



Committee of the Whole Report For the Meeting of September 10, 2020

To: Committee of the Whole **Date:** August 28, 2019
From: Karen Hoese, Director, Sustainable Planning & Community Development
Subject: Rental Property Standards of Maintenance Bylaw and Implementation Plan

RECOMMENDATION

That Council:

1. Direct staff to bring forward the Rental Property Standards of Maintenance Bylaw for consideration of introductory readings;
2. Approve written submissions from persons who consider they are affected by the proposed Bylaw as the public representations method under section 59 (2) of the Community Charter, and provide notice by way of newspaper, website, and social media advertising;
3. Provide early approval for the Tenant Ambassador to allow the position to start at the beginning of January 2021 to
 - a. Precede the commencement date of the Bylaw (January 31, 2021)
 - b. Oversee the implementation and operation of the Bylaw;
4. Launch an eighteen-month feedback and monitoring period after the Bylaw comes into force to monitor the Bylaw's operation and to collect experiential input from the public;
5. Direct staff to return to Council in eighteen months following bylaw commencement to report on the Bylaw's effectiveness and determine if any updates are needed based on data and feedback.

EXECUTIVE SUMMARY

This report brings forward a new Rental Property Standards of Maintenance (RPSOM) Bylaw and associated communications, implementation, and enforcement approaches for Council consideration. The RPSOM Bylaw is an outcome of the Market Rental Revitalization Study (MaRRS), an action of the Victoria Housing Strategy begun in 2017, which considered policies, regulations, and incentives to preserve Victoria's large stock of pre-2000 market rental housing.

Staff have developed a comprehensive approach for Council consideration that includes:

- Adopting an expanded RPSOM Bylaw that outlines clear expectations for maintenance in rental apartment buildings;
- Tenant-centred implementation and enforcement plans that position the City as a resource for renters, prioritize the safety and liveability of rental units throughout the City, and minimize evictions;

- Leaving the main onus of enforcement on the newly improved resources available at the Province to ensure the City does not expend significant bylaw resources on duplicating provincial responsibility and to avoid undesirable consequences for tenants;
- A comprehensive communications strategy to ensure that the community, and tenants in particular, receive clear information about the new bylaw;
- Opportunities for tenant and community input during an eighteen-month feedback and monitoring period following Bylaw commencement.

PURPOSE

The purpose of this report is to provide Council with a Rental Property Standards of Maintenance Bylaw, associated resourcing requirements, and an approach for implementation, enforcement, monitoring and feedback collection to determine bylaw effectiveness.

BACKGROUND

Jurisdiction

The *Residential Tenancy Act* (RTA) is provincial legislation that regulates residential tenancies in British Columbia. Under the *Act*, landlords are responsible for maintaining their rental units in a good state of repair. However, while the Province has developed guidance on maintenance standards, it has not established provincial standards, and has instead given some authority to municipalities to adopt a maintenance bylaw, which can serve as a locally enforceable regulation. A standards of maintenance bylaw is a form of business regulation that, rather than regulating the relationship between the landlords and the tenants as the RTA does, regulates the operation of residential rental businesses. Once adopted, a standards of maintenance bylaw both establishes minimum standards for rental housing quality and bolsters the Province's ability to enforce the *Residential Tenancy Act*.

In housing markets such as Victoria where there is intense competition for rental units, tenants can be vulnerable to housing instability through substandard housing conditions. The Residential Tenancy Branch (RTB) has a dispute resolution process in place for landlord-tenant disputes—including maintenance issues—but historically, there have been barriers to access support for tenants. These included challenges with access to information, interpretation, and support around the *Act*; long telephone wait times; and enforcement limited to a telephone arbitration process. Non-compliance with arbitration decisions could be challenged by tenants and landlords only through court, which was problematic for similar considerations of access.

As a result, several municipalities in British Columbia have adopted supplementary policy and bylaws to improve tenant housing quality in the form of standards of maintenance bylaws. Cities with these bylaws include Vancouver, North Vancouver, Richmond, Surrey, New Westminster, and others. Saanich, Esquimalt, and View Royal are among the local jurisdictions with these bylaws in place.

Market Rental Revitalization Study (MaRRS)

A key action in the Victoria Housing Strategy, Phase One, was to preserve existing rental stock. The Market Rental Revitalization Study (MaRRS) was launched to fulfil that action. One of the supporting actions that MaRRS sought to explore was to review and update the City's Property

Maintenance Bylaw (which governs unsightly conditions on the external portion of a property) to improve tenant housing quality. Following a comprehensive jurisdictional review, exploration of legislative authority, and best practice in municipal approaches to improve housing quality for renters, it was determined that a new standalone bylaw applying specifically to rental property was desirable.

On November 23, 2017, Council directed staff to prepare a new bylaw establishing standards of maintenance for Victoria based on the recommendations contained in the staff report and supplementary consultant materials, and to seek feedback on the draft bylaw through the MaRRS focus group sessions.

Rental Property Standards of Maintenance (RPSOM) Bylaw

Staff returned to Council on May 10, 2018 to provide refined content for the proposed RPSOM Bylaw following analysis and engagement with landlords/property managers and tenants. This engagement included:

- a landlord/property manager survey and focus group;
- two tenant focus groups representing a demographic range of local renters (the Focus Group Notes are appended to this report in Attachments C and D);
- meetings with housing representatives including Landlord BC, BC Housing, and individual landlords and property managers; and
- an emerging directions online survey.

The report provided a list of recommended components of the Bylaw and highlighted some of the challenges related to RPSOM Bylaws, including enforceability and risk of evictions. Council directed staff to prepare the RPSOM Bylaw to be in place for a trial period of one year, and to report back on resourcing and implementation plans.

Since 2018, staff have been working on developing the draft RPSOM Bylaw and implementation plan with support from the Renters Advisory Committee beginning in 2019. However, last year there was active litigation against the City of New Westminster for a similar bylaw and this work was put on hold. In February 2020, the court ruled in New Westminster's favour (though this decision is currently under appeal) and staff resumed work on bringing forward the RPSOM Bylaw for Council consideration. However, workflow disruption due to the COVID-19 pandemic, including the deferral of the Tenant Ambassador position (a key component of the implementation plan) further delayed this bylaw.

On June 4, 2020, Council directed staff to bring forward the RPSOM Bylaw as a top priority to support housing security during the COVID crisis.

ISSUES & ANALYSIS

I. Overview

The core goal of a RPSOM Bylaw is to establish minimum maintenance standards to ensure rental housing is safe and liveable for tenants. These standards also provide clear expectations to landlords and provide the RTB with a framework by which to measure compliance in Victoria. Per the Residential Tenancy Branch:

The Residential Tenancy Act requires landlords maintain their rental properties in a state that is suitable for occupancy – they must meet housing, safety and building standards required by law. However the Act does not outline specific requirements for building maintenance standards, such as what the correct temperature is for heating a building. Local governments have the authority to establish and enforce standards of maintenance bylaws for buildings.

While ultimately the goal for a RPSOM Bylaw is to protect tenants, the experience in several municipalities has shown that the enforcement of the Bylaw by the municipality itself can pose significant risks to tenants, including increasing the risk of eviction, and requires additional staff resources. To mitigate these risks and implement the Bylaw in a way that prioritizes housing security, staff have approached all components of this Bylaw including content, enforcement, operations, communication, monitoring and feedback, with careful consideration for how each element will work together. Each of the considerations is outlined in detail below.

I. Bylaw Content

Content for the RPSOM Bylaw was initially approved by Council in May 2018 and covered the following elements:

1. Leaks from plumbing or water ingress
2. Functioning heat and hot water
3. Pest Control
4. Fire safety concerns such as alarm systems and means of egress
5. Integrity/functionality of housing elements such as doors, windows, sanitation facilities, and electrical facilities
6. Ventilation
7. Elevators

The staff report recommended that the RPSOM Bylaw be designed to cover the most common issues affecting tenants that are also effectively enforceable. However, since the court ruling in New Westminster has strengthened British Columbian municipalities' authority in this area, staff now recommend expanding the RPSOM Bylaw content to a level comparable by the standards upheld by the court.¹ The attached bylaw (Attachment A) contains this new expanded scope for Council consideration. The following elements are now included:

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|--|------------------------------------|
| 1. Plumbing and Water | 12. Foundations |
| 2. Gas Appliances and Systems | 13. Exterior |
| 3. Heating Systems | 14. Doors, Windows and Ventilation |
| 4. Electrical Systems and Lighting | 15. Basements |
| 5. Maintenance of Services and Utilities | 16. Floors |
| 6. Appliances and Other Facilities | 17. Walls and Ceilings |
| 7. Food Storage and Cooking Facilities | 18. Mould |
| 8. Sanitary Facilities | 19. Fire Safety Systems and Exits |
| 9. Laundry Facilities | 20. Elevators |
| 10. Garbage, Debris Storage and Disposal | 21. Parking or Storage Garages |
| 11. Structural Integrity | 22. Pest Control |

¹ Although this decision is currently under appeal, this is the law as it stands now. In the event that the appeal of the New Westminster decision is successful and parts of the City's bylaw become problematic as a result of the decision, the bylaw can be adjusted as necessary.

The Renters Advisory Committee (RAC) has provided input on the updated bylaw content and recommended a bylaw monitoring period to provide opportunity for further feedback. Input received would help determine bylaw effectiveness and inform recommendations for any bylaw modifications (if needed) for Council's consideration following the recommended eighteen-month monitoring and feedback period (see Implementation Plan, below).

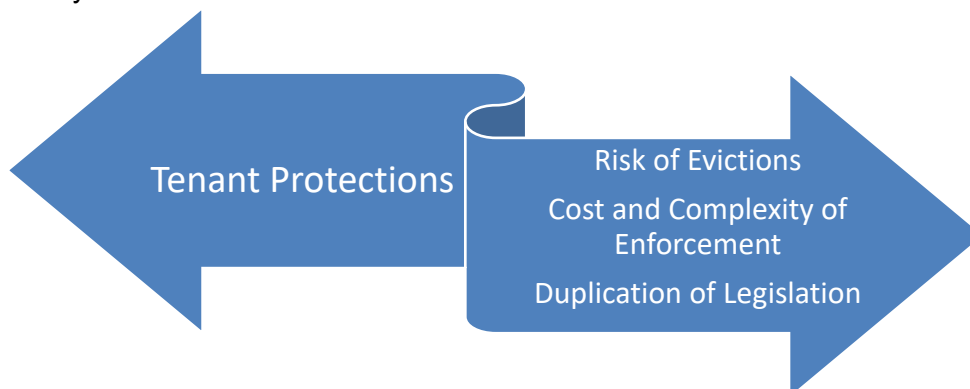
Landlord and Development groups have also provided feedback on the updated content of the Bylaw, which has been incorporated into this draft for Council consideration. Landlord BC has expressed interest in partnering with the City to disseminate information about this bylaw and its impacts to landlords.

II. Application

The previous staff report recommended limiting the application of the RPSOM Bylaw to commercial properties only (rental buildings with four or more rental units) to alleviate enforcement concerns. However, this approach excludes the large proportion of renters living in the secondary rental market, including secondary suites. Because the RTA applies to all residential rental (even unauthorized suites), it is recommended that this bylaw also apply to all rental housing in the City to provide housing support to all tenants. The enforcement approach outlined below also largely nullifies earlier concerns around resourcing. Should Council decide on a different enforcement approach than the one recommended, Council could consider focusing the application of this bylaw to buildings of four units or more to consider capacity issues.

III. Enforcement Risks and Considerations

A bylaw needs enforcement to be effective; however, research, analysis, and jurisdictional experience has shown that there are several risks inherent to the municipal enforcement of a RPSOM Bylaw.



Evictions

There are several instances in which the enforcement of a RPSOM Bylaw may lead to eviction. For example, if:

- Repairs required to remedy the maintenance issues are extensive or of a nature that requires the building to be vacated
- The cost to repair is so significant it becomes more financially feasible for the owner to redevelop
- The City responds to a maintenance complaint and the unit is found to be unauthorized
- The City responds to a maintenance complaint and finds urgent life safety issues
- A complaint results in the discovery of tenant contraventions of their residential tenancy agreement

Cost and Complexity to Administer and Enforce

- Enforcing a RPSOM Bylaw is highly complex and can require significant staff resources. For example, creating new regulatory areas (interior of buildings) has the potential to increase the number of complaints that would require investigation.
- Bylaw Officers may not have the technical expertise to inspect or enforce certain standards, and depending on the proactiveness of enforcement, significant additional resources would be required as Bylaw Services staff are currently at operational capacity. Even for complaints-based enforcement a minimum of two additional Bylaw Services staff would be required.
- The enforcement of a RPSOM Bylaw has in some instances led to the City and tenants being placed in opposition. For example, in cases where the extent of the maintenance issues in buildings primarily housing very low income and vulnerable tenants required the building to be permanently vacated. Tenants then found themselves facing eviction due to the City's policy and enforcement.
- Fines are unlikely to be effective with property owners who may be consistently keeping properties in a poor state of repair, and alternate means of penalizing non-conformance may be required. However, escalated enforcement action that is within the City's purview, including injunctions or business licence hearings, will require significant staff resources. They would also likely result in tenant displacement if landlords are forced to undertake renovations.

Jurisdiction

The management of tenant-landlord relationships falls under provincial jurisdiction. Using limited City resources to enforce tenancy matters duplicates work that is the expertise of the province. While the establishment of a RPSOM Bylaw is important for establishing appropriate standards of maintenance for rental property in Victoria since there are no provincial standards, enforcing the Bylaw at the municipal level would duplicate provincial authority.

Despite these risks and the fact that tenant-landlord relationships are a provincial responsibility, several municipalities have created an enforcement structure for their municipal RPSOM Bylaws. However, this has been largely due to historical gaps in service and enforcement at the RTB, including challenges with accessible communications and interpretation of the *Act*, long telephone wait times for service, and no resources at the Branch to address non-compliance of arbitration decisions.

RTB Service Improvements

In recognition of the gaps outlined above, one of the most significant recent changes the current provincial government initiated related to this work was to invest \$6.8M for improvements to the RTB. These changes include:

- Improved communication tools, such as an easier to access, user friendly provincial website for renters to troubleshoot issues;
- Staffing increases, including 25 information services and dispute resolution staff;
- Reduced telephone wait times (from 45 to 8 minutes to reach an information officer);
- A new online dispute resolution portal for quicker and easier access to tenancy solutions. These are major changes which have significantly improved access to resources available at the RTB.

Provincial Enforcement

Another critical change the Province enacted since this matter was last before Council is that the Province is now able to *enforce* decisions made through the provincial arbitration process. Previously, the RTB had the power to issue orders but did not have an enforcement mechanism in place to address non-compliance. A complainants' only route to remedy in these cases was to take the matter to court, which proved to be a barrier for many tenants, especially those who may not have had the agency, time, knowledge, or ability to pursue claims.

The RTB has now established a Compliance and Enforcement Unit to conduct investigations of repeated or serious non-compliance. While not an alternative to the dispute resolution process already in place, the Unit investigates complaints when all attempts to resolve the matter (including arbitration) have not resulted in compliance. The Unit works closely with local government compliance units, and to date has already worked on at least one file referred to the unit in Victoria on a matter pertaining to the existing Property Maintenance bylaw. Staff met with provincial enforcement and policy staff during the development of this report and anticipate maintaining a collaborative working relationship on the RPSOM Bylaw and other tenancy matters going forward.

IV. RPSOM Enforcement Plan

Because of the high level of risk of municipal enforcement and significant service improvements to the RTB outlined above, including a Provincial enforcement mechanism, it is now recommended that this bylaw be adopted without municipal enforcement provisions during its initial implementation. Instead, the City can provide local standards and information and referral to tenants to allow the RTB to enforce its *Residential Tenancy Act*.

Staff resources will still be required to oversee the Bylaw's operation, provide support to tenants, and lead monitoring and feedback efforts. In order to ensure the Bylaw and its operation is promoting housing security for tenants, it is recommended this work be led by the Tenant Ambassador. Early implementation of the Tenant Ambassador position to coincide with the commencement of the RPSOM Bylaw is recommended. (Further details are outlined in the Implementation Plan section of this report.)

Tenant-centred Approach

Tenants with a RPSOM Bylaw complaint would be directed first to a dedicated City webpage, which will direct complainants to the appropriate provincial resources on the newly improved provincial website. Clear information will be provided on the risks associated with instigating a maintenance complaint (if any) along with contact information for local and provincial support resources. Should complainants have a situation that could be considered high risk or that requires a nuanced approach, contact information will be provided for the tenant to speak to the City's Tenant Ambassador, who will provide advice and tailored information on external resources such as the Residential Tenancy Compliance and Enforcement Unit (if appropriate); the Tenant Resource Advisory Centre; a local tenant advocate for legal support; or to other City staff if the matter requires bylaw interpretation. This is a tenant-centred model that will see tenants seeking support from a Tenant Ambassador rather than a Bylaw Officer for advice and direction.

Because each situation is unique, the complaints process will look different for every situation. Some examples of potential scenarios include:

<i>Tenant has maintenance complaint</i>	→	<i>Tenant accesses City website, which provides clarity on what is covered in the Bylaw and provides advice on how to proceed with RTB enforcement</i>
<i>Tenant advises City RTB penalty not fulfilled/paid</i>	→	<i>City website provides instructions to tenants on how to make a referral to the RTB Enforcement Unit</i>
<i>Tenant has issue which may put tenancy at risk</i>	→	<i>Tenant Ambassador provides informed and tenant-centric advice on how to proceed.</i>

In all scenarios, the primary role of the City will be to provide information, referral, and guidance to tenants on the Bylaw to prioritize housing security. However, with the addition of the Tenant Ambassador—a position requiring experience with tenant matters including the RTA, cases requiring a more nuanced approach can be handled in a tenant-centred way, with priority being given to an approach that supports tenant housing security.

Enforcement Support

The provincial Compliance and Enforcement Unit has indicated to City staff that to be most successful, some support from municipal bylaw officers to investigate complaints and collect evidence for issues brought to that office would be beneficial. Enforcement provisions in the Bylaw are not required in order for the municipality to provide support to the provincial Enforcement Unit. Under s.16 of the *Community Charter*, the City's bylaw enforcement officers have the authority to enter a property to inspect and take photos for evidence in matters such as these. At this time, Bylaw Services is unable to provide enforcement support for this bylaw. However, the volume of complaints escalated to the Compliance and Enforcement Unit is not anticipated to be significant—last year (2019) the Unit opened 105 files provincially. Should the operation of the bylaw show that support for the Enforcement Unit is required, staff could return to Council after (or during) the monitoring and feedback period outlined below to recommend updates to the Enforcement Plan.

Alternate Enforcement Approach

Notwithstanding the considerations included in this report, Council may wish to engage in municipal enforcement of the RPSOM bylaw. To fulfil this, staff would need to return with an updated enforcement plan, which would include:

- Enforcement provisions added to the Bylaw;
- Updated consideration of Bylaw application to effectively manage resources, including consideration of limiting enforcement to multi-unit residential only;
- Considering appropriate penalties for non-compliance to reduce the risk of unintended consequences (e.g. to ensure the continual operation of rental housing to avoid evictions);
- Updating the Ticketing Bylaw;
- Additional staff resources for implementation, oversight, and on-the-ground enforcement, including at minimum two FTE Bylaw Officers and associated expenses (e.g. vehicle, equipment, training, etc.) at an annual cost of \$200,000, not including vehicle costs;
- Updated communications materials.

Adopting a new approach would also require additional staff time to develop, coordinate, and report back to Council, which would delay other housing planning work, including the planned Rental Licencing Bylaw to address renovictions.

VI. Implementation Plan

The proposed implementation plan includes a period of mandatory business regulation feedback prior to adoption, a communications strategy, delayed bylaw commencement (three months post adoption) to coincide with the hiring of the Tenant Ambassador, and an eighteen-month monitoring and feedback period with a review with any required updates to be brought forward for Council consideration. Should Council direct staff to proceed with the recommendations in this report, the RPSOM Implementation Plan would commence immediately.



Business Regulation Feedback: Public Representations to Council

The proposed Bylaw is a business regulation bylaw. Pursuant to section 59 (2) and (3) of the *Community Charter*, persons who consider that they may be affected by the proposed bylaw must be provided an opportunity to make representations to Council, and Council authorizes the notice that will be provided to advise of how representations will be received.

Most recently, business regulation bylaws have provided an opportunity for the public to comment to Council in person. Given the current pandemic circumstances and that the public cannot attend in person, electronic participations and receipt of written submissions are the ways in which this could be managed.

Because of the breadth of this bylaw and magnitude of application (all tenants and all rental businesses are affected) it is recommended that representations be received by written submission to receive, manage, and collate feedback most effectively. It is further recommended that newspaper advertisements, the City website and social media be used to notify the public of the proposed bylaw.

The proposed timeline to collect feedback and incorporate changes, if any, is as follows:

September 10, 2020:	Committee of the Whole
September 17, 2020:	1st Reading; Council directs staff to give notice of intention to adopt
September 17-Oct 1, 2020:	Period to Receive Feedback
October 1, 2020:	Opportunity to make representations to Council; 2 nd and 3 rd readings
October 1-22, 2020:	Staff time to incorporate feedback
October 22, 2020:	Bylaw adopted
[January 31, 2020:	Bylaw comes into force]

Communications

Staff propose a comprehensive communication strategy to be completed once the Bylaw is adopted to share information about the Bylaw's content, enforcement, and implementation ahead of its commencement. This communication material will be distributed widely and will include implications regarding rights and responsibilities for tenants and landlords and jurisdictional responsibilities between the City and the Province.

Tenant Ambassador

It is recommended that the Tenant Ambassador oversee both the tenant-centred enforcement approach and operation of the RPSOM Bylaw, which includes non-enforcement related information and referral, communication support, Bylaw monitoring and feedback collection, and reporting. To ensure the Bylaw is supported from its inception, it is further recommended that Council consider early implementation of the Tenant Ambassador to January 2021. Because this position was initially slated to commence in 2020, staff have already completed preliminary recruitment preparation and could commence hiring when this bylaw and its associated plans are approved so that the position is in place ahead of Bylaw commencement.

Early implementation of the Tenant Ambassador position is supported by the RAC, who made the following motion at their meeting of August 12, 2020, when the RPSOM approach was last discussed:

It was moved...that, given the budget situation during the pandemic, that the Renters Advisory Committee strongly encourages Council to create and hire the Tenant Ambassador position as a top priority in the 2020/2021 budget cycle to advocate on behalf of renters in the city.

Bylaw Commencement

The experience from other municipalities has shown that the volume of activity related to the adoption of a RPSOM Bylaw is typically most acute at the early implementation stage. Therefore, it is recommended the Bylaw come into force after the Tenant Ambassador position is filled so that enforcement and operational support are in place from bylaw commencement. A commencement date of January 31, 2021 is recommended to allow staff time to hire and complete onboarding for the Tenant Ambassador (the earliest hire date is early January 2021 when budget is available).

Monitoring and Feedback

In 2018, Council directed staff to enact the RPSOM Bylaw for a period of one year. Staff propose amending this to an eighteen-month monitoring and feedback period following bylaw commencement to a) permanently adopt this bylaw to improve housing security for tenants over the long term, and b) allow staff ample time to collect data, monitor tenant inquiries and liaise with the Province on issues brought to the Compliance and Enforcement Unit. Eighteen months is preferable to one year to allow for a full year of data collection plus time for analysis, review, amendment development as required, and reporting.

During this time, staff also recommend creating opportunities for those who may be impacted by the Bylaw to provide input following bylaw adoption. Input opportunities would be overseen by the Tenant Ambassador, and may include topics related to risks, limitations, challenges, and overall consideration for how the Bylaw could be improved. Where input is sought from tenants, this work

would be designed following the City's Tenant Engagement Toolkit and could be completed in collaboration with the RAC. When input is sought from landlords, this work could be completed in collaboration with Landlord BC.

The results of this monitoring and feedback process, including proposed changes to any component of this Bylaw, its operation, or enforcement strategy, would be brought forward to Council for consideration at the eighteen-month review.

OPTIONS & IMPACTS

Option 1 (Recommended): Direct staff to bring forward the RPSOM Bylaw as drafted in Attachment A; endorse the tenant-centred enforcement approach with the support of the Tenant Ambassador; launch a monitoring and feedback period and report back on bylaw effectiveness at an eighteen-month review following bylaw commencement.

This option will ensure the RPSOM Bylaw fulfils its intended role to support housing security in Victoria and balances the City's desire to support tenants with responsible stewardship of City resources.

Option 2: Direct staff to proceed with Option 1 but amend the Enforcement Plan to include enforcement provisions or add Bylaw support.

This approach is not recommended as it would increase risk, negatively impact the City's goal to improve housing security, and duplicate new Provincial resources. This approach would also delay implementation as staff would need to return to Council with an updated enforcement plan and resource requirement, and it would delay additional housing work including the upcoming Rental Licencing Bylaw. Additionally, more resources would be required. The cost of an FTE Bylaw Officer is \$100,000 per annum including equipment and training (but excluding vehicle costs) and a minimum of two FTE Bylaw Officers would be required to support municipal enforcement.

Accessibility Impact Statement

Establishing minimum standards of maintenance in residential rental buildings has the potential to improve living conditions for all Victoria residents, including those with accessibility needs.

2019-2022 Strategic Plan

The recommendations in this report align with Strategic Objective Three: Affordable Housing, by supporting existing tenancies and improving the quality of rental housing stock in the City of Victoria through the implementation of the MaRRS initiative.

Impacts to Financial Plan

The option recommended in this report will not require additional resources as funding for the Tenant Ambassador position is already included in the 2021 budget.

Official Community Plan Consistency Statement

This initiative is consistent with several Official Community Plan (OCP) objectives and goals. Most broadly, the OCP states: *“Housing is a basic human need. All people deserve access to housing that is safe, stable and affordable and that supports personal and public health.”*

Specifically, the RPSOM Bylaw meets the following goals and objectives:

Section 13: Housing and Homelessness Goals

- 13 (a) - All residents have access to appropriate, secure, affordable housing.
- 13 (b) - A wide range of housing types, tenures and prices gives residents choices.

Section 13: Housing and Homelessness Objectives

- 13 (b) - That housing affordability is enabled for housing types across the housing spectrum, particularly for people in core housing need.
- 13 (c) - That the existing supply of rental housing is expanded through regeneration.
- 13 (d) - That a wide range of housing choice is available within neighbourhoods to support a diverse, inclusive and multigenerational community.

CONCLUSIONS

Adopting the RPSOM Bylaw will ensure a minimum standard of maintenance is established for rental housing in Victoria, and the recommended enforcement, implementation, communications, monitoring and feedback approaches presented in this report balance City resources and capacity with tenant needs, without duplicating work at the senior government level.

Respectfully submitted,



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Community Planning Division



Karen Hoese, Director
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Development Department

Report accepted and recommended by the City Manager:



Date: September 4, 2020

List of Attachments

- Attachment A: Draft RPSOM Bylaw
- Attachment B: May 10, 2018 MaRRS staff report
- Attachment C: MaRRS Tenant Focus Group notes
- Attachment D: MaRRS Landlord Focus Group notes.