

Residential Rental Housing Licensing (R.R.H.L.) Program

Potential Expansion Consultation

Frequently Asked Questions

Question/Statement	City Response
What is the R.R.H.L. Program?	<p>Residential rental properties located within a defined area in the vicinity of Durham College and Ontario Tech University must be licensed under the Licensing By-law (see Schedule 'K').</p> <p>Licensed rental properties must comply with various standards and by-laws including the Fire Code, Electrical Safety Code, Building Code and the City's Zoning and Property Standards By-laws. Refer to www.oshawa.ca/rrhl for additional information, application forms and documents related to the Residential Rental Licensing process.</p> <p>This program does not regulate standards governed by the Residential Tenancies Act (R.T.A.) (e.g. rent, landlord tenant disputes, tenancy agreements, and evictions).</p>
How much does it cost?	<p>The cost for two year licences are as follows:</p> <p>Class "A" – Individually Owned Dwelling Units (e.g. single and semidetached dwellings, townhouses, condo units, etc.)</p> <ul style="list-style-type: none">• Application Fee: \$75• Base Fee: \$250• Per Bedroom Fee: \$75 <p>Class "B" – Multi-unit Dwellings Under Single Ownership (e.g. Apartment Buildings and Townhouse Complexes with a single owner, etc.)</p> <ul style="list-style-type: none">• Application Fee: \$75• Base Fee: \$250• Per Dwelling Unit Fee:<ul style="list-style-type: none">○ 0 to 25: \$400○ 26 to 50: \$600○ 51 to 75: \$800○ 76 to 100: \$1,000○ Every 25+: \$200
Is this program in place to make the City money?	<p>The fees were established to ensure the program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report CORP-21-32, and Section 5.2 of CORP-22-02 for more information regarding R.R.H.L. operating costs, and cost recovery.</p>

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<p>Do other municipalities licence rental properties?</p>	<p>Yes: London, Waterloo, Toronto, Hamilton. Here is a table comparing their licensing program's features to Oshawa:</p> <table border="1" data-bbox="414 268 1534 716"> <thead> <tr> <th></th> <th>London</th> <th>Hamilton</th> <th>North Bay</th> <th>Oshawa</th> <th>Toronto</th> <th>Waterloo</th> </tr> </thead> <tbody> <tr> <td>City Wide</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Property Class</td> <td>"A"</td> <td>"A"</td> <td>"A" with 3-5 Bedrooms</td> <td>"A" and "B"</td> <td>"B"</td> <td>"A"</td> </tr> <tr> <td>Term</td> <td>Annual</td> <td>Annual</td> <td>2 Years</td> <td>2 Years</td> <td>Annual</td> <td>Annual</td> </tr> <tr> <td>Initial Fee</td> <td>\$336</td> <td>\$703</td> <td>\$300</td> <td>\$400 - \$1,325</td> <td>\$11.24 per unit</td> <td>\$380 - \$670</td> </tr> <tr> <td>Renewal Fee</td> <td>\$55</td> <td>\$434</td> <td>\$300</td> <td>\$400 - \$1,325</td> <td>\$11.24 per unit</td> <td>\$257 - \$360</td> </tr> </tbody> </table>		London	Hamilton	North Bay	Oshawa	Toronto	Waterloo	City Wide	Yes	No	Yes	No	Yes	Yes	Property Class	"A"	"A"	"A" with 3-5 Bedrooms	"A" and "B"	"B"	"A"	Term	Annual	Annual	2 Years	2 Years	Annual	Annual	Initial Fee	\$336	\$703	\$300	\$400 - \$1,325	\$11.24 per unit	\$380 - \$670	Renewal Fee	\$55	\$434	\$300	\$400 - \$1,325	\$11.24 per unit	\$257 - \$360
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<p>Who is responsible for paying for this – landlords or tenants?</p>	<p>The current R.R.H.L. program requires landlords to apply for and pay the fee associated with a licence in the defined area. If Council chooses to expand the program city-wide, the same process would apply to all residential properties in the city.</p>																																										
<p>If the cost of the program was passed on to tenants, how much would it cost?</p>	<p>Fee examples:</p> <p>Single-Family Dwelling (4 bedrooms)</p> <ul style="list-style-type: none"> • \$625 Total Cost for Two Year Licence • \$312.50 / year • \$26.04 / month • \$6.51 / month / bedroom <p>1 Bedroom Condo Unit</p> <ul style="list-style-type: none"> • \$400 Total Cost for Two Year Licence • \$200 / year • \$16.66 / month <p>"Large" apartment building</p> <ul style="list-style-type: none"> • 76-100 Dwelling Units: \$1,325 Total Cost for Two Year Licence • \$662.50 / year • \$55.2 / month • \$0.55 - \$0.73 / month / rental unit (76 – 100 rental units) 																																										
<p>How can I provide feedback on this potential expansion?</p>	<p>Community members are invited to participate in one of two ways:</p> <ul style="list-style-type: none"> • Complete a feedback form on Connect Oshawa (www.connectoshawa.ca/RentalLicensing) or on paper at Service Oshawa, located at City Hall (50 Centre St. S.); or • Attend a Special Meeting of the Corporate Services Committee on Monday, April 4 at 9:30 a.m. View the City's meeting calendar for details. <p>Feedback will be received until noon Monday, April 18, 2022.</p> <p>If individuals would like to speak at the Special Meeting, they should contact clerks@oshawa.ca prior to noon on Friday, April 1.</p>																																										

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<p>Why is there a Special Corporate Services Committee meeting to receive feedback on the potential City wide expansion of the R.R.H.L. Program?</p>	<p>Committee is holding this discussion because on January 24th Council passed CORP-22-02 Residential Rental Housing Licensing: Proposed Expansion Options and Consultation Process and directed staff to undertake a public and industry consultation regarding a potential City wide expansion of the R.R.H.L. Program.</p> <p>Part of the consultation, along with the Feedback Forms on www.connectoshawa.ca/RentalLicensing, is the Special Corporate Services Committee Meeting on April 4th at 9:30 a.m.</p> <p>The purpose of this meeting is to receive feedback from interested parties regarding the potential expansion of the R.R.H.L. Program. No decisions regarding potential expansion will be made at this meeting.</p> <p>Feedback from the Special Meeting and the Connect Oshawa Feedback Forms will be used to inform a Corporate Services Committee report which will; be presented for consideration later this year.</p>
<p>How did staff determine this program expansion was needed?</p>	<p>Staff were directed by Council to review options to potentially expand the R.R.H.L., as per direction 1 in Attachment 1 to Report CORP-21-32.</p>
<p>Why is the R.R.H.L. Program needed at all?</p>	<p>The licensing program was created as a result of a need outlined in the Student Accommodation Strategy (see page 9).</p> <p>In addition, it also addressed the significant increase of rental properties and related issues in the area around Ontario Tech University and Durham College.</p>
<p>Is the licensing program geared towards tenants and landlords are not a beneficiary of the program?</p>	<p>Property owners were a key stakeholder the original consultation which led to the creation of the R.R.H.L. as articulated in the Student Accommodation Strategy (see page 9).</p> <p>It may be of benefit to a landlord to be able to advertise that the rental property is licensed and complies with all by-laws.</p>
<p>Why is the R.R.H.L. Program needed if the standards it's enforcing are already in place? Aren't these duplicate standards?</p>	<p>The Residential Rental Housing Licensing (R.R.H.L.) Program inspects rental properties for compliance with City by-laws, applicable provincial acts. These properties receive Property Standards and Fire Prevention inspections every two (2) years.</p> <p>In addition to inspections, the licensee is required to submit proof of appropriate insurance, an Electrical Safety Authority certificate every four (4) years, a floor plan of the rental property, and a declaration that the property complies with a number of City by-laws and provincial acts and regulations (e.g. Zoning, Property Standards, Fire Code, and Building Code Act).</p> <p>While the Program is not creating new standards, it is ensuring that existing standards are being met in rental properties to ensure the health and safety of tenants.</p>
<p>Why does this program require people to pay? Is it because the City does not have enough money to fund the program internally?</p>	<p>The fees were established to ensure the program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report CORP-21-32, and Section 5.2 of CORP-22-02 for more information regarding R.R.H.L. operating costs, and cost recovery.</p>

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How many Property Standards By-law complaints has the City received over the past 10 years?	<p>There have been approximately 1,000 a year, and Section 5.4 of Report CORP-21-55 outlines the Enforcement Process and provides data for Property Standards By-law (P.S.B.) complaints:</p> <table border="1" data-bbox="418 306 1430 401"> <thead> <tr> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>478</td> <td>973</td> <td>831</td> <td>942</td> <td>1,032</td> <td>1,014</td> <td>837</td> <td>1,090</td> <td>996</td> <td>1030</td> <td>996</td> </tr> </tbody> </table>	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	478	973	831	942	1,032	1,014	837	1,090	996	1030	996
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Can you provide additional information regarding 2020 Property Standards By-law files?	<p>To provide more clarity, we examined 2020 data and this is the breakdown of the P.S.B. complaint outcomes:</p> <ul style="list-style-type: none"> • 996 Complaints were received • 191 resulted in an Order being issued • Regarding subsequent fines for non-compliance of an Order, the City's ability to issue penalties using Administrative Monetary Penalties only came into effect in November 2021 after Council approved enhancements to the Property Standards By-law in CORP-21-55. Prior to that, when non-compliance of an Order occurred, the City was limited to proceeding with Part 3 charges through a court process. In 2020, three (3) of the 996 complaints were referred to this process. 																						
What other health and safety standards does the R.R.H.L. Program address?	<p>In addition to Property Standards, the R.R.H.L. Program also addresses compliance with other regulations that address health, safety, and consumer protection standards such as Snow and Ice Removal By-law and the Fire Protection and Prevention Act. See Table 1 in Report CORP-21-32 for more information.</p>																						
How did you determine the licensing fee?	<p>The fees were established to ensure the Program achieves cost recovery. The fees reflect the work that is required for inspections and administering applications and related communications.</p> <p>Please see Section 5.1.4 of Report CORP-21-32, and Section 5.2 of CORP-22-02 for more information regarding R.R.H.L. operating costs, and cost recovery.</p>																						
Has technology been implemented to reduce the operational costs of the R.R.H.L.?	<p>The City currently uses a property-based system "Oshawa Land Information" to track all by-law related complaints and R.R.H.L. applications. The City is currently in the process of replacing this software with upgraded technology "City View". At this time, reduction of operational costs has not be determined.</p>																						
Will you be providing a copy of the feedback received from the R.R.H.L. consultation process?	<p>Responses received from Feedback Forms will be compiled so that no personal information is shared and will be considered in the development of potential regulatory licensing standards that will be presented to the Corporate Services Committee for consideration later this year. Similar to the City's reporting of feedback in the Property Standards By-law modernization project (see Attachment 2), the summary of the results will be made public at that time.</p>																						
Where is the link for the web stream of the Special Meeting?	<p>The link to the web stream to watch the meeting will be available on the meeting webpage: https://calendar.oshawa.ca/Meetings/Detail/2022-04-04-Corporate-Services-Committee-Special-Meeting on the date of the meeting (April 4, 2022).</p> <p>Individuals can sign up to receive alerts about the upcoming meeting using the "Subscribe" button on the meeting web page.</p>																						
How can I speak at the meeting?	<p>If individuals would like to speak at the meeting, they should contact clerks@oshawa.ca prior to noon on April 1, 2022.</p>																						

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<p>The R.R.H.L. Feedback Forms are biased and only asks what type of licensing program is wanted, “none” is not an option.</p>	<p>Questions 14 and 15 in the Feedback Form for Residential Property Managers and Landlords provides an opportunity for the respondent to indicate that they do not feel the R.R.H.L. program should be expanded in addition to a text box to provide additional comments.</p> <p>The same question is also asked in the Tenants and Renters and General Public and Property Owners (not a rental) Feedback Forms.</p>
<p>Question #5 on the feedback form asks if rental properties should be regulated and licensed, but the City already does this. Why is this question included?</p>	<p>The intent of Question 5 is to receive feedback on the potential expansion of the R.R.H.L. program. Currently rental properties are only licensed in one area of the city, as seen in the map here.</p>
<p>A question on the feedback form asks how often people experience issues living near rentals, but some people may not know if they live near rentals, so you’re basically asking people to say they do not have issues with rentals. Why is this question included?</p>	<p>This question is not mandatory to answer to complete the Feedback Form. Respondents can skip the question if they are unsure how to answer it (e.g. respondent is unsure if they live near a rental).</p> <p>While some rentals can be difficult to identify, others can be easier (e.g. large apartment buildings), and if residents know they live near rental properties, the City would be interested in receiving feedback on how frequently they experience these issues. Issues such as these were amongst the reasons the R.R.H.L. was originally established (see page 9-10 in the Student Accommodation Strategy).</p> <p>It is also a conditional question: “While living near a rental property, how frequently have you experienced the following” is a conditional question. On Question 3, if respondents do not respond, respond “No”, or respond “Unsure”, they are not asked “While living near a rental property, how frequently have you experienced the following”. Only if a respondent answers “Yes” are they asked “While living near a rental property, how frequently have you experienced the following”, otherwise they are asked the next question, “Do you believe the City should regulate and license rental properties”.</p>
<p>If people skip question 1 and answer the other questions in your report are you going to identify them as having no issues with rental properties, or simply skipping question 1?</p>	<p>Question 1 in all 3 Feedback Forms asks respondents how familiar they are with the R.R.H.L. Program (e.g. the purpose of the licensing program, licensing requirements, fees, etc.), not if they live near rental properties, or if they have had any issues with rental properties.</p> <p>Given that Question 1 asks respondents how familiar they are with the R.R.H.L. Program, we would not be able to infer that the respondent had any issues with rental properties based on any response given to this question, including skipping it.</p>