



RentSafeTO

INSIDER

Welcome to the **RentSafeTO Insider** – an e-newsletter for building owners and tenants. This issue provides an update on preparing for cooler temperatures, submitting service requests, information on the new Rental Renovation Licence Bylaw, smoke alarm safety, organic waste diversion, and other resources for tenants.

Indoor Temperatures on Warm Fall Days

Earlier this year, the City of Toronto updated the Heating Bylaw to better reflect shifting seasonal weather patterns and to help protect residents from temperature extremes in their homes, particularly those in apartment buildings.

As of April 30, 2025, the Heating Bylaw now requires owners and operators to maintain a minimum indoor temperature of 21°C in all required areas of rental units from October 1 to May 15 (previously September 15 – June 1). If the outdoor weather is consistently above 21 degrees, please use your judgement regarding when to turn on the heat.



More information is available at [Indoor Temperatures in Apartment Units – City of Toronto](#).

Property Standards Issue? Submit a Service Request!

If a tenant experiences an in-suite or common area property standard issue, they must report it to the landlord or operator first. If no response is received within 24 hours for vital services (no water, no heat, no electricity, no gas) or seven days for all other issues, or if a response is received but no action is taken to address the problem in a reasonable period of time, the tenant is encouraged to contact 3-1-1 (by phone or the online portal) to submit a service request with the City. The service request will be sent to the most appropriate division and team. If it is assigned to RentSafeTO, a Bylaw Enforcement Officer will follow up and investigate.

RentSafeTO Engagement

RentSafeTO's Stakeholder Engagement Lead works to help educate building owners, operators and tenants about the RentSafeTO program, including what it can help with, what to expect during the investigation process and an overview of the evaluation process. If building owners, operators or tenants would like to learn more about the program or set up an education session, please contact RentSafeTO@toronto.ca.



toronto at your service

Other City Initiatives

Safer Student Housing

How Valuable is 60 Seconds? College life brings new independence, but with that independence comes more responsibility – especially when it comes to safety. Many students live in dormitories, apartments, or shared houses where a single smoke alarm may be the only early warning system in a fire. In these environments, sixty seconds can make the difference between escaping safely and facing tragedy.

Think about waking up on a typical morning. Hitting snooze, ignoring the alarm, or taking a few minutes to shake off sleep is normal. But imagine being jolted awake at 2 a.m. by an unfamiliar sound. The alarm is loud, the smell of smoke fills the air, and confusion sets in. In those moments, every second counts. Reaction may not be immediate - precious seconds can be lost trying to process what is happening.



In a fire, seconds matter. Fire spreads quickly and research shows that individuals may have as little as two minutes or less from the start of a fire to safely escape. If it takes a smoke alarm one minute to activate, that leaves one minute - or less - to get out. Just 60 seconds.

That is why it is essential to have working smoke alarms and a practiced home escape plan. In an emergency, there is no time to stop and think. A plan with clear simple steps: who assists whom, how to exit, and where to meet. A plan that everyone knows can save lives.

Steps for Safer Student Housing:

1. **Check for smoke alarms immediately when moving in.** Don't assume landlords or property managers have done this.
2. **Test Alarms Monthly** – Press the test button to ensure each alarm is working. If you notice a problem, report it to your landlord right away.
3. **Never Disable a Smoke Alarm** – Removing batteries or alarms puts everyone at risk.
4. **Practice and Plan your Escape Plan** – Know two ways out from your room and your building and establish a meeting place outside. If you live with roommates, make sure everyone knows the plan.

When 60 seconds is all you have, those seconds are invaluable.

Reminder: Rental Renovation Licence Bylaw in Effect

Landlords must now obtain a Rental Renovation Licence before asking tenants to move out of a rental unit for renovations that require vacant occupancy. The new bylaw outlines clear requirements for licensing, tenant notification and temporary accommodation or compensation. The bylaw, designed to prevent bad faith evictions and help preserve Toronto's rental housing stock, took effect on July 31 and does not apply to N13 notices issued before that date. For more information, visit toronto.ca/RentalRenoLicence.

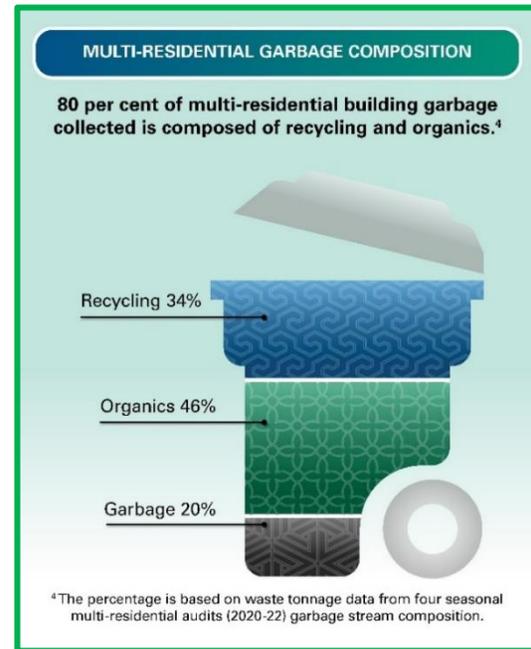


Organic Waste Diversion

Multi-residential buildings receiving City waste collection services are charged a [fee](#) based on the volume of garbage set out for collection. The City offers unlimited collection and processing of organic waste, yet materials accepted in the Green Bin organics program are frequently found in the garbage. **In multi-residential buildings, 46 per cent of garbage collected is organic material that could have been diverted in the Green Bin.**

All buildings that receive waste collection service from the City are subject to the [Residential Properties Waste Collection](#) Bylaw and are required to participate in all of the City's waste diversion programs, including the Green Bin organics program. The Green Bin isn't just for food scraps – other accepted items include pet waste (animal droppings, clay and wood pellet cat litter and cage bedding), diapers and sanitary products, as well as soiled paper towels, facial tissues and napkins. Learn [how the City's processing facilities break down these materials](#) to create compost.

For assistance and support promoting the Green Bin organics program in your building, please contact us at 3Rs@toronto.ca



Resources for Tenants

Eviction Prevention

The City's [Preventing Evictions in Toronto: A Handbook for Renters](#) contains information, resources and tips to help renters navigate the eviction process. This handbook is also available in five languages.

Tenants can also access information and support from the following organizations:

- [Federation of Metro Tenants' Association](#) (FMTA) Tenant Hotline at 416-921-9494.
- [Canadian Centre for Housing Rights](#) (CCHR) at 416-944-0087 (toll free: 1-800-263-1139).
- Local [Legal Aid clinics](#) at 416-979-1446.
- [Housing Help Centres](#) and 311, including the Eviction Prevention in the Community (EPIC) program which is a referral-based program that provides wrap around services to prevent evictions.

Financial Assistance

There are programs for tenants who require financial assistance:

- The [Toronto Rent Bank](#) provides grants to tenants who need assistance with repaying arrears or with first-and-last to secure a new tenancy. Contact the Toronto Rent Bank at 416-397-7368.
- The [Housing Stabilization Fund](#) provides financial assistance to tenants in the Ontario Disability Support Program (ODSP) or Ontario Works (OW). Talk with your ODSP/OW caseworker to see if you are eligible for this program.

