposed licensing framework

Landlords usually indicated any proposed regulatory tool was both unimportant and ineffective. The tools most often identified as effective by Landlords were those focused on information and communication, such as contact information for owners and agents, corporate ownership information, proof of insurance, or a declaration of awareness of City by-laws. Building and Fire inspections were identified as “very important” by a large majority of Owner Residents, Renters, and Others, but were not perceived as equally effective.

A substantial number of comments were received through the survey from all respondent groups, which can be provided if requested. Many comments from all respondent groups expressed frustration with issues outside of the regulatory scope of a municipal license, such as rent costs and increases, issues with the Landlord Tenant Board and *Residential Tenancies Act*, or the presence or concentration of rental properties in a given neighbourhood. Sentiments returned by all participant groups tended not to support the proposed licensing program, or questioned its effectiveness, or expressed concern about its costs. Comments expressing clear support for the proposed licensing framework were provided most often by Owner Residents.

Of survey response rates

The survey received a much higher number of responses than anticipated based on uptake of the City’s previous public surveys on other topics. However, a significant number of people who attempted the survey did not complete it. Based on the points where the survey was abandoned, indicated by an absence of data from a specific question forward, Administration believes this may have been due to two reasons:

- Respondents did not wish to provide the information requested, such as Question 14 which asked Landlords to indicate the number of properties they owned; or,
- Respondents found the survey too long, indicated by the number of attempts abandoned at Question 34 where a second matrix of questions was asked.

Detailed Findings

The tables that follow provide a tally of the survey responses received in several columns representing mutually exclusive stakeholder groups. To classify this data, participants were asked whether they resided in Windsor (Q10) as well as whether they resided within the pilot study area (Q11). Following this, participants were asked if they owned residential property in Windsor (Q12), and further whether they rented out part or all of it (Q13). Respondents who answered "Yes" to this question were classified as Landlords ("LL"). Participants who indicated they own residential property in Windsor but do not offer it for rent were classified as Owner Residents ("OR"). Participants were also asked if they lived in a household where someone pays rent to occupy their unit (Q27). Those who answered "Yes" to this question and who also indicated they did not own residential property in Windsor were classified as Renters ("RT").

Each of these respondent groups were further subdivided based on their residency. Landlords were subdivided by their response to Question 10 into Resident Landlords ("LL-RES") and Out of Town Landlords ("LL-OOT"). Owner Residents were subdivided based on their response to Question 11 into those residing within the pilot study area ("OR-IN") and those residing outside of it ("OR-OUT"). Renters were subdivided in the same fashion into subgroups of those residing in the pilot study area ("RT-IN") and outside of it ("RT-OUT").

Participants who indicated they did not live in Windsor, did not own residential property in Windsor, and did not rent a dwelling in Windsor were classified as Others ("OT"). Although not directly a stakeholder in municipal licensing, responses from these participants was accepted in order to allow anyone interested in the topic to engage with the survey. This approach was taken to allow data collected from participants who are not direct stakeholders to be evaluated discretely from other responses and avoid incentivising motivated participants to misclassify themselves in order to access the survey.

Demographics

Demographic information was requested from respondents to provide a measure of the representativeness of responses received in comparison to available data from the Census. Questions about specific qualities protected by the Ontario Human Rights Code was requested to monitor for potential disproportionate impacts to these groups, as recommended in literature published by the Ontario Human Rights Commission.

Residency

Most (74%) survey responses were received from residents of Windsor, with just over half of respondents (54%) indicating they resided in the pilot area. Of participants who indicated they neither owned property or resided in Windsor, 69% were received from IP addresses located within Essex County, 24% from elsewhere in Ontario, and 5% in other provinces.

Age

People between 26 and 39 years old represented the largest portion of respondents (42%), with the next largest group between 51 and 65 years old (24%). 78% of respondents in the youngest age bracket (18 to 25 years old) were Renters.

Table 1-1: Responses by Age (Q1)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
18-25	6	5	1	1	1	0	39	20	19	4	50
26-39	82	57	25	36	24	12	148	78	70	38	304
40-50	52	26	26	20	15	5	35	16	19	21	128
51-65	51	32	19	47	31	16	43	17	26	32	173
66-75	7	6	1	26	20	6	7	4	3	16	56
76 +	1	1	0	4	4	0	2	0	2	0	7
Prefer not to answer	2	1	1	0	0	0	1	1	0	0	3
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Gender

Most respondents overall identified as women (55%). Most Landlords identified as men (59%). 76% of respondents identifying as Non-Binary were Renters.

Table 1-2: Responses by Gender Identity (Q2)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Man	119	74	45	48	32	16	79	39	40	39	285
Woman	70	48	22	81	59	22	182	91	91	64	397
Non-Binary	0	0	0	1	0	1	10	3	7	2	13
Prefer not to answer	12	6	6	4	4	0	4	3	1	6	26
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Household Income

Responses were received from a fairly even distribution of income brackets overall. Reported household incomes tended to be lowest for Renters and highest for Landlords.

Table 1-3: Responses by Household Income (Q3)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
0 - $29,999	12	10	2	2	1	1	85	45	40	10	109
$30,000 - $49,999	12	10	2	13	10	3	80	37	43	16	121
$50,000 - $69,999	25	14	11	30	20	10	60	30	30	13	128
$70,000 - $99,999	39	27	12	28	19	9	27	12	15	20	114
$100,000 - $149,999	40	28	12	28	20	8	11	3	8	23	102
$150,000 or more	40	21	19	18	12	6	2	2	0	16	76
Don’t Know	0	0	0	0	0	0	2	2	0	1	3
Prefer not to answer	33	18	15	15	13	2	8	5	3	12	68
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Household Size

Landlord and Owner Resident households were larger on average than renter households. 60% of single person households were Renters.

Table 1-4: Responses by Household Size (Q4)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Average Size	*3.23*	*3.18*	*3.32*	*2.75*	*2.77*	*2.72*	*2.31*	*2.32*	*2.29*	*2.77*	*2.72*
1	15	10	5	25	18	7	90	43	47	20	150
2	75	46	29	56	39	17	103	58	45	38	272
3	48	35	13	23	15	8	35	14	21	28	134
4	40	23	17	20	16	4	25	11	14	18	103
5	20	13	7	8	5	3	15	7	8	6	49
6	1	0	1	2	2	0	5	1	4	0	8
7	2	1	1	0	0	0	1	1	0	1	4
8	0	0	0	0	0	0	1	1	0	0	1
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Racial Identity

Most respondents across all groups identified as white (78%). 22% of Landlords identified as East Asian. 7% of Landlords and 4% of Renters identified as South Asian.

Table 1-5: Responses by Racial Identity (Q5)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Arab, Middle Eastern	8	6	2	1	1	0	7	4	3	1	17
Black	7	2	5	4	2	2	7	5	2	1	19
East Asian	44	34	10	2	1	1	2	2	0	3	51
First Nations	3	2	1	1	1	0	7	2	5	0	11
Latin American	2	2	0	1	0	1	1	0	1	1	5
South Asian	14	10	4	1	1	0	12	8	4	1	28
Southeast Asian	8	4	4	2	1	1	2	1	1	2	14
White	109	67	42	118	84	34	233	111	122	100	560
Mixed Race	2	0	2	3	3	0	3	2	1	1	9
No Answer	4	1	3	1	1	0	1	1	0	1	7
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	111	**721**

Disability

Most respondents (90%) did not identify as a person with a disability as defined under the Ontario Human Rights Code. 64% of those that did were Renters.

Table 1-6: Responses Indicating a Code-Protected Disability (Q7)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Yes	9	7	2	11	6	5	46	23	23	6	72
No	192	121	71	123	89	34	229	113	116	105	649
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

2SLBGTQA+

Most respondents (88%) did not identify as a Two-Spirit and/or LBGTQA Person. 71% of those that did were Renters.

Table 1-7: Responses Identifying as an LGBTQA and/or Two-Spirit Person (Q8)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Yes	6	4	2	7	4	3	61	30	31	11	85
No	195	124	71	127	91	36	214	106	108	100	636
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Public Assistance

Most respondents (87%) indicated no one in their household received some form of public assistance (including Ontario Works, ODSP, or OSAP). 70% of those that did were Renters.

Table 1-8: Responses Indicating Receipt of Public Assistance (Q9)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Yes	11	8	3	14	10	4	64	33	31	3	92
No	190	120	70	120	85	35	211	103	108	108	629
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Ownership and Tenure

Number of properties

Individuals who identified themselves as Landlords were asked to indicate the number of rental properties they owned. To protect anonymity in and encourage participation, bracketed values were offered instead of requesting a specific numbered value. Despite this, 72 individuals identifying as Landlords abandoned the survey at Question 14 when asked the number of properties they owned.

Table 1-9: Number of Properties Owned (Q14)

	LL-ALL	LL-RES	LL-OOT
1 property	73	44	29
2 to 4 properties	97	64	33
5 or more properties	31	20	11
Total responses	**201**	128	73

Tenure

Each participant was asked how long they had been a member of their respective respondent group. Distributions varied across all groups, with the greatest proportion of long-term (7 or more years) tenures reported by Owner Residents. Responses from two (2) Renters who indicated they did not currently have housing are not included in Table 1-9.

95 participants identifying as Owner Residents abandoned the survey at Question 22 when asked their tenure. Five (5) participants identifying as Renters abandoned the survey at Question 28 when asked their tenure.

Table 1-9: Respondent Tenure (Q15, Q22, Q28)

	LL-ALL	**LL-RES**	**LL-OOT**	**OR-ALL**	**OR-IN**	**OR-OUT**	**RT-ALL**	**RT-IN**	**RT-OUT**	**Total**
Less than one year	18	11	7	6	2	4	41	16	25	65
1 to 3 years	65	43	22	18	14	4	123	66	57	206
4 to 6 years	55	32	23	19	13	6	67	35	32	141
7 or more years	63	42	21	91	66	25	42	18	24	196
Total responses	**201**	128	73	**134**	95	39	**273**	135	138	**608**

Issues with Residential Rentals

Questions about issues regarding residential rentals were offered to participants identified as Landlords, Owner Residents, and Renters. Participants classified as Others were not offered these questions.

Participants were first asked to indicate how frequently they experienced a given issue on a five-point ordinal scale of “Never”, “Rarely”, “Sometimes”, “Often”, and “Regularly”. All issues were presented together in a matrix as one question. Following this, participants were asked to rank the same issues from 1 to 11, with 1 being their “#1 concern”. The rank value was then tallied for each concern and results compiled into five groups.

Property Standards

Participants were asked how often they encountered issues with issues like structural repairs, heating, or plumbing. Landlords indicated experiencing these issues at lower frequencies than either Owner Residents or Renters. All groups indicated property standards issues were of a high or highest priority.

Table 2-1a : Frequency of property standards issues (Q16a, Q23a, Q29a)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	8	5	3	26	19	7	42	23	19	76
Often	11	8	3	15	8	7	54	28	26	80
Sometimes	45	31	14	43	33	10	95	45	50	183
Rarely	74	44	30	24	15	9	56	27	29	154
Never	63	40	23	26	20	6	28	13	15	117
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-1b : Concern about property standards issues (Q17a, Q24a, Q30a)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	88	57	31	49	31	18	109	56	53	51
3 or 4	50	33	17	35	25	10	111	54	57	42
5 or 6	24	13	11	21	16	5	30	15	15	75
7 or 8	15	8	7	14	12	2	13	6	7	196
9 or 10 (least concern)	24	17	7	15	11	4	12	5	7	246
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Fire Safety

Participants were asked how often they encountered issues with smoke detectors, carbon monoxide alarms, extinguishers or exiting. Renters reported experiencing these issues most frequently. Landlords indicated a high priority of concern about fire safety issues.

Table 2-2a : Frequency of fire safety issues (Q16b, Q23b, Q29b)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	2	1	1	6	3	3	18	10	8	26
Often	7	6	1	7	6	1	21	11	10	35
Sometimes	14	8	6	23	12	11	50	26	24	87
Rarely	49	29	20	25	18	7	79	40	39	153
Never	129	84	45	73	56	17	107	49	58	309
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-2b : Concern about fire safety issues (Q17b, Q24b, Q30b)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	77	49	28	21	12	9	31	18	13	93
3 or 4	29	19	10	28	17	11	72	39	33	115
5 or 6	31	20	11	39	32	7	74	33	41	144
7 or 8	31	19	12	24	16	8	60	29	31	129
9 or 10 (least concern)	33	21	12	22	18	4	38	17	21	129
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Property Maintenance

Participants were asked about their experiences with issues like grass cutting, snow removal, and garbage preparation. All groups reported experiencing these issues at lower frequency rates. All groups placed some priority on property maintenance, with the majority of Owner Residents ranking it as a top (#1 or #2) concern.

Table 2-3a : Frequency of property maintenance Issues (Q16c, Q23c, Q29c)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	11	7	4	60	49	11	39	24	15	110
Often	27	21	6	27	21	6	57	29	28	111
Sometimes	30	20	10	31	19	12	57	32	25	118
Rarely	42	22	20	10	3	7	46	21	25	98
Never	91	58	33	6	3	3	76	30	46	173
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-3b : Concern about property maintenance issues (Q17c, Q24c, Q30c)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	31	19	12	68	53	15	25	17	8	74
3 or 4	76	46	30	37	26	11	67	36	31	93
5 or 6	41	28	13	15	7	8	83	38	45	139
7 or 8	27	19	8	6	4	2	60	28	32	180
9 or 10 (least concern)	26	16	10	8	5	3	40	17	23	124
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Noise or Nuisance

Participants were asked about their experiences with noise or nuisance complaints. Frequency and level of concern varied across all groups.

Table 2-4a: Frequency of noise or nuisance Issues (Q16d, Q23d, Q29d)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	4	3	1	29	22	7	27	18	9	60
Often	3	2	1	22	17	5	31	12	19	56
Sometimes	15	12	3	46	33	13	51	23	28	112
Rarely	51	31	20	23	15	8	67	35	32	141
Never	128	80	48	14	8	6	99	48	51	241
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-4b : Concern about noise or nuisance Issues (Q17d, Q24d, Q30d)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	15	9	6	36	27	9	12	6	6	142
3 or 4	50	34	16	42	29	13	41	21	20	118
5 or 6	60	40	20	36	24	12	58	33	25	154
7 or 8	33	18	15	11	9	2	74	27	47	133
9 or 10 (least concern)	43	27	16	9	6	3	90	49	41	63
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Overcrowding and Occupancy

Participants were asked about their experiences with overcrowding or issues with the number of occupants in a unit. Owner Residents indicated substantially higher frequency and level of concern about this over Landlords and Renters.

Table 2-5a: Frequency of overcrowding issues (Q16e, Q23e, Q29e)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	2	2	0	38	29	9	9	7	2	49
Often	3	3	0	23	20	3	16	9	7	42
Sometimes	5	5	0	22	16	6	32	17	15	59
Rarely	23	16	7	23	14	9	47	24	23	93
Never	168	102	66	28	16	12	171	79	92	367
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-5b : Concern about overcrowding issues (Q17e, Q24e, Q30e)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	15	9	6	28	23	5	10	6	4	200
3 or 4	40	28	12	31	26	5	31	15	16	116
5 or 6	52	34	18	41	25	16	46	23	23	139
7 or 8	37	23	14	21	16	5	58	31	27	102
9 or 10 (least concern)	57	34	23	13	5	8	130	61	69	53
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Parking Availability

Participants were asked about their experiences with parking availability. Most Owner Residents indicated experiencing this issue “Sometimes” or “Regularly”. Most participants indicated moderate or low concern priority about the issue.

Table 2-6a : Frequency of parking availability issues (Q16f, Q23f, Q29f)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	8	7	1	42	32	10	55	34	21	105
Often	4	3	1	20	12	8	38	19	19	62
Sometimes	19	11	8	35	26	9	53	22	31	107
Rarely	43	28	15	19	13	6	39	17	22	101
Never	127	79	48	18	12	6	90	44	46	235
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-6b : Concern about parking availability (Q17f, Q24f, Q30f)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	17	11	6	20	13	7	15	8	7	188
3 or 4	12	5	7	32	20	12	41	22	19	140
5 or 6	57	38	19	35	28	7	53	31	22	145
7 or 8	45	29	16	25	20	5	70	33	37	85
9 or 10 (least concern)	70	45	25	22	14	8	96	42	54	52
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Housing Affordability

Participants were asked about issues related to the operating costs or utilities associated with rental units. Most Renters indicated experiencing issues “Often” or “Regularly” and a substantial majority placed this as a high priority concern.

Table 2-7a : Frequency of housing affordability (Q16g, Q23g, Q29g)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	16	12	4	23	12	11	112	53	59	151
Often	9	7	2	16	11	5	55	28	27	80
Sometimes	39	27	12	29	21	8	41	25	16	109
Rarely	39	21	18	23	17	6	24	9	15	86
Never	98	61	37	43	34	9	43	21	22	184
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-7b : Concern about housing affordability (Q17g, Q24g, Q30g)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	42	25	17	14	7	7	186	90	96	89
3 or 4	34	19	15	10	8	2	25	12	13	123
5 or 6	36	21	15	23	15	8	28	13	15	87
7 or 8	55	40	15	43	25	18	25	15	10	69
9 or 10 (least concern)	34	23	11	44	40	4	11	6	5	242
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Housing Availability

Participants were asked about issues related to securing a rental unit or a unit of appropriate size. Frequency and priority of concern was higher for Renters than for Landlords or Owner Residents.

Table 2-8a: Frequency of housing availability issues (Q16h, Q23h, Q29h)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	10	8	2	18	8	10	115	55	60	143
Often	10	8	2	13	8	5	46	22	24	69
Sometimes	20	17	3	24	16	8	42	20	22	86
Rarely	38	24	14	18	15	3	24	14	10	80
Never	123	71	52	61	48	13	48	25	23	232
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-8b: Concern about housing availability issues (Q17h, Q24h, Q30h)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	14	8	6	13	8	5	120	53	67	172
3 or 4	17	13	4	8	5	3	47	20	27	163
5 or 6	20	13	7	9	5	4	27	16	11	56
7 or 8	71	46	25	43	27	16	49	28	21	72
9 or 10 (least concern)	79	48	31	61	50	11	32	19	13	147
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Timeliness of Landlord or Tenant Response

Participants were asked about the timeliness of responses regarding issues from their tenants (for Landlords), their landlord (for Renters), or from tenants or landlords (for Owner Residents). Most participants reported lower levels of frequency. Most Renters indicated a higher level of concern priority.

Table 2-9a: Frequency of issues with timeliness of landlord or tenant response (Q16i, Q23i, Q29i)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	15	8	7	23	17	6	62	33	29	100
Often	18	13	5	20	15	5	45	25	20	83
Sometimes	40	30	10	37	26	11	61	22	39	138
Rarely	52	31	21	14	7	7	52	33	19	118
Never	76	46	30	40	30	10	55	23	32	171
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-9b: Concern about issues with timeliness of landlord or tenant response (Q17i, Q24i, Q30i)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	29	19	10	4	4	0	16	10	6	208
3 or 4	37	23	14	19	15	4	53	25	28	121
5 or 6	29	20	9	18	16	2	76	31	45	123
7 or 8	37	22	15	29	22	7	55	29	26	109
9 or 10 (least concern)	69	44	25	64	38	26	75	41	34	49
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Timeliness of City Response

Participants were asked about the timeliness of the City's response to issues. Most participants reported less frequent experiences with the timeliness of City responses to issues as well as lower levels of concern priority.

Table 2-10a: Frequency of issues with timeliness of City response (Q16j, Q23j, Q29j)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	16	12	4	17	11	6	32	22	10	65
Often	15	11	4	23	18	5	24	14	10	62
Sometimes	37	31	6	45	34	11	65	24	41	147
Rarely	55	28	27	24	12	12	54	28	26	133
Never	78	46	32	25	20	5	100	48	52	203
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-10b: Concern about issues with timeliness of landlord or tenant response (Q17j, Q24j, Q30j)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	24	17	7	9	7	2	5	2	3	334
3 or 4	28	18	10	21	14	7	8	4	4	109
5 or 6	29	17	12	20	14	6	23	11	12	72
7 or 8	33	20	13	30	23	7	46	25	21	57
9 or 10 (least concern)	87	56	31	54	37	17	193	94	99	38
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Landlord and Tenant Rights and Obligations

Participants were asked about experiencing issues with landlord or tenant rights and/or obligations. Most participants indicated low rates of frequency and concern priority.

Table 2-11a: Frequency of issues regarding landlord or tenant rights/obligations (Q16k, Q23k, Q29k)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
Regularly	11	6	5	16	12	4	45	22	23	72
Often	11	9	2	13	8	5	43	24	19	67
Sometimes	31	20	11	28	19	9	44	19	25	103
Rarely	42	29	13	19	11	8	52	29	23	113
Never	106	64	42	58	45	13	91	42	49	255
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 2-11b: Concern about issues regarding landlord or tenant rights/obligations (Q17k, Q24k, Q30k)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 or 2 (most concern)	50	33	17	6	5	1	21	6	15	279
3 or 4	29	18	11	5	5	0	54	24	30	80
5 or 6	23	12	11	11	8	3	52	28	24	86
7 or 8	18	12	6	22	16	6	40	21	19	88
9 or 10 (least concern)	81	53	28	90	61	29	108	57	51	77
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Licensing Limitations

Questions about the limitations of licensing noted during Advisory Committee consultations were offered to participants identified as Landlords, Owner Residents, and Renters. Respondents classified as Others were not offered these questions.

Participants were first asked to indicate their level of concern on a five-point ordinal scale with three labels - "Not concerned", "Somewhat concerned", and "Very concerned". All issues were presented together in a matrix as one question.

Most Landlords indicated they were "Very concerned" about all limitations. Owner Residents expressed higher rates of concern about tenant behaviour and court and tribunal timelines. Most Renters indicated they were "Very concerned" about licensing adding to housing costs and potential impacts to vulnerable populations.

Table 3-1: Licensing cannot address issues with tenant behaviour (Q18a, Q25a, Q31a)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 (Not concerned)	25	18	7	16	11	5	84	34	50	125
2	3	2	1	4	1	3	23	13	10	30
3 (Somewhat concerned)	23	14	9	40	30	10	107	58	49	170
4	11	4	7	0	0	0	11	4	7	22
5 (Very Concerned)	139	90	49	74	53	21	50	27	23	263
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 3-2: Licensing fees can add to housing costs (Q18b, Q25b, Q31b)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 (Not concerned)	5	5	0	55	46	9	26	11	15	86
2	1	1	0	6	5	1	7	5	2	14
3 (Somewhat concerned)	14	8	6	44	30	14	62	30	32	120
4	13	7	6	0	0	0	14	7	7	27
5 (Very Concerned)	168	107	61	29	14	15	166	83	83	363
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 3-3: Licensing enforcement is limited by court and tribunal timelines (Q18c, Q25c, Q31c)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 (Not concerned)	13	11	2	14	12	2	42	19	23	69
2	4	4	0	4	4	0	16	9	7	24
3 (Somewhat concerned)	42	30	12	63	45	18	121	56	65	226
4	20	12	8	0	0	0	27	17	10	47
5 (Very Concerned)	122	71	51	53	34	19	69	35	34	244
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 3-4: Licensing fees can disproportionately impact vulnerable populations (Q18d, Q25d, Q31d)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 (Not concerned)	11	10	1	41	31	10	27	14	13	79
2	4	3	1	17	16	1	12	8	4	33
3 (Somewhat concerned)	30	17	13	49	35	14	64	22	42	143
4	25	14	11	0	0	0	24	10	14	49
5 (Very Concerned)	131	84	47	27	13	14	148	82	66	306
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Table 3-5: Licensing can lead landlords to remove units form existing housing stocks (Q18e, Q25e, Q31e)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Total
1 (Not concerned)	17	15	2	66	53	13	51	20	31	134
2	8	6	2	14	12	2	14	8	6	36
3 (Somewhat concerned)	29	18	11	32	20	12	67	34	33	128
4	8	8	0	0	0	0	21	11	10	29
5 (Very Concerned)	139	81	58	22	10	12	122	63	59	283
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**610**

Licensing Framework

All survey participants were asked about their perceptions of a variety of framework tools that could be included in a licensing program. Participants were first asked to indicate how important it was to include a particular tool in the proposed licensing framework on a five-point scale from "Not important" to "Somewhat important" to "Very important". All tools were presented together in a matrix as one question (Q34). Following this, participants were asked to indicate the effectiveness of the same tools on a similar scale and matrix from "Not effective" to "Somewhat effective" to "Very effective."

Owner Contact Information

Participants were asked about their perceptions of requiring owner contact information like address, phone number and email. Most participants felt requiring this information was "very important". A majority of participants felt this tool was "somewhat" to "very effective".

Table 4-1a: Importance of owner contact information (Q34a)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	92	61	31	116	86	30	220	108	112	95	523
4	13	9	4	5	4	1	15	8	7	4	37
3 (Somewhat Important)	39	22	17	10	5	5	29	15	14	8	86
2	8	4	4	2	0	2	3	2	1	0	13
1 (Not Important)	49	32	17	1	0	1	8	3	5	4	62
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-1b: Effectiveness of owner contact information (Q35a)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	70	43	27	12	11	1	21	9	12	5	108
4	9	4	5	2	0	2	12	5	7	1	24
3 (Somewhat Important)	46	30	16	28	19	9	90	49	41	18	182
2	15	8	7	10	7	3	15	9	6	10	50
1 (Not Important)	44	30	14	74	53	21	107	50	57	71	296
Don't know	17	13	4	8	5	3	30	14	16	6	61
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Agent or Property Manager Contact Information

Participants were asked about their perceptions of requiring contact information for owner agents or property managers. A large majority of Owner Residents, Renters, and Others felt this was "very important" to include in the proposed framework. The largest proportion of Landlords also shared this perception. Opinions across all groups were more divided as to whether this requirement was effective.

Table 4-2a: Importance of agent or property manager contact information (Q34b)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	95	59	36	117	88	29	210	103	107	94	516
4	15	11	4	5	2	3	22	12	10	4	46
3 (Somewhat Important)	40	22	18	10	5	5	32	15	17	9	91
2	2	1	1	1	0	1	2	2	0	0	5
1 (Not Important)	49	35	14	1	0	1	9	4	5	4	63
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-2b: Effectiveness of agent or property manager contact information (Q35b)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	72	46	26	12	10	2	21	12	9	8	113
4	8	4	4	1	1	0	11	4	7	1	21
3 (Somewhat Important)	46	30	16	25	18	7	93	46	47	15	179
2	11	9	2	17	12	5	13	10	3	10	51
1 (Not Important)	49	28	21	71	51	20	104	50	54	72	296
Don't know	15	11	4	8	3	5	33	14	19	5	61
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Corporate Ownership Information

Participants were asked about their perception of requiring corporate ownership information, such as the identity and contact information of corporate owners or directors, in order to issue a residential rental licence. A large majority of Owner Residents, Renters, and Others indicated this requirement was important. A majority of participants indicated this tool was "somewhat" to "very" effective.

Table 4-3a: Importance of corporate ownership information (Q34c)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	72	53	19	107	78	29	194	93	101	92	465
4	8	5	3	5	3	2	20	15	5	4	37
3 (Somewhat Important)	43	22	21	16	11	5	45	19	26	9	113
2	10	6	4	2	0	2	3	3	0	0	15
1 (Not Important)	68	42	26	4	3	1	13	6	7	6	91
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-3b: Effectiveness of corporate ownership information (Q35c)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	86	53	33	15	14	1	30	13	17	7	138
4	14	7	7	4	1	3	15	8	7	1	34
3 (Somewhat Important)	41	26	15	23	14	9	94	49	45	18	176
2	6	6	0	17	14	3	10	5	5	8	41
1 (Not Important)	35	26	9	63	45	18	92	44	48	72	262
Don't know	19	10	9	12	7	5	34	17	17	5	70
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Proof of Insurance

Participants were asked about their perception of requiring proof of appropriate insurance as part of the licensing framework. A majority of participants felt this tool was "very important", including the largest proportion of landlords. Most participants indicated this tool was "somewhat" to "very important".

Table 4-4a: Importance of proof of insurance (Q34d)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	83	58	25	113	84	29	204	103	101	99	499
4	18	13	5	6	3	3	17	7	10	1	42
3 (Somewhat Important)	44	21	23	8	4	4	40	18	22	7	99
2	6	1	5	1	0	1	5	4	1	1	13
1 (Not Important)	50	35	15	6	4	2	9	4	5	3	68
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-4b: Effectiveness of proof of insurance (Q35d)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	85	50	35	12	9	3	20	9	11	6	123
4	9	5	4	2	2	0	5	2	3	1	17
3 (Somewhat Important)	38	27	11	21	15	6	77	38	39	11	147
2	9	6	3	13	7	6	15	7	8	6	43
1 (Not Important)	46	30	16	76	56	20	127	64	63	84	333
Don't know	14	10	4	10	6	4	31	16	15	3	58
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Fire Safety Plan

Participants were asked about their perceptions of requiring a fire safety plan showing emergency and alternate exits as part of the licensing program. Most Owner Residents, Renters, and Others indicated a fire safety plan was "very important" and "somewhat" to "very effective".

Table 4-5a: Importance of a fire safety plan (Q34e)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	59	37	22	103	76	27	204	102	102	89	455
4	17	13	4	11	7	4	20	11	9	6	54
3 (Somewhat Important)	58	33	25	13	9	4	42	18	24	8	121
2	10	6	4	3	1	2	4	3	1	1	18
1 (Not Important)	57	39	18	4	2	2	5	2	3	7	73
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-5b: Effectiveness of a fire safety plan (Q35e)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	86	52	34	10	6	4	20	8	12	7	123
4	10	7	3	5	4	1	7	3	4	2	24
3 (Somewhat Important)	51	32	19	27	18	9	69	31	38	16	163
2	6	3	3	15	11	4	21	9	12	5	47
1 (Not Important)	36	25	11	66	49	17	129	68	61	79	310
Don't know	12	9	3	11	7	4	29	17	12	2	54
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Site Plan

Participants were asked about their perceptions of requiring a site plan showing the unit's layout, bedroom locations and maximum number of occupants as part of the licensing program. Most Owner Residents, Renters and Others indicated this was "somewhat" to "very important" and "somewhat" to "very effective."

Table 4-6a: Importance of a site plan (Q34f)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	28	21	7	86	64	22	132	69	63	75	321
4	9	4	5	14	9	5	28	14	14	12	63
3 (Somewhat Important)	50	33	17	19	13	6	80	30	50	16	165
2	16	9	7	6	4	2	12	8	4	0	34
1 (Not Important)	98	61	37	9	5	4	23	15	8	8	138
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-6b: Effectiveness of a site plan (Q35f)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	109	66	43	11	7	4	36	19	17	8	164
4	13	8	5	10	7	3	17	8	9	3	43
3 (Somewhat Important)	39	25	14	26	19	7	93	44	49	22	180
2	5	1	4	14	10	4	20	10	10	9	48
1 (Not Important)	21	17	4	63	45	18	76	39	37	61	221
Don't know	14	11	3	10	7	3	33	16	17	8	65
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Floor Plan

Participants were asked about their perceptions of requiring a floor plan showing the unit's layout, bedroom locations and maximum number of occupants as part of the licensing program. Most Owner Residents, Renters and Others indicated this was "somewhat" to "very important" and "somewhat" to "very effective."

Table 4-7a: Importance of a floor plan (Q34g)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	27	21	6	91	68	23	135	73	62	73	326
4	14	8	6	10	7	3	23	11	12	13	60
3 (Somewhat Important)	48	31	17	20	14	6	85	33	52	16	169
2	12	7	5	6	3	3	13	8	5	0	31
1 (Not Important)	100	61	39	7	3	4	19	11	8	9	135
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-7b: Effectiveness of a floor plan (Q35g)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	108	66	42	12	8	4	35	18	17	10	165
4	12	7	5	9	6	3	15	8	7	4	40
3 (Somewhat Important)	43	28	15	30	20	10	96	42	54	20	189
2	6	2	4	11	8	3	16	9	7	10	43
1 (Not Important)	19	15	4	62	47	15	81	44	37	60	222
Don't know	13	10	3	10	6	4	32	15	17	7	62
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

By-law Declaration

Participants were asked about their perceptions of requiring licence applicants to sign an declaration of awareness of City by-laws related to noise, dirty yards, and garbage preparation as part of the licensing framework. A majority of respondents in all groups indicated this was "somewhat" to "very important" as well as "somewhat" to "very effective".

Table 4-8a: Importance of a declaration of awareness of City by-laws (Q34h)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	51	37	14	101	76	25	152	78	74	90	394
4	14	9	5	15	9	6	35	15	20	4	68
3 (Somewhat Important)	50	31	19	11	7	4	64	27	37	12	137
2	15	7	8	4	2	2	12	9	3	0	31
1 (Not Important)	71	44	27	3	1	2	12	7	5	5	91
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-8b: Effectiveness of a declaration of awareness of City by-laws (Q35h)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	94	54	40	11	8	3	25	10	15	8	138
4	10	5	5	10	6	4	15	8	7	4	39
3 (Somewhat Important)	43	29	14	26	17	9	82	35	47	13	164
2	14	9	5	10	5	5	21	9	12	7	52
1 (Not Important)	27	21	6	64	51	13	101	56	45	74	266
Don't know	13	10	3	13	8	5	31	18	13	5	62
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Criminal Record Check

Participants were asked about their perceptions of requiring a criminal record check as part of the licensing framework. Most participants indicated this was "somewhat" to "very important" as well as "somewhat" to "very effective."

Table 4-9a: Importance of a criminal record check (Q34i)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	58	43	15	85	67	18	123	63	60	69	335
4	10	7	3	12	10	2	22	12	10	11	55
3 (Somewhat Important)	32	21	11	19	10	9	65	30	35	14	130
2	15	7	8	7	5	2	19	8	11	2	43
1 (Not Important)	86	50	36	11	3	8	46	23	23	15	158
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-9b: Effectiveness of a criminal record check (Q35i)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	106	59	47	12	7	5	50	23	27	12	180
4	7	4	3	7	5	2	10	4	6	4	28
3 (Somewhat Important)	31	24	7	26	15	11	84	38	46	15	156
2	7	3	4	13	12	1	18	13	5	12	50
1 (Not Important)	32	24	8	65	50	15	83	43	40	62	242
Don't know	18	14	4	11	6	5	30	15	15	6	65
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Provincial Offences Conviction Check

Participants were asked about their perceptions of requiring a check for convictions regarding Building Code or Fire Code offences as part of the licensing framework. Most participants indicated this was "somewhat" to "very important" as well as "somewhat" to "very effective."

Table 4-10a: Importance of a Provincial Offences check (Q34j)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	48	35	13	91	72	19	176	88	88	89	404
4	20	12	8	17	12	5	24	10	14	3	64
3 (Somewhat Important)	33	21	12	16	7	9	54	26	28	12	115
2	20	9	11	4	1	3	6	4	2	1	31
1 (Not Important)	80	51	29	6	3	3	15	8	7	6	107
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-10b: Effectiveness of a Provincial Offences check (Q35j)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	95	55	40	8	6	2	22	12	10	6	131
4	12	7	5	4	2	2	17	6	11	2	35
3 (Somewhat Important)	37	26	11	30	18	12	69	32	37	11	147
2	11	5	6	11	9	2	17	10	7	11	50
1 (Not Important)	32	24	8	66	51	15	117	59	58	76	291
Don't know	14	11	3	15	9	6	33	17	16	5	67
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Property Standards/Building Code Inspection

Participants were asked about their perceptions on requiring a Building/Property Standards inspection in order to secure a residential rental licence. A majority of Owner Residents, Renters, and Others indicated this was both "very important"' and "very effective."

Table 4-11a: Importance of a Property Standards inspection (Q34k)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	35	28	7	112	87	25	208	102	106	94	449
4	14	10	4	6	3	3	14	8	6	4	38
3 (Somewhat Important)	68	38	30	9	3	6	41	20	21	6	124
2	11	7	4	4	0	4	6	5	1	1	22
1 (Not Important)	73	45	28	3	2	1	6	1	5	6	88
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-11b: Effectiveness of a Property Standards inspection (Q35k)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	83	47	36	6	5	1	13	6	7	5	107
4	20	12	8	5	2	3	7	2	5	2	34
3 (Somewhat Important)	35	23	12	17	11	6	57	32	25	11	120
2	16	8	8	10	8	2	20	10	10	8	54
1 (Not Important)	31	26	5	82	61	21	147	69	78	82	342
Don't know	16	12	4	14	8	6	31	17	14	3	64
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Fire Inspections

Participants were asked about their perceptions on requiring a Fire safety inspection in order to secure a residential rental licence. A majority of Owner Residents, Renters, and Others indicated this was both "very important"' and "very effective."

Table 4-12a: Importance of a Fire Safety inspection (Q34l)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	52	38	14	106	78	28	211	106	105	96	465
4	22	14	8	12	9	3	17	8	9	3	54
3 (Somewhat Important)	55	31	24	11	7	4	37	18	19	7	110
2	10	6	4	3	0	3	5	3	2	1	19
1 (Not Important)	62	39	23	2	1	1	5	1	4	4	73
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-12b: Effectiveness of a Fire Safety inspection

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	74	42	32	5	4	1	9	4	5	5	93
4	14	9	5	3	2	1	9	3	6	1	27
3 (Somewhat Important)	46	31	15	21	15	6	63	32	31	10	140
2	8	3	5	13	10	3	17	10	7	9	47
1 (Not Important)	45	32	13	80	59	21	144	72	72	84	353
Don't know	14	11	3	12	5	7	33	15	18	2	61
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Information Plaque

Participants were asked about their perceptions on requiring an information plaque be posted listing rights, obligations and information resources in order to secure a residential rental licence. A majority of Owner Residents, Renters, and Others indicated this tool was "very important" as well as "somewhat" to "very effective."

Table 4-13a: Importance of an information plaque (Q34m)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	28	23	5	69	53	16	148	78	70	66	311
4	7	4	3	21	14	7	22	8	14	11	61
3 (Somewhat Important)	50	36	14	26	20	6	66	29	37	23	165
2	14	7	7	5	1	4	15	9	6	1	35
1 (Not Important)	102	58	44	13	7	6	24	12	12	10	149
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Table 4-13b: Effectiveness of an information plaque (Q35m)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
5 (Very Important)	107	60	47	20	13	7	36	20	16	12	175
4	16	10	6	14	12	2	18	6	12	3	51
3 (Somewhat Important)	38	28	10	27	18	9	69	33	36	24	158
2	4	1	3	18	12	6	14	6	8	10	46
1 (Not Important)	19	16	3	45	34	11	96	52	44	54	214
Don’t know	17	13	4	10	6	4	42	19	23	8	77
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Financial Impacts

Specific questions about the financial impacts of a proposed licensing fee of $616 per year ($51 per month) was offered to Landlords (Q19) and Renters (Q32). All participants were also asked to indicate who they felt should be responsible for paying for the costs associated with the licensing residential rentals. These questions were asked in response to feedback received during Advisory Committee consultations. Participants were first asked to indicate their level of concern on a five-point ordinal scale with three labels - “Not concerned”, “Somewhat concerned”, and “Very concerned”. All issues were presented together in a matrix as one question.

91% of Landlords indicated they would pass licensing costs on to tenants. Most Renters indicated that if this cost was passed on to them by their landlord, they would either struggle (46%) to pay their rent or would be unable to do so (29%). 54% of Landlords felt that Renters should pay for the costs associated with a residential rental licence, while 76% of Owner Residents, 80% of Renters, and 81% of Others indicated Landlords should.

Table 51-: How likely are you to pass this cost on to tenants? (Q19)

	LL-ALL	LL-RES	LL-OOT
Not likely	9	7	2
Somewhat likely	9	5	4
Very likely	183	116	67
Total responses	**201**	128	73

Table 5-2: If your landlord were to pass this cost on to you, would you be able to pay your rent? (Q32)

	RT-ALL	RT-IN	RT-OUT
I would still be able to afford my rent	33	18	15
I would struggle to afford my rent	128	59	69
I would not be able to afford my rent	80	43	37
I am currently unable to afford my rent	32	16	16
I do not currently have a dwelling	2	0	2
Total responses	**275**	136	139

Table 5-3: Who should pay for the costs associated with a residential rental licence? (Q36)

	LL-ALL	LL-RES	LL-OOT	OR-ALL	OR-IN	OR-OUT	RT-ALL	RT-IN	RT-OUT	Other	Total
Landlords should pay for all costs	8	5	3	102	74	28	221	110	111	90	421
Renters should pay for all costs	110	72	38	6	3	3	2	2	0	6	124
Taxpayers should pay for all costs	23	15	8	2	1	1	12	6	6	2	39
Costs should be shared between landlords and taxpayers	2	1	1	1	0	1	15	8	7	1	19
Costs should be shared between renters and taxpayers	15	9	6	2	2	0	1	1	0	0	18
Costs should be shared between landlords and renters	21	14	7	15	13	2	14	6	8	9	59
Costs should be shared between landlords, renters and taxpayers	22	12	10	6	2	4	10	3	7	3	41
Total responses	**201**	128	73	**134**	95	39	**275**	136	139	**111**	**721**

Residential Rental Licensing Pilot Project

Public Feedback Survey

(RRL PFS)

The City of Windsor is looking for feedback to help inform a draft residential rental licensing by-law. City staff from Legal Services, Licensing, Building, By-law Enforcement, Finance, Fire and Housing Services have developed this survey based on consultations with community representatives appointed by Council to the City's Town and Gown and Housing and Homelessness Advisory Committees. By collecting information through this survey, staff will be able to compare the feedback received from these committees with the general opinions of Windsor renters, owner residents and residential landlords. These findings will inform the final draft by-law for the pilot study.

About the Pilot Study

Council has requested a draft by-law that will allow for a two-year residential rental licensing pilot study in Wards 1 and 2. City staff have evaluated existing City of Windsor by-laws, by-laws from other municipalities and relevant additional literature to propose a licensing framework intended to:

- Bring more properties into compliance with applicable laws and safety regulations
- Support and improve existing By-law and Property Standards enforcement mechanisms
- Improve, understand and preserve Windsor's existing rental housing stock

Once the pilot study is completed, its findings will be presented to City Council along with a by-law to implement a city-wide licensing program for their consideration at a future meeting. More information about the proposed framework is available in the Public Feedback Survey Additional Information Document, which is included in this package.

About the Public Feedback Survey

The survey mostly consists of yes/no and multiple choice questions and should take most people around 10 minutes to complete. Some sections also include areas where you can provide your written comments. Before filling out this form, take a moment to review the additional information document, which includes background information on residential rental licensing and an overview of the proposed licensing framework and its components.

About your privacy

This survey does not collect personal identifying information like your name or address. The data collected will only be used to inform the design of the by-law and to report to Council regarding the outcomes of public consultations. All responses will be analyzed anonymously and any results will only be reported in aggregate.

The information on this form is collected under the authority of Section 10 of the *Municipal Act, 2001*. Information will only be used for the purpose for which it is collected and is subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

Questions about this collection may be made to:

Craig Robertson, Deputy Licence Commissioner

519-255-6100 ext. 6869

1	How old are you?	O 18-25 O 26-39 O 40-50 O 51-65 O 66-75 O 76 + O Prefer not to answer
2	Please indicate your gender.	O Man O Woman O Non-binary O Other (specify) _____ O Prefer not to answer
3	Please indicate your household income before taxes.	O 0 - $29,999 O $30,000 - $49,999 O $50,000 - $69,999 O $70,000 - $99,999 O $100,000 - $149,999 O $150,000 or more O Don’t know O Prefer not to answer

4 Including yourself, how many people live in your household on a regular basis?

- O 1
- O 2
- O 3
- O 4
- O 5
- O More (specify) _____
- O Prefer not to answer

5 People often describe themselves by their race or racial background.

For example, some people consider themselves "Black", "White", or "East Asian".

Which race category best describes you?

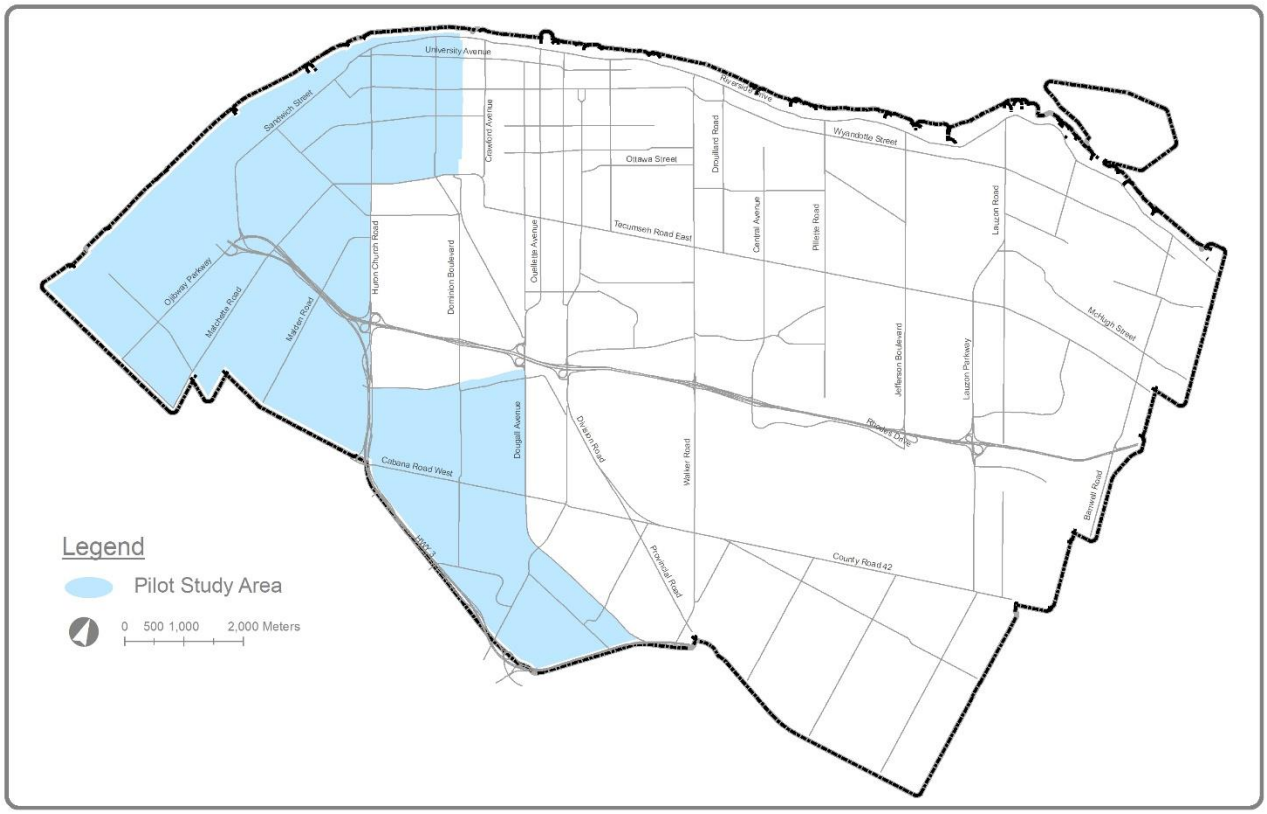
- O Arab, Middle Eastern or West Asian (examples: Afghan, Armenian, Iranian, Lebanese, Persian, Turkish)
- O Black (examples: African, African-Canadian, Afro-Caribbean)
- O East Asian (examples: Chinese, Japanese, Korean)
- O First Nations (status, non-status, treaty or non-treaty), Inuit, or Metis)
- O Latin American (examples: Brazilian, Columbian, Cuban, Mexican, Peruvian)
- O South Asian or Indo-Caribbean (examples: Indian, Indo-Guyanese, Indo-Trinidadian, Pakistani, Sri Lankan)
- O Southeast Asian (examples: Filipino, Malaysian, Singaporean, Thai, Vietnamese)
- O White (examples: English, Greek, Italian, Portuguese, Russian, Slovakian)
- O Not listed (specify) _____

6	If more than one category or mixed race: *Please select all that apply*	O Arab, Middle Eastern or West Asian O Black O East Asian O First Nations, Inuit or Metis O Latin American O South Asian or Indo-Caribbean O Southeast Asian O White O Not listed (specify) _____
7	Do you have a disability protected by the Ontario Human Rights Code?	O Yes O No O Not sure
8	Do you identify as an LGBTQA and/or Two-Spirit person?	O Yes O No
9	Does anyone in your household receive some form of public assistance (including Ontario Works, ODSP or OSAP)?	O Yes O No
10	Do you reside in Windsor?	O Yes O No
11	Do you reside in the pilot study area (Wards 1 and 2)? *see Figure 1 on Page 4 for a map of the pilot study area.*	O Yes O No

When you are finished this section, please continue to question 12.

12	Do you own one or more residential properties in Windsor?	O Yes ⟶ **continue to question 13** O No ⟶ **go to question 27**
13	Do you rent out part or all of any of your properties as a residential unit (ie. are you a **landlord**)?	O Yes ⟶ **continue to question 14** O No ⟶ **go to question 21**
14	How many residential properties do you own?	O 1 property O 2 to 4 properties O 5 or more properties
15	How long have you been a **landlord**?	O Less than one year O 1 to 3 years O 4 to 6 years O 7 or more years

Figure 1: Residential Rental Licensing Pilot Study Area



16 **As a landlord**, how **frequently** have you encountered issues like the following with your residential unit(s)?

	Never	Rarely	Sometimes	Often	Regularly
16a Property standards issues (structural repairs, heating, plumbing)	☐	☐	☐	☐	☐
16b Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)	☐	☐	☐	☐	☐
16c Property maintenance (grass cutting, snow removal, garbage preparation)	☐	☐	☐	☐	☐
16d Noise or nuisance complaints	☐	☐	☐	☐	☐
16e Overcrowding or number of occupants in a unit	☐	☐	☐	☐	☐
16f Parking availability	☐	☐	☐	☐	☐
16g Housing affordability (operating costs or utilities)	☐	☐	☐	☐	☐
16h Housing availability (securing a unit or a unit of enough size)	☐	☐	☐	☐	☐
16i Timeliness of tenant response regarding an issue	☐	☐	☐	☐	☐
16j Timeliness of City response regarding an issue	☐	☐	☐	☐	☐
16k Issues with landlord or tenant rights and/or obligations	☐	☐	☐	☐	☐

17 Please **rank your concern as a landlord** about these issues by numbering them from 1 (most concerning) to 11 (least concerning) in the box to the left of each item.

Tip: start by identifying your "number 1" concern by placing a 1 in the box next to it.

- ☐ Property standards issues (structural repairs, heating, plumbing)
- ☐ Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)
- ☐ Property maintenance (grass cutting, snow removal, garbage preparation)
- ☐ Noise or nuisance complaints
- ☐ Overcrowding or number of occupants in a unit
- ☐ Parking availability
- ☐ Housing affordability (operating costs or utilities)
- ☐ Housing availability (securing a unit or a unit of enough size)
- ☐ Timeliness of tenant response regarding an issue
- ☐ Timeliness of City response regarding an issue
- ☐ Issues with landlord or tenant rights and/or obligations

18 **As a landlord**, how **concerned** are you about the following limitations of residential rental licensing?

	Not concerned		Somewhat concerned		Very concerned
18a Licensing cannot address tenant behavioural issues	☐	☐	☐	☐	☐
18b Licensing fees can add to housing costs	☐	☐	☐	☐	☐
18c Licensing enforcement is limited by court and tribunal timelines	☐	☐	☐	☐	☐
18d Licensing fees can disproportionately impact vulnerable populations	☐	☐	☐	☐	☐
18e Licensing can lead landlords to remove units from existing housing stocks	☐	☐	☐	☐	☐

19 The proposed fee for a residential rental license is $616 per year ($51 per month). How likely are you to pass this cost on to your tenants?

- O Not likely
- O Somewhat likely
- O Very likely

20 Do you have any additional concerns about residential rentals as a landlord?

Please provide your comments in the space provided. If you need more space, please enclose additional pages with the question number clearly indicated.

When you are finished, please continue to question 21.

21 Do you live in a home you own in Windsor (ie. are you an **owner resident**)?

- O Yes ⟶ **continue to question 22**
- O No ⟶ **go to question 27**

22 How long have you lived in a home that you own?

- O Less than one year
- O 1 to 3 years
- O 4 to 6 years
- O 7 or more years

23 **As an owner resident**, how **frequently** have you encountered issues like the following with residential unit(s) in your neighbourhood?

	Never	Rarely	Sometimes	Often	Regularly
23a Property standards issues (structural repairs, heating, plumbing)	☐	☐	☐	☐	☐
23b Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)	☐	☐	☐	☐	☐
23c Property maintenance (grass cutting, snow removal, garbage preparation)	☐	☐	☐	☐	☐
23d Noise or nuisance complaints	☐	☐	☐	☐	☐
23e Overcrowding or number of occupants in a unit	☐	☐	☐	☐	☐
23f Parking availability	☐	☐	☐	☐	☐
23g Housing affordability (operating costs or utilities)	☐	☐	☐	☐	☐
23h Housing availability (securing a unit or a unit of enough size)	☐	☐	☐	☐	☐
23i Timeliness of landlord or tenant response regarding an issue	☐	☐	☐	☐	☐
23j Timeliness of City response regarding an issue	☐	☐	☐	☐	☐
23k Issues with landlord or tenant rights and/or obligations	☐	☐	☐	☐	☐

24 Please **rank your concern as an owner resident** about these issues by numbering them from 1 (most concerning) to 11 (least concerning) in the box to the left of each item.

Tip: start by identifying your "number 1" concern by placing a 1 in the box next to it.

- ☐ Property standards issues (structural repairs, heating, plumbing)
- ☐ Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)
- ☐ Property maintenance (grass cutting, snow removal, garbage preparation)
- ☐ Noise or nuisance complaints
- ☐ Overcrowding or number of occupants in a unit
- ☐ Parking availability
- ☐ Housing affordability (operating costs or utilities)
- ☐ Housing availability (securing a unit or a unit of enough size)
- ☐ Timeliness of landlord or tenant response regarding an issue
- ☐ Timeliness of City response regarding an issue
- ☐ Issues with landlord or tenant rights and/or obligations

25 As an **owner resident**, how **concerned** are you about the following **limitations** of residential rental licensing?

	Not concerned		Somewhat concerned		Very concerned
25a Licensing cannot address tenant behavioural issues	☐	☐	☐	☐	☐
25b Licensing fees can add to housing costs	☐	☐	☐	☐	☐
25c Licensing enforcement is limited by court and tribunal timelines	☐	☐	☐	☐	☐
25d Licensing fees can disproportionately impact vulnerable populations	☐	☐	☐	☐	☐
25e Licensing can lead landlords to remove units from existing housing stocks	☐	☐	☐	☐	☐

26 Do you have any additional concerns about residential rentals as an owner resident?

Please provide your comments in the space provided. If you need more space, please enclose additional pages with the question number clearly indicated.

When you are finished, please continue to question 27.

27 Do you or does someone in your household pay rent to occupy part or all of a residential rental unit that you do not own (ie. are you a **renter**)?

- O Yes ⟶ **continue to question 28**
- O No ⟶ **go to question 34**

28 How long have you been renting your current dwelling unit?

- O Less than one year
- O 1 to 3 years
- O 4 to 6 years
- O 7 or more years
- O I do not currently have a dwelling unit

29 **As a renter**, how **frequently** have you encountered issues like the following with your residential unit?

	Never	Rarely	Sometimes	Often	Regularly
29a Property standards issues (structural repairs, heating, plumbing)	☐	☐	☐	☐	☐
29b Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)	☐	☐	☐	☐	☐
29c Property maintenance (grass cutting, snow removal, garbage preparation)	☐	☐	☐	☐	☐
29d Noise or nuisance complaints	☐	☐	☐	☐	☐
29e Overcrowding or number of occupants in a unit	☐	☐	☐	☐	☐
29f Parking availability	☐	☐	☐	☐	☐
29g Housing affordability (operating costs or utilities)	☐	☐	☐	☐	☐
29h Housing availability (securing a unit or a unit of enough size)	☐	☐	☐	☐	☐
29i Timeliness of landlord response regarding an issue	☐	☐	☐	☐	☐
29j Timeliness of City response regarding an issue	☐	☐	☐	☐	☐
29k Issues with landlord or tenant rights and/or obligations	☐	☐	☐	☐	☐

30 Please **rank your concern as a renter** about these issues by numbering them from 1 (least concerning) to 11 (most concerning) in the box next to each item.

Tip: start by identifying your "number 1" concern by placing a 1 in the box next to it.

- ☐ Property standards issues (structural repairs, heating, plumbing)
- ☐ Fire safety issues (smoke detectors, carbon monoxide alarms, extinguishers, exits)
- ☐ Property maintenance (grass cutting, snow removal, garbage preparation)
- ☐ Noise or nuisance complaints
- ☐ Overcrowding or number of occupants in a unit
- ☐ Parking availability
- ☐ Housing affordability (operating costs or utilities)
- ☐ Housing availability (securing a unit or a unit of enough size)
- ☐ Timeliness of landlord response regarding an issue
- ☐ Timeliness of City response regarding an issue
- ☐ Issues with landlord or tenant rights and/or obligations

31 **As a renter**, how concerned are you about the following limitations of residential rental licensing?

	Not concerned		Somewhat concerned		Very concerned
31a Licensing cannot address tenant behavioural issues	☐	☐	☐	☐	☐
31b Licensing fees can add to housing costs	☐	☐	☐	☐	☐
31c Licensing enforcement is limited by court and tribunal timelines	☐	☐	☐	☐	☐
31d Licensing fees can disproportionately impact vulnerable populations	☐	☐	☐	☐	☐
31e Licensing can lead landlords to remove units from existing housing stocks	☐	☐	☐	☐	☐

32 The proposed fee for a residential rental license is $616 per year ($51 per month). If your landlord were to pass this cost on to you, would you be able to pay your rent?

- O I would still be able to afford my rent
- O I would struggle to afford my rent
- O I would not be able to afford my rent
- O I am currently unable to afford my rent
- O I do not currently have a dwelling

33 Do you have any additional concerns about residential rentals as a renter?

Please provide your comments in the space provided. If you need more space, please enclose additional pages with the question number clearly indicated.

When you are finished this section, please continue to question 34.

34 The City of Windsor is evaluating what information a landlord will need to provide in order to secure a residential rental licence. How **important** do you feel requiring each of these items is?

for more information on each of these items, please see the Additional Information Document.

	Not important		Somewhat important		Very important
34a Owner contact info (address, phone number, email)	☐	☐	☐	☐	☐
34b Agent or property manager contact info	☐	☐	☐	☐	☐
34c Corporate ownership information (identity and contact for owners or directors)	☐	☐	☐	☐	☐
34d Proof of appropriate insurance	☐	☐	☐	☐	☐
34e Fire safety plan showing emergency and alternate exits	☐	☐	☐	☐	☐
34f Site plan showing layout, bedroom locations and maximum occupants	☐	☐	☐	☐	☐
34g Floor plan showing unit layout, bedroom locations and maximum occupancy	☐	☐	☐	☐	☐
34h Declaration of awareness of City by-laws (Noise, Dirty Yards, Garbage Preparation)	☐	☐	☐	☐	☐
34i Criminal record check	☐	☐	☐	☐	☐
34j Provincial Offences conviction check (Building Code or Fire Code offences)	☐	☐	☐	☐	☐
34k Property Standards/Building Code inspection	☐	☐	☐	☐	☐
34l Fire safety inspection	☐	☐	☐	☐	☐
34m Information plaque listing rights, obligations and information resources	☐	☐	☐	☐	☐

35 How **effective** do you feel requiring each of these items will be to address the issues you identified in previous questions?

for more information on each of these items, please see the Additional Information Document.

	Not effective		Somewhat effective		Very effective	Don't know
35a Owner contact info (address, phone number, email)	☐	☐	☐	☐	☐	☐
35b Agent or property manager contact info	☐	☐	☐	☐	☐	☐
35c Corporate ownership information (identity and contact for owners or directors)	☐	☐	☐	☐	☐	☐
35d Proof of appropriate insurance	☐	☐	☐	☐	☐	☐
35e Fire safety plan showing emergency and alternate exits	☐	☐	☐	☐	☐	☐
35f Site plan showing layout, bedroom locations and maximum occupants	☐	☐	☐	☐	☐	☐
35g Floor plan showing unit layout, bedroom locations and maximum occupancy	☐	☐	☐	☐	☐	☐
35h Declaration of awareness of City by-laws (Noise, Dirty Yards, Garbage Preparation)	☐	☐	☐	☐	☐	☐
35i Criminal record check	☐	☐	☐	☐	☐	☐
35j Provincial Offences conviction check (Building Code or Fire Code offences)	☐	☐	☐	☐	☐	☐
35k Property Standards/Building Code inspection	☐	☐	☐	☐	☐	☐
35l Fire safety inspection	☐	☐	☐	☐	☐	☐
35m Information plaque listing rights, obligations and information resources	☐	☐	☐	☐	☐	☐

36 The proposed fee for a residential rental license is $616 per year ($51 per month). Who should pay for the costs associated with a residential rental licence?

- O Landlords should pay for all costs
- O Renters should pay for all costs
- O Taxpayers should pay for all costs
- O Costs should be shared between landlords and taxpayers
- O Costs should be shared between renters and taxpayers
- O Costs should be shared between landlords and renters
- O Costs should be shared between landlords, renters and taxpayers

37 Are you aware of any other issues surrounding residential rental housing that have not been included in the previous questions?

Please provide your comments in the space provided. If you need more space, please enclose additional pages with the question number clearly indicated.

38 Do you have any additional concerns comments you wish to provide?

Please provide your comments in the space provided. If you need more space, please enclose additional pages with the question number clearly indicated.

Please return your completed survey in the envelope provided to:

350 City Hall Square West, Windsor ON N9A 6S1

Or

Your local Windsor Public Library branch