

## Attachment -3 Responses to Identified Issues Relating to Long-term Rental Housing

<b>Long-term Rental Housing Issue</b>	<b>Identified Issues</b>	<b>Response to Issues</b>
<p><b>Health, safety, and well-being</b></p> <ul style="list-style-type: none"> <li>• Rental units that pose a health and safety hazard to the occupants</li> <li>• Safety issues: construction without permit; basements containing bedrooms that either have no windows or windows not large enough to provide a means of escape; smoke alarms not provided or not working; required fire separations missing etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Access challenges for properties suspected of non-compliance</li> <li>• Evidentiary issues</li> <li>• Regular inspections not available</li> <li>• Tenants of properties are unable to affect repairs to their rental</li> </ul>	<ul style="list-style-type: none"> <li>• Search warrant process has aided in accessing non-compliant properties.</li> <li>• Tenant Safety program offers inspections to tenants suspecting safety issues. Fire, Property Standards and Zoning will inspect safety systems of the dwelling unit.</li> </ul>
<p><b>Neighbourhood destabilization and deterioration</b></p> <ul style="list-style-type: none"> <li>• Rental intensive neighbourhoods</li> <li>• Residential neighbourhoods losing diversity and, in some instances, becoming exclusive investment areas, creating affordability issues to households trying to purchase a home as a principal residence</li> <li>• Short-term tenants or absentee landlords without vested interest in the</li> </ul>	<ul style="list-style-type: none"> <li>• Often difficult to contact or locate business owner</li> <li>• Current tools do not address rental and/or owner occupancy of property</li> <li>• Cannot be grandfathered to apply to existing uses once regulations are modified</li> </ul>	<ul style="list-style-type: none"> <li>• Planning Act regulations do not allow for the City to determine rental versus owner occupied dwellings.</li> <li>• Neighbourhoods continue to see an increase in overall rental units (accessory dwelling units) due to affordability issues presently in the housing market. There are over</li> </ul>

<b>Long-term Rental Housing Issue</b>	<b>Identified Issues</b>	<b>Response to Issues</b>
<p>neighbourhood or community</p> <ul style="list-style-type: none"> <li>• Concentration and intensity of non-owner-occupied rental housing</li> <li>• Lack of property maintenance</li> <li>• Parking issues</li> </ul>	<ul style="list-style-type: none"> <li>• Resource intensive (staff); typically address issues AFTER violation has occurred</li> </ul>	<p>3,500 registered accessory units throughout the city in all neighbourhoods.</p> <ul style="list-style-type: none"> <li>• Increased supply in primary and secondary rental market appears to have decreased some concentration of non-owner-occupied rental housing</li> <li>• There are existing By-laws to address property maintenance and parking issues.</li> </ul>
<p><b>Disruptive behaviour</b></p> <ul style="list-style-type: none"> <li>• Repeat or ongoing behavioural issues such as furniture on roofs, noise, parties, litter, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Often difficult to proactively contact business owners or property managers</li> <li>• Often difficult to have immediate contact with business owner or property manager at time of incident</li> <li>• Typically address issues after behaviour has occurred</li> </ul>	<ul style="list-style-type: none"> <li>• Disruptive behaviour is not addressed through the recommended approach as there are other bylaws and programs (such as the Nuisance Parties By-law).</li> <li>• The University has the Party Registration process as well as yearly visits to problem properties in order to educate and advise of being a good neighbour.</li> </ul>

<p><b>Lack of information about rental housing stock/inequality among housing providers</b></p> <ul style="list-style-type: none"> <li>• Renters are less able to verify that a unit is safe</li> <li>• Compliant owners competing with non-compliant owners</li> </ul>	<ul style="list-style-type: none"> <li>• No cost-effective way to verify safety/compliance of specific rental properties</li> <li>• Business owners who invest in and provide safe and suitable rental accommodations are competing with non-compliant business owners that may be offering units at lower rates</li> </ul>	<ul style="list-style-type: none"> <li>• The Tenant Safety program allows renters of units to have an inspection regarding the safety of the unit.</li> <li>• The Guelph Permit and Application System is an online portal that the public can be used to see if specific approvals for a property have been given.</li> </ul>
<p><b>Enforcement</b></p> <ul style="list-style-type: none"> <li>• Staff have experienced difficulty locating many business owners to serve them a summons to attend court – if the owner is not served, a trial cannot proceed</li> <li>• Out-of-town service of charge documents is costly and often unsuccessful</li> <li>• Many tenants are unwilling to commit to attending a trial in the future</li> <li>• Current methods are resource intensive (staff), with results that often appear to be viewed by some business owners as the cost of doing business</li> </ul>	<ul style="list-style-type: none"> <li>• Current methods do not require detailed ownership information be provided by business owners</li> <li>• Current enforcement tools often require that a business owner be served with a charge document in person or that the document be left at the owner's last known address with a person who appears to be over the age of 16</li> <li>• To obtain a conviction, some violations require testimony from tenants, many of</li> </ul>	<ul style="list-style-type: none"> <li>• Changes in legislation regarding service of summons and also the aid of Corporate and Community Safety have lessened these concerns.</li> <li>• The Legal Process Manual program initiated by staff has seen an increase in set fines (Part I's) and a dramatic overall increase in fine amounts related to safety and unregistered units pursued by way of Part III of the Provincial Offences Act.</li> </ul>

	whom are unwilling to commit to attending a trial in the future	<ul style="list-style-type: none"> <li>The implementation of a licensing category for short-term rentals, will address a number of these points.</li> </ul>
<b>Funding</b> <ul style="list-style-type: none"> <li>Sustainable financing for programs to address rental housing issues</li> </ul>	<ul style="list-style-type: none"> <li>Rental housing enforcement costs directly related to the business of rental housing are currently entirely paid for by all taxpayers</li> </ul>	<ul style="list-style-type: none"> <li>This has not changed. Direct costs to owners of problem properties include higher fine amounts and zero tolerance for repeat offenders.</li> <li>In terms of long-term rental housing, while a licensing program could offset the cost of tenant safety programming from the tax base to rental owners, it would also result in increased overhead program costs which could eventually be passed onto tenants. Thus, potentially further increasing challenges to housing affordability in the city.</li> </ul>