Presentation Overview

- **Council Direction**
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- **Current Actions**
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Council Direction

January 17 Council Motion:

- Create an online, searchable database of rental apartments in Vancouver utilizing:
  - existing publicly available info collected by the City
  - information such as building owner, outstanding work orders, and any property violations.

Objectives

- Motivate property owners and landlords to keep their properties in good order for renters
- Assist renters in making more informed decisions about rental properties in the city

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Research Findings: Other Cities

- Many North American cities provide on-line permit, inspections and violation information. Common practice is an "information dump" – little interpretation

- **Best practices** - Toronto and New York. Information is presented in a manner that is easier for the average person to interpret.

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Research Findings: Best Practices

	TORONTO	NEW YORK
Initiative	*Investigation Activity Search*	*Landlord Watchlist*
Primary Focus	• Provide public with access to information related to by-law violations, their details and status	• Create incentive for landlords to clean up serious violations for residential rental buildings • Assist renters in making informed choices about rental properties
Approach	• Display targeted information about investigations (violations)	• Provide comparative information about violations for buildings and landlords • "worst" and "most improved" landlord lists

Research Findings: Key Elements

There are <u>many differences</u> across cities however there are key elements for consideration for the data-base:

- Building types (commercial, apartment, secondary suites...) to be included
- Building "size" (minimum number of residential units)
- Types of bylaw violations
- How a building/landlord gets on/off the list
- Display of landlord and/or owner name
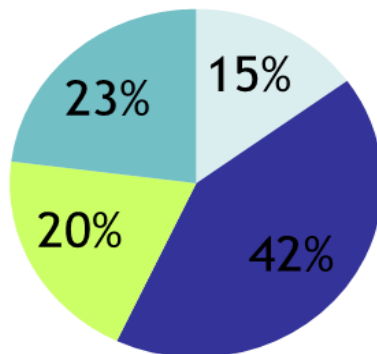- How often the data is refreshed
- Open data issues

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Context: Rental Housing

52 % (131,000) of Vancouver's housing units are rental

Rental Types

- Non-market housing
- Apartment Buildings or townhouse complexes
- SRO's or individually rented condos
- Single family dwellings, duplexes and secondary suites

15%

42%

20%

23%

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Context: Housing and Homelessness Strategy 2012-2021

3 Year Action Plan:

- Support renters to make more informed decisions about their housing
- Improve the quality and maintenance of the rental housing stock
- Demonstrate transparency and leadership in making information accessible

STRATEGIC DIRECTION 1

Increase the supply of affordable housing

STRATEGIC DIRECTION 2

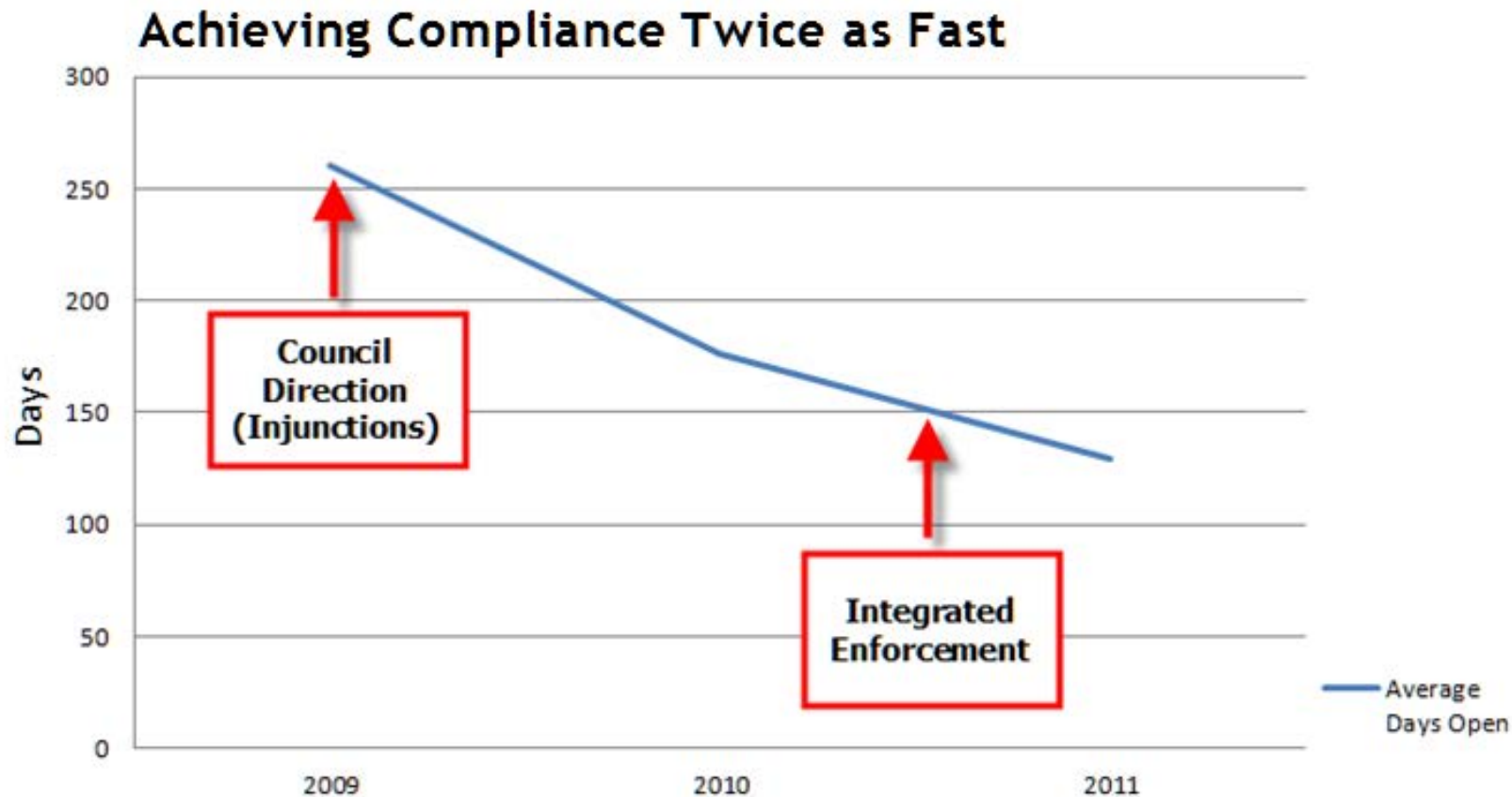**Encourage a housing mix across all neighbourhoods that enhances quality of life**

STRATEGIC DIRECTION 3

Provide strong leadership and support partners to enhance housing stability

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Current Actions

- SRO Task Force
- Senior Coordinated Working Group for Troubled Buildings
- Residential Tenancy Branch Services (390 Main St.)
- Healthy City Strategy (e.g., hoarding task force)
- Tenant assistance (Carnegie Outreach and Tenant Assistance Program)
- CoV Integrated Enforcement

Current Actions: Standards of Maintenance

Achieving Compliance Twice as Fast

Vancouver's Solution:
Rental Property Standards Initiative

- Buildings: **licensed rental buildings - five or more residential units** (includes publicly owned buildings)

- **By-Law Violations: Standards of Maintenance, Fire, Building, Electrical, Plumbing, Gas, Sewer, Sign, Tree Protection, Untidy Premises, Zoning & Development** violations

- Search parameters: by building address and by buildings with open by-law violations

- Information available: property address; landlord or property owner name; open (unresolved) violations; violations closed within the past 12 months

HOUSING CONTINUUM

| Shelters | SROs | Supportive Housing | Non-market Rental (Social Housing) | Purpose-built Rental | Secondary Suites | Rented Condos | Condos | Other Ownership |

Building Types for On Line Data-Base

- Licensed residential rental buildings:
  - five or more units
  - SROs
  - purpose-built rental housing
  - non-market housing
  - supportive housing
- Publicly owned buildings are included

- Approximately 70,000 of Vancouver's 131,000 rental units are currently included in the scope of the Rental Property Standards database

Not Included in the Database at initial release:

Building types:

- Residential rental buildings with less than five units
- Commercial buildings
- Single-family and laneway housing
- Secondary suites
- Co-ops
- Duplexes
- Strata units

Violation types (usually not within the direct control of the landlord):

- Graffiti, Noise & Police

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Search Criteria #1:
"Buildings with Open Violations"

Includes the following information:

- Sortable list of buildings with open by-law violations
- locations of buildings - map
- Landlord or property owner names
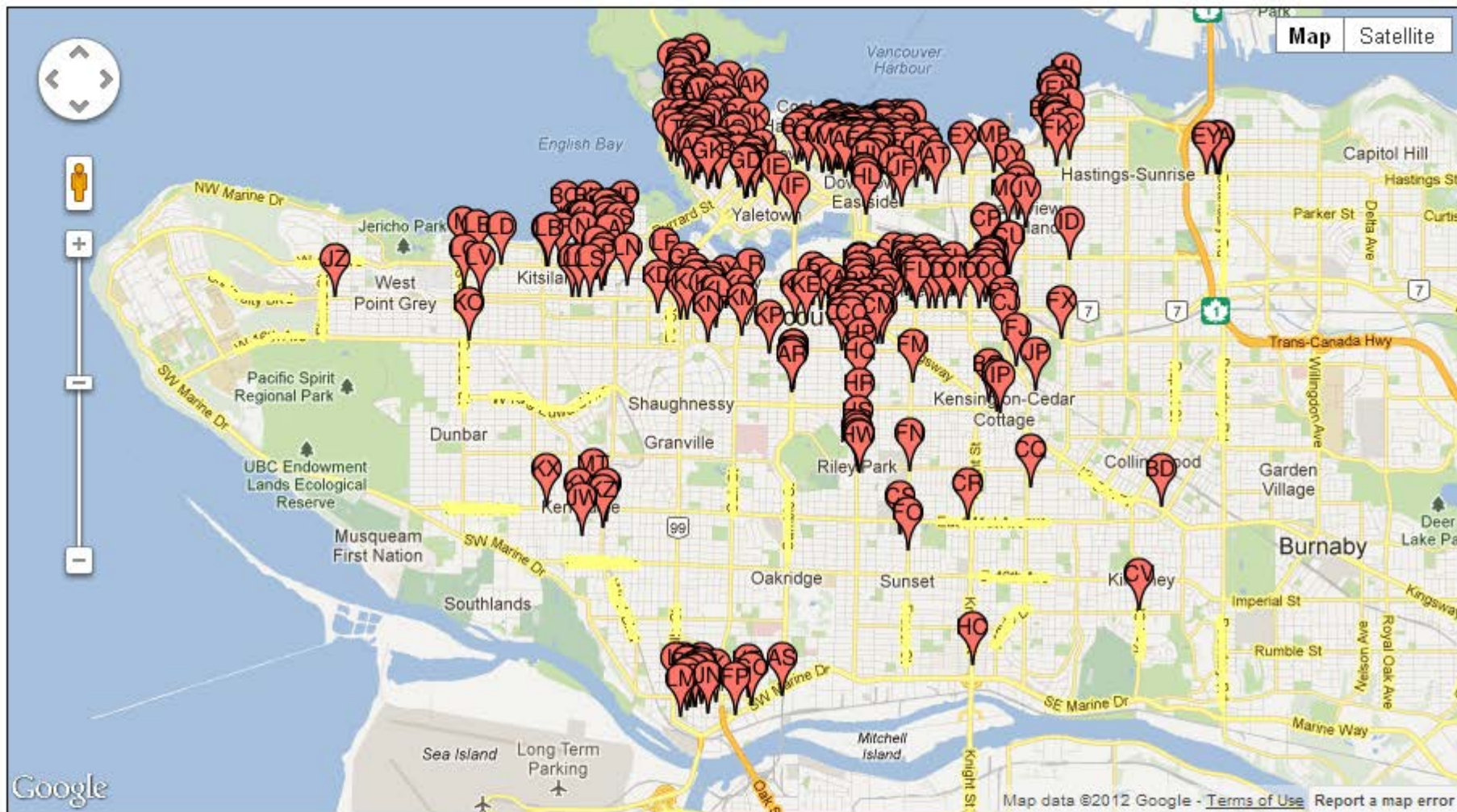- Number of licensed residential units
- Number of open violations

Getting on the map/list:

- Any building with open by-law violations will appear

Getting off the map/list:

- Once all open violations are addressed the building will be removed

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Buildings With Open Enforcement Issues

Address ▼	Licenced Units ▼	Business Operator ▼	Open ▼	Details
Test Address 1	79	Landlord / owner name 1	4	Details Ⓐ
Test Address 2	64	Landlord / owner name 2	81	Details Ⓑ
Test Address 3	71	Landlord / owner name 3	2	Details Ⓒ

Search Criteria #2:
Building Address

Includes the following information:

- location of building - mapped
- Landlord or property owner name
- Number of licensed residential units
- Operating name (where available)
- Open by-law violations
- Violations closed within the last 12 months

Included in the database if there are any open violations **or** violations closed within the past 12 months

Removed from the database if all violations have been closed for more than 12 months

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Number   Street

Address: | 111 | TEST ADDRESS | ⌄ | Search

111 TEST ADDRESS
Vancouver, BC

Number of licenced units: 53

Landlord and/or Owner:
Name

Operating as:
Name

Violation Total: **67**
Open: 44
Closed: 23

Enforcement		Violations Open	Violations Closed
◢ Fire By-law more description		3	1
• Maintenance	(Opened Oct 2011)	1	
• Remove all door wedges and unauthorized hold open devices	(Opened Oct 2011 - Closed Aug 2012)		1
• Remove obstructions from sprinkler heads	(Opened Aug 2010)	1	
• Smoke Alarm Maintenance	(Opened Aug 2010)	1	
◢ Standards of Maintenance By-law more description		41	22
• Work Required	(Opened Sep 2012)	41	
• Work Required	(Opened Aug 2011 - Closed Sep 2011)		22

Engaging the Rental Sector:

- **Notification of landlords and owners with outstanding building violations or violations that have been closed in the last 12 months:**

    - Buildings with open violations – 550 mail-outs (August 29 2012)

    - Buildings with only closed violations – 350 mail-outs (Sept 4 2012)

    - Not for profit providers and tenant associations – 29 mail-outs (Set 5 2012)

    - BC Housing and City of Vancouver staff review of assets

- **Workshop Sept 27, 2012: COV, landlords, owners, not for profit providers, tenant associations**

- **Business Licence renewal: Landlords/owners will be notified again as part of renewal mail-out** (November 2012)

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What Landlords and Owners Can do Before the Database Goes Live

- The system will go live on January 15, 2013

- Landlords and owners have an opportunity to clear up any outstanding violations and schedule re-inspections before the database goes live

- Dedicated staff are available by phone and additional inspectors are available for inspections

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Response to Notification: Enquiry Results:

- Enquiries received: 296

- Re-inspections requested: 8

- Number of buildings with outstanding violations: reduced from 373 (August 30th) to 311 (-62)

- Number of outstanding violations: ~ 4300

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Rental Property Standards - Timeline

Jan 2012 — **Council Motion**

Jan - May — **Research and prototype development**

Jun - Dec — **PRE-LAUNCH**
- Clean up inspection entries and develop new supporting business processes
- Clean up violations for City buildings (in progress)
- Communicate with impacted landlord/stakeholders and give them opportunity to clean up outstanding violations prior to go-live (in progress)
- Gather feedback, define policy decisions and identify any critical changes to be implemented for public launch
- Communicate public launch details including notification of all residential rental building landlords/owners through the business licence renewal mail-out (November)

We are here

Jan 15, 2013 — **PUBLIC LAUNCH:**
- Public release of **Rental Property Standards** online database and related open data

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Questions