



## Property Standards in Rental Housing 2009-2018



City of Ottawa  
Emergency and Protective Services

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Property Standards in Rental Housing

Property Standards in Rental Housing ..... 1

2009-2018 ..... 1

    Executive Summary ..... 4

    Introduction ..... 4

    Methodology ..... 6

    Assumptions and Limitations ..... 6

    Historical Trends ..... 7

    Nature of Issues ..... 9

        General ..... 9

        Building Interiors ..... 11

        Repeat Violations ..... 12

Service Requests by Ward ..... 13

    Ward 1 (Orleans) ..... 15

    Ward 2 (Innes) ..... 16

    Ward 3 (Barrhaven) ..... 17

    Ward 4 (Kanata North) ..... 18

    Ward 5 (West Carleton –March) ..... 19

    Ward 6 (Stittsville) ..... 20

    Ward 7 (Bay) ..... 21

    Ward 8 (College) ..... 22

    Ward 9 (Knoxdale – Merivale) ..... 23

    Ward 10 (Gloucester - Southgate) ..... 24

    Ward 11 (Beacon Hill – Cyrville) ..... 25

    Ward 12 (Rideau-Vanier) ..... 26

    Ward 13 (Rideau – Rockcliffe) ..... 26

    Ward 14 (Somerset) ..... 28

    Ward 15 (Kitchissippi) ..... 29

    Ward 16 (River) ..... 30

    Ward 17 (Capital) ..... 31

    Ward 18 (Alta Vista) ..... 32

    Ward 19 (Cumberland) ..... 33

    Ward 20 (Osgoode) ..... 34

Property Standards in Rental Housing

Ward 21 (Rideau –Goulbourn) ..... 35  
Ward 22 (Gloucester – South Nepean) ..... 36  
Ward 23 (Kanata South) ..... 37  
Appendix A Service Request Descriptions ..... 38

### **Executive Summary**

As a research component of the Rental Accommodation Study, City staff examined in detail service requests related to property standards in private market rental housing in Ottawa.

A ten-year review of service requests suggests that the overall quality of rental housing in Ottawa is very high. Approximately 9 out of ten rental properties have not been subject to a complaint or investigation within the last decade.

However, among the remaining 10% of rental properties, data suggests that there is great disparity in the quality of housing. A small subset of 223 properties are responsible for nearly one-quarter (23%) of all service requests (see Page 10).

Ward 12 (Rideau -Vanier) and Ward 14 (Somerset) are typically thought of as the most problematic, given the volume of service requests received annually (see Page 11). However, analysis on a per capita basis shows Ward 11 (Beacon Hill – Cyrville) has the highest rate of service requests, at 34 per 100 addresses. Ward 12 follows with 25 per 100 (see Page 12). Conversely, Ward 22 (Gloucester – South Nepean) has the lowest rate of service requests at 5 per 100 addresses.

In addition to analysis based on service demand, this review has identified the nature of issues reported to the City, including the most pressing building interior issues, such as pests, mould and plumbing/utility concerns (see Page 9).

Analysis has identified no clear patterns to service requests based on the location, price or age of rental inventory. While further analysis of ward demographics may help to identify trends that can inform risk reduction strategies, this work is out of scope of what is strictly a regulatory review. However, the data collected through this analysis has been shared with relevant City departments to inform their own work on rental housing issues.

### **Introduction**

This report examines a ten-year history of Property Standards Service Requests concerning private market rental housing made to the City of Ottawa between Jan 1, 2009 and Dec 31, 2018.

This analysis has been conducted in support of the Rental Accommodations Study, a City of Ottawa initiative to examine the regulation of various forms of rental accommodations. The Rental Accommodations Study will provide Council with recommendations concerning existing City by-laws related to rental accommodations, as well consider new policy areas such as potential regulations for landlords and short-term rental accommodations, such as Airbnb and VRBO.

Social housing, as well as shelters, group homes, long-term care and other assisted living facilities have not been included in this examination. Each of these falls under

## Property Standards in Rental Housing

different administrative and regulatory frameworks and require unique considerations that are not within the mandate of Emergency and Protective Services.

### **Methodology**

The City of Ottawa does not currently track if service requests originate from rental properties. In order to develop the dataset used for this study, a heuristic approach was required. To begin, a computer algorithm was used to sort the 109,692 property standards service requests processed by the City between Jan 1, 2009 and Dec 31, 2018. A filter was used to remove social housing addresses and then remaining records were analyzed based on the presence of keywords in the case notes. Records were classified as “Rental”, “Non-rental”, and “Undetermined”. A random sample quality assurance check was conducted on the Rental and Non-rental datasets to validate the accuracy of the sorting algorithm. The remaining 6,118 records classified as “Undetermined” were then manually reviewed and classified by project staff.

Given the broad range of issues that are recorded under the “Building Interior” category, an additional analysis was conducted on these records. A random sample of 400 Building Interior service requests from 2018 was used. Each case description was then manually reviewed to classify and tag the nature of the call. Where multiple issues were reported, multiple tags were applied to the case file. Results for this analysis are considered accurate to  $\pm 3.1\%$ , 19 times out of 20.

Data concerning the rental inventory in each ward was used from the Rental Market Analysis. This analysis was conducted according to Statistics Canada Census Tracts as applied during the 2016 Census. Where Ward boundaries did not align with Census Tracts, the Census Tract was assigned in its entirety to the Ward that contained the majority of the tract’s residential addresses.

The methodology used for the Rental Market Analysis is detailed in that report on page 7.

### **Assumptions and Limitations**

The data in this report is based on service requests for property standards issues from the community. It does not make any attempt to quantify the number of issues that go unreported. While project staff acknowledge that some residents may not seek assistance to resolve these issues, there is insufficient data to provide for an accurate assessment of this trend and its resulting impact on rental housing quality.

This study also does not account for property standards issues that are reported to, and resolved by, landlords without intervention by By-law and Regulatory Services. For the purposes of this study these issues are deemed to be acceptable.

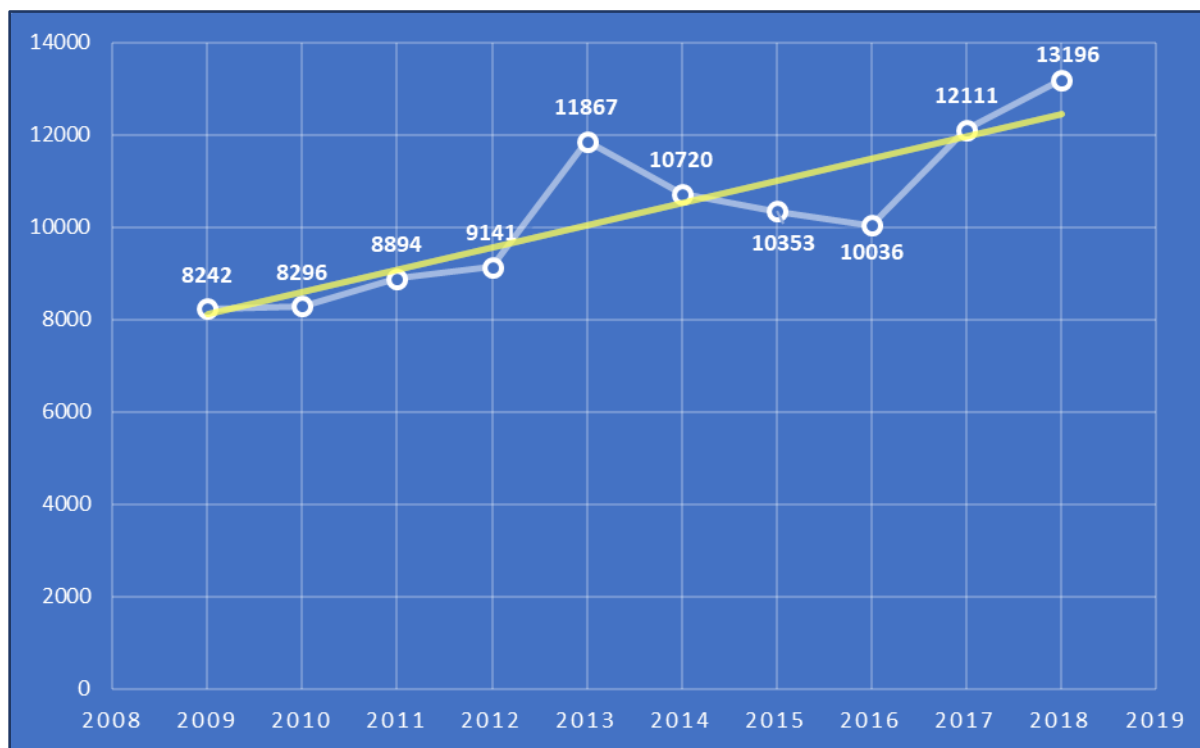
This study also does not consider if issues were caused by landlords or tenants (or both or neither) or if the complaints originated from landlords, tenants, neighbours or other third parties.

## Historical Trends

During the ten-year study period, the City of Ottawa’s By-law and Regulatory Services has investigated 109,692 property standards service requests submitted on behalf of local residents and businesses. Overall, Property Standards requests have increased by 60% over the ten-year period.

The City currently spends \$1.5 million dollars (2019 Budget) annually to address these issues.

**Figure 1 – Total Property Standards Service Requests, by Year**

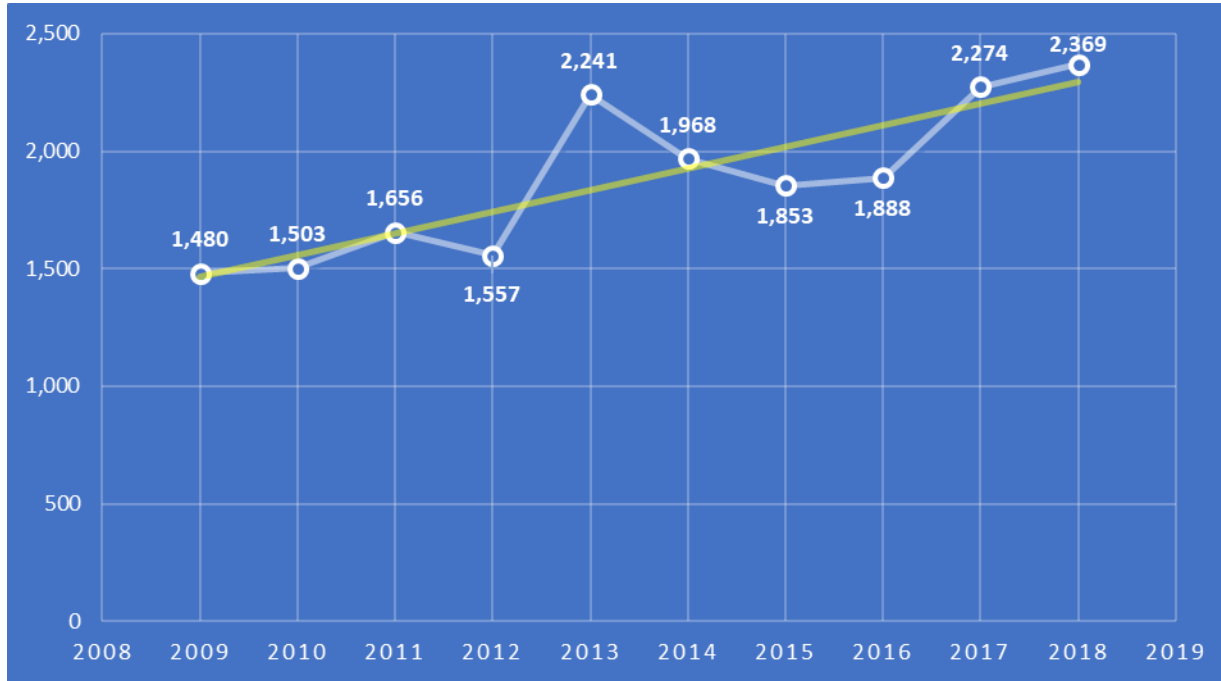


**Table 1 – Total Property Standards Service Requests, by Year**

Year	Service Requests
2009	8,242
2010	8,296
2011	8,894
2012	9,141
2013	11,867
2014	10,720
2015	10,353
2016	10,036
2017	12,111
2018	13,196

## Property Standards in Rental Housing

**Figure 2 - Annual Property Standards Requests in Rental Housing, 2009-2018**



Property Standards service requests from private market rental housing have mirrored this overall trend, growing by 60% over the ten-year study period.

Proportionately, service requests from private market rental housing represent approximately 18% of all property standards service requests in a given year.

**Table 2 -Property Standards Requests from Rental Housing**

Year	Service Requests
2009	1,480
2010	1,503
2011	1,656
2012	1,557
2013	2,241
2014	1,968
2015	1,853
2016	1,888
2017	2,274
2018	2,369



### **Nature of Issues**

#### General

Overall, data suggests that the quality of private market rental housing in Ottawa is very high. Approximately 9 out of 10 rental properties have not been subject to a property standards complaint over the previous decade.

However, this quality is inconsistent. Among the remaining 10%, one-third of addresses had multiple complaints over the study period. An analysis specific to these addresses is included under Repeat Violations.

While Ward 12 (Rideau -Vanier) and Ward 14 (Somerset) are typically thought of as the most problematic, this is primarily a function of the large volume of rental housing in these wards. Analysis on a per capita basis shows that wards with less rental housing stock may experience more frequent problems.

This is also true for affordability. As Table 3 illustrates, property standards challenges occur at varied rates across the affordability spectrum.

Approximately 58% of service requests involve issues within rental units, including those issues detailed under “Building Interior” as well as heating and elevator issues. These are the issues that tend to have the greatest impact on quality of life for residents.

However, it is important to note that building interior issues, as reported in this document, cannot always be attributed to “problem landlords”. Tenants can also be responsible for causing the issues within their unit or in neighbouring units within their building.

There are also issues, such as pest control, that are always a shared responsibility to manage. In multi-residential units it is up to every tenant, as well as the landlord, to prevent infestations and to work cooperatively to resolve infestations when they occur.

**Table 3 - Rental Value, by Ward**

Ward	Monthly Rent	Service Requests Per Unit	Value Index
Ward 22 (Gloucester – South Nepean)	1644.57	0.005	8.2
Ward 2 (Innes)	1351.53	0.007	9.5
Ward 19 (Cumberland)	1363.72	0.007	9.5
Ward 16 (River)	1096.97	0.010	11.0
Ward 23 (Kanata South)	1449.33	0.008	11.6
Ward 7 (Bay)	1162.18	0.010	11.6
Ward 1 (Orleans)	1435.32	0.009	12.9
Ward 21 (Rideau – Goulbourn)	1325.68	0.010	13.3
Ward 20 (Osgoode)	1337.90	0.011	14.7
Ward 4 (Kanata North)	1656.22	0.009	14.9
Ward 9 (Knoxdale – Merivale)	1289.81	0.012	15.5
Ward 10 (Gloucester – Southgate)	1304.08	0.012	15.6
Ward 13 (Rideau – Rockcliffe)	1128.16	0.014	15.8
Ward 15 (Kitchissippi)	1321.31	0.012	15.9
Ward 14 (Somerset)	1271.86	0.013	16.5
Ward 17 (Capital)	1290.27	0.013	16.8
Ward 8 (College)	1267.60	0.015	19.0
Ward 5 (West Carleton – March)	1598.65	0.013	20.8
Ward 18 (Alta Vista)	1169.20	0.021	24.6
Ward 12 (Rideau - Vanier)	1146.21	0.025	28.7
Ward 6 (Stittsville)	1569.15	0.019	29.8
Ward 3 (Barrhaven)	1622.79	0.020	32.5
Ward 11 (Beacon Hill - Cyrville)	1249.55	0.034	42.5

## Property Standards in Rental Housing

### Building Interiors

Given the broad array of issues that are currently logged as “Building Interior” service requests, an analysis of case descriptions was conducted to further identify and categorize the nature of each request.

Of the Building Interior Property Standards Service Requests received by the City of Ottawa in 2018:

- 23% concerned insect infestation. Of these:
  - 35% alleged bed bug infestation
  - 32% alleged cockroach infestation
  - 9% alleged ant infestation
- 21% concerned apparent or suspected mould contamination
- 16% concerned general maintenance issues
- 15% concerned water damage due to flooding or leaking
- 12% concerned plumbing problems
- 9% concerned vermin infestation, such as mice, rats, squirrels and raccoons
- 7% concerned general cleanliness
- 5% concerned problems with appliances
- 4% concerned problems with safety equipment, including locks, lighting, fire and carbon monoxide detectors
- 4% concerned suspected hazardous materials, such as asbestos, solvents or pesticides
- 3% concerned availability of water
- 3% concerned availability of electricity
- Other issues (each at 1% or less) included:
  - Hoarding
  - Elevator Maintenance
  - Fire Damage
  - Overcrowding

## Property Standards in Rental Housing

### Repeat Violations

Analysis of service addresses has identified a small subset of 223 addresses that averaged more than one complaint per year. This group, representing one-half of one percent of rental properties (0.5%), is responsible for nearly one quarter of all service requests (23%). One service address was responsible for 34 service requests in a single year.

**Table 4 - High Risk Properties, by Ward**

<b>Ward</b>	<b>High Risk Properties</b>
Ward 12 (Rideau – Vanier)	50
Ward 14 (Somerset)	40
Ward 18 (Alta Vista)	23
Ward 7 (Bay)	22
Ward 13 (Rideau – Rockcliffe)	18
Ward 16 (River)	15
Ward 8 (College)	14
Ward 9 (Knoxdale – Merivale)	10
Ward 17 (Capital)	9
Ward 11 (Beacon Hill – Cyrville)	8
Ward 10 (Gloucester – Southgate)	7
Ward 15 (Kitchissippi)	6
Ward 2 (Innes)	1
Ward 1 (Orleans)	0
Ward 3 (Barrhaven)	0
Ward 4 (Kanata North)	0
Ward 5 (West Carleton – March)	0
Ward 6 (Stittsville)	0
Ward 19 (Cumberland)	0
Ward 20 (Osgoode)	0
Ward 21 (Rideau – Goldbourn)	0
Ward 22 (Gloucester – South Nepean)	0
Ward 23 (Kanata South)	0
<b>Total</b>	<b>223</b>

## Property Standards in Rental Housing

### Service Requests by Ward

The following table provides the average number of property standards complaints in each ward over the ten-year study period.

**Table 5 - Average Annual Property Standards Service Request Volume by Ward, 2009-2018**

<b>Ward</b>	<b>Service Requests</b>
Ward 12 (Rideau – Vanier)	417
Ward 14 (Somerset)	252
Ward 18 (Alta Vista)	161
Ward 13 (Rideau – Rockcliffe)	134
Ward 16 (River)	106
Ward 7 (Bay)	105
Ward 17 (Capital)	105
Ward 15 (Kitchissippi)	101
Ward 8 (College)	96
Ward 9 (Knoxdale – Merivale)	64
Ward 11 (Beacon Hill – Cyrville)	63
Ward 10 (Gloucester – Southgate)	58
Ward 1 (Orleans)	28
Ward 2 (Innes)	27
Ward 3 (Barrhaven)	25
Ward 4 (Kanata North)	25
Ward 19 (Cumberland)	21
Ward 20 (Osgoode)	20
Ward 23 (Kanata South)	17
Ward 21 (Rideau – Goldbourn)	16
Ward 22 (Gloucester – South Nepean)	15
Ward 6 (Stittsville)	13
Ward 5 (West Carleton – March)	9
<b>Average</b>	<b>82</b>

While this information is useful for determining overall service demand, it can be misleading when it comes to assessing the overall quality of rental stock in a given community.

## Property Standards in Rental Housing

Within each ward, there is great variance in the total number of rental units. Wards with a higher number of units can reasonably be expected to have a higher number of complaints. To address this, the following table assesses the proportion of rental housing to the proportion of service requests generated from within the ward. Results are ranked according to the lowest ratio of service requests to service addresses.

**Table 6 - Property standards in rental housing, by Ward**

Rank	Ward	Service Requests Per 100 Addresses
1	Ward 22 (Gloucester – South Nepean)	5
2	Ward 19 (Cumberland)	7
3	Ward 2 (Innes)	7
4	Ward 23 (Kanata South)	8
5	Ward 1 (Orleans)	9
6	Ward 4 (Kanata North)	9
7	Ward 7 (Bay)	10
8	Ward 16 (River)	10
9	Ward 21 (Rideau – Goldbourn)	10
10	Ward 20 (Osgoode)	11
11	Ward 9 (Knoxdale – Merivale)	12
12	Ward 15 (Kitchissippi)	12
13	Ward 10 (Gloucester – Southgate)	12
14	Ward 5 (West Carleton – March)	13
15	Ward 17 (Capital)	13
16	Ward 14 (Somerset)	13
17	Ward 13 (Rideau – Rockcliffe)	14
18	Ward 8 (College)	15
19	Ward 6 (Stittsville)	19
20	Ward 3 (Barrhaven)	20
21	Ward 18 (Alta Vista)	21
22	Ward 12 (Rideau – Vanier)	25
23	Ward 11 (Beacon Hill – Cyrville)	34

The following sections provide a more detailed look at each ward's rental inventory and service request history, including the volume and nature of service requests.

## Property Standards in Rental Housing

### Ward 1 (Orleans)

- Orleans Ward hosts an estimated 3,171 rental units.
- 211 addresses have had at least one property standards complaint in the past decade. (7%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 7 - Rental Inventory by Age, Ward 1**

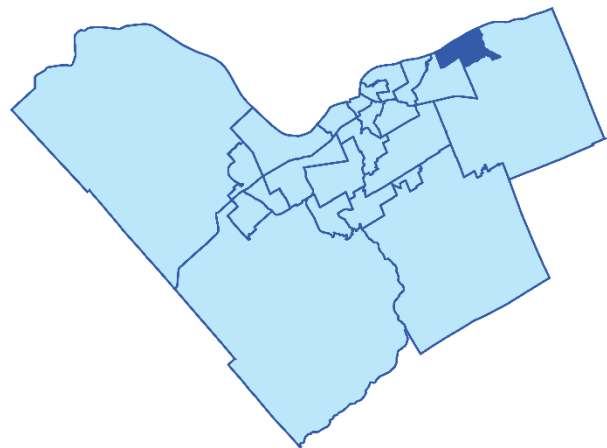
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	191	944	1,218	818
Percentage	6%	30%	38%	26%

**Table 8 - Service Request (SR) Volume by Year, Ward 1**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	19	17	23	18	42	33	25	28	34	45

**Table 9 – Total Service Requests by Type (2009-2018), Ward 1**

Call Type	SR
Board Up	0
Building Exterior	45
Building Interior	105
Business Premise Inspection	1
Dead Dangerous Tree	12
Derelict Vehicle	4
Elevators	1
Exterior Debris/Waste	43
Fence-Disrepair	6
Grass Long/Weeds	34
Heat-Insufficient	8
Heat-Mechanical	2
Ice/Snow Build Up	4
Info-Property Standards	11
Needles/Syringes	2
Open Excavation	0
Pool Fence	2
Right of Entry Permit	0
Shopping Cart	1
Swimming Pool-Water	3



## Property Standards in Rental Housing

### Ward 2 (Innes)

- Innes Ward hosts an estimated 3,906 rental units.
- 197 addresses have had at least one property standards complaint in the past decade. (22%)
- 1 address has had 10 or more property standards complaints in the past decade.

**Table 10 - Rental Inventory by Age, Ward 2**

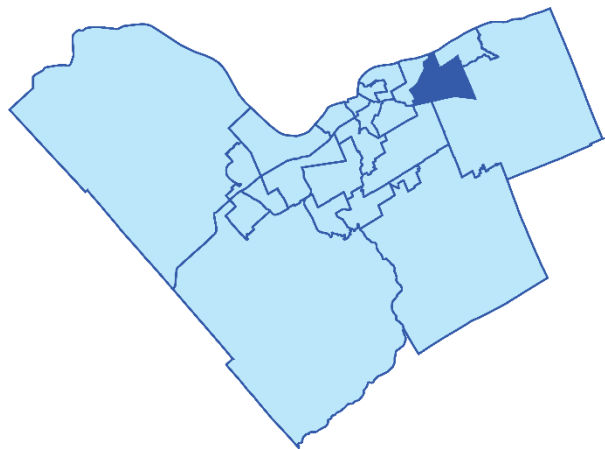
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	335	1,486	1,382	703
<b>Percentage</b>	9%	38%	35%	18%

**Table 11 - Service Request (SR) Volume by Year, Ward 2**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	30	19	28	18	33	28	28	19	49	22

**Table 12 – Total Service Requests by Type (2009-2018), Ward 2**

Call Type	SR
Board Up	1
Building Exterior	22
Building Interior	122
Business Premise Inspection	1
Dead Dangerous Tree	11
Derelict Vehicle	5
Elevators	3
Exterior Debris/Waste	43
Fence-Disrepair	1
Grass Long/Weeds	31
Heat-Insufficient	11
Heat-Mechanical	1
Ice/Snow Build Up	6
Info-Property Standards	9
Needles/Syringes	0
Open Excavation	1
Pool Fence	2
Right of Entry Permit	1
Shopping Cart	0
Swimming Pool-Water	3





## Property Standards in Rental Housing

### Ward 3 (Barrhaven)

- Barrhaven Ward hosts an estimated 1,268 rental units.
- 215 addresses have had at least one property standards complaint in the past decade. (17%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 13 - Rental Inventory by Age, Ward 3**

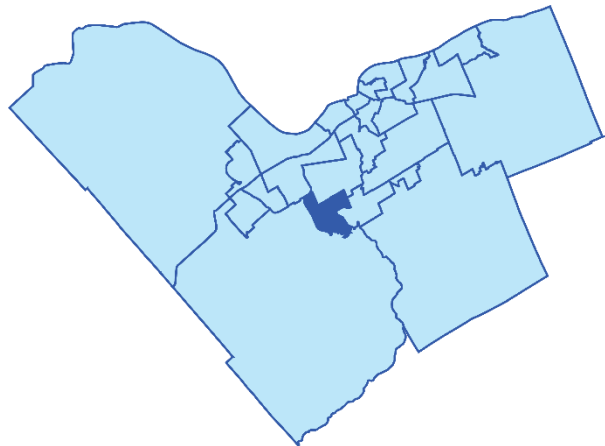
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	86	186	264	732
Percentage	7%	15%	21%	58%

**Table 14 - Service Request (SR) Volume by Year, Ward 3**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	16	10	19	21	33	20	27	25	35	44

**Table 15 – Total Service Requests by Type (2009-2018), Ward 3**

Call Type	SR
Board Up	0
Building Exterior	33
Building Interior	64
Business Premise Inspection	1
Dead Dangerous Tree	5
Derelict Vehicle	4
Elevators	0
Exterior Debris/Waste	57
Fence-Disrepair	3
Grass Long/Weeds	62
Heat-Insufficient	3
Heat-Mechanical	1
Ice/Snow Build Up	2
Info-Property Standards	5
Needles/Syringes	2
Open Excavation	0
Pool Fence	5
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	3



## Property Standards in Rental Housing

### Ward 4 (Kanata North)

- Kanata North Ward hosts an estimated 2,676 rental units.
- 189 addresses have had at least one property standards complaint in the past decade. (7%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 16 - Rental Inventory by Age, Ward 4**

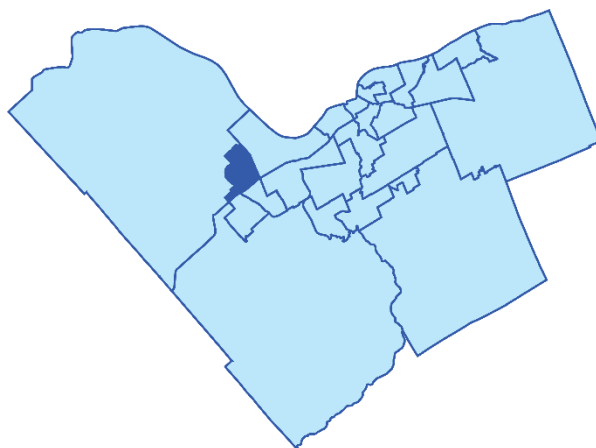
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	54	406	555	1,661
<b>Percentage</b>	2%	15%	21%	62%

**Table 17 - Service Request (SR) Volume by Year, Ward 4**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	16	9	22	16	30	26	24	23	41	43

**Table 18 – Total Service Requests by Type (2009-2018), Ward 4**

Call Type	SR
Board Up	1
Building Exterior	35
Building Interior	77
Business Premise Inspection	0
Dead Dangerous Tree	12
Derelict Vehicle	2
Elevators	4
Exterior Debris/Waste	40
Fence-Disrepair	0
Grass Long/Weeds	45
Heat-Insufficient	10
Heat-Mechanical	3
Ice/Snow Build Up	4
Info-Property Standards	10
Needles/Syringes	1
Open Excavation	0
Pool Fence	1
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	4



## Property Standards in Rental Housing

### Ward 5 (West Carleton –March)

- West Carleton – March Ward hosts an estimated 749 rental units.
- 81 addresses have had at least one property standards complaint in the past decade. (10%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 19 - Rental Inventory by Age, Ward 5**

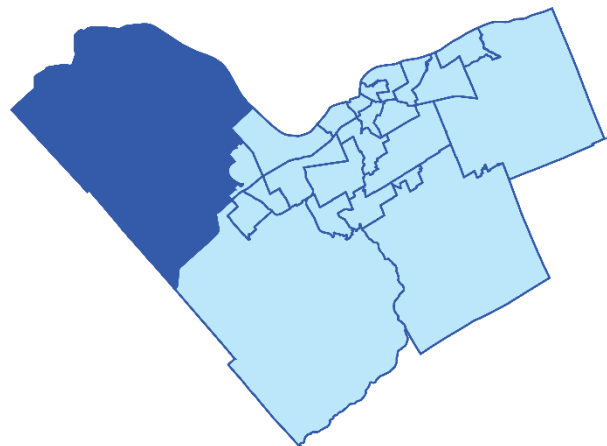
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	208	201	149	191
Percentage	28%	27%	20%	26%

**Table 20 - Service Request (SR) Volume by Year, Ward 5**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	9	6	12	3	8	14	8	5	15	14

**Table 21 – Total Service Requests by Type (2009-2018), Ward 5**

Call Type	SR
Board Up	1
Building Exterior	15
Building Interior	37
Business Premise Inspection	0
Dead Dangerous Tree	4
Derelict Vehicle	1
Elevators	0
Exterior Debris/Waste	18
Fence-Disrepair	0
Grass Long/Weeds	8
Heat-Insufficient	1
Heat-Mechanical	2
Ice/Snow Build Up	1
Info-Property Standards	5
Needles/Syringes	0
Open Excavation	0
Pool Fence	1
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 6 (Stittsville)

- Stittsville Ward hosts an estimated 685 rental units.
- 106 addresses have had at least one property standards complaint in the past decade. (15%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 22 - Rental Inventory by Age, Ward 6**

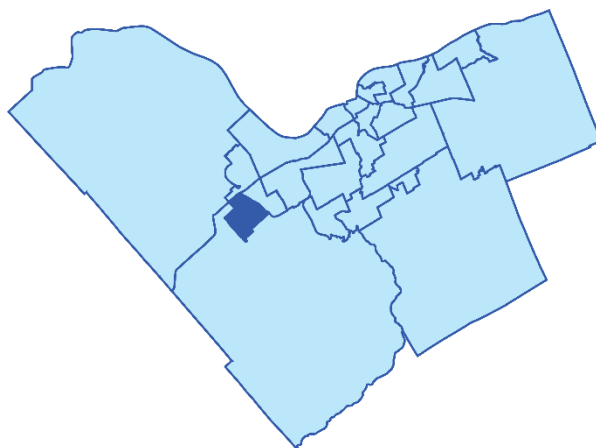
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	64	121	131	369
<b>Percentage</b>	9%	18%	19%	54%

**Table 23 - Service Request (SR) Volume by Year, Ward 6**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	11	10	16	7	12	6	10	16	20	23

**Table 24 – Total Service Requests by Type (2009-2018), Ward 6**

Call Type	SR
Board Up	0
Building Exterior	20
Building Interior	22
Business Premise Inspection	1
Dead Dangerous Tree	4
Derelict Vehicle	5
Elevators	0
Exterior Debris/Waste	32
Fence-Disrepair	3
Grass Long/Weeds	30
Heat-Insufficient	2
Heat-Mechanical	0
Ice/Snow Build Up	1
Info-Property Standards	6
Needles/Syringes	0
Open Excavation	1
Pool Fence	2
Right of Entry Permit	1
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 7 (Bay)

- Bay Ward hosts an estimated 10,929 rental units.
- 376 addresses have had at least one property standards complaint in the past decade. (4%)
- 22 addresses have had 10 or more property standards complaints in the past decade. (<0%)

**Table 25 - Rental Inventory by Age, Ward 7**

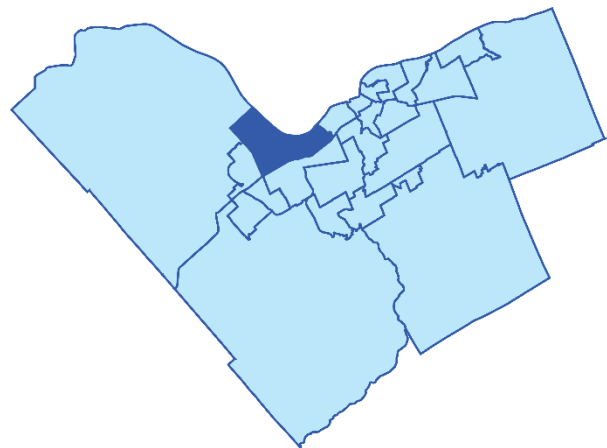
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	1,885	6,833	1,948	263
Percentage	17%	63%	18%	2%

**Table 26 - Service Request (SR) Volume by Year, Ward 7**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	91	70	93	80	108	120	132	107	128	123

**Table 27 – Total Service Requests by Type (2009-2018), Ward 7**

Call Type	SR
Board Up	0
Building Exterior	97
Building Interior	522
Business Premise Inspection	1
Dead Dangerous Tree	30
Derelict Vehicle	8
Elevators	17
Exterior Debris/Waste	89
Fence-Disrepair	3
Grass Long/Weeds	39
Heat-Insufficient	156
Heat-Mechanical	19
Ice/Snow Build Up	18
Info-Property Standards	41
Needles/Syringes	3
Open Excavation	0
Pool Fence	0
Right of Entry Permit	0
Shopping Cart	6
Swimming Pool-Water	2



## Property Standards in Rental Housing

### Ward 8 (College)

- College Ward hosts an estimated 6,410 rental units.
- 517 addresses have had at least one property standards complaint in the past decade. (8%)
- 14 addresses have had 10 or more property standards complaints in the past decade.

**Table 28 - Rental Inventory by Age, Ward 8**

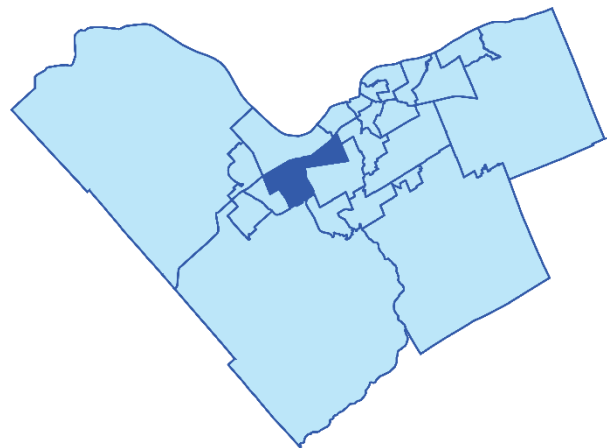
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	858	3,208	1,779	565
<b>Percentage</b>	13%	50%	28%	9%

**Table 29 - Service Request (SR) Volume by Year, Ward 8**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	60	82	69	78	114	94	89	103	146	125

**Table 30 – Total Service Requests by Type (2009-2018), Ward 8**

Call Type	SR
Board Up	1
Building Exterior	104
Building Interior	415
Business Premise Inspection	3
Dead Dangerous Tree	23
Derelict Vehicle	7
Elevators	4
Exterior Debris/Waste	142
Fence-Disrepair	7
Grass Long/Weeds	109
Heat-Insufficient	47
Heat-Mechanical	19
Ice/Snow Build Up	10
Info-Property Standards	57
Needles/Syringes	0
Open Excavation	4
Pool Fence	2
Right of Entry Permit	0
Shopping Cart	1
Swimming Pool-Water	5



## Property Standards in Rental Housing

### Ward 9 (Knoxdale – Merivale)

- Knoxdale – Merivale Ward hosts an estimated 5,563 rental units.
- 356 addresses have had at least one property standards complaint in the past decade. (6%)
- 10 addresses have had 10 or more property standards complaints in the past decade.

**Table 31 - Rental Inventory by Age, Ward 9**

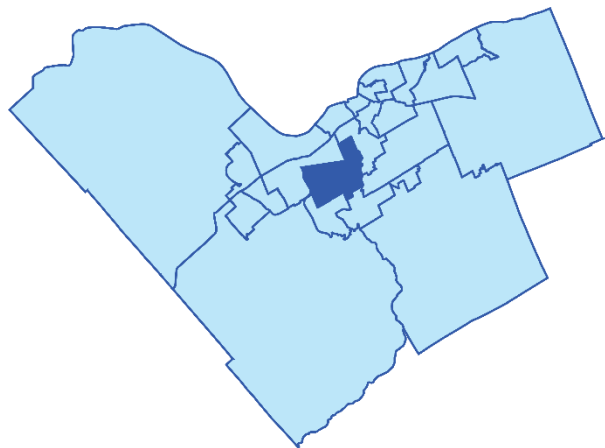
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	538	2,811	1,704	510
Percentage	10%	51%	31%	9%

**Table 32 - Service Request (SR) Volume by Year, Ward 9**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	48	49	47	59	82	67	63	67	73	85

**Table 33 – Total Service Requests by Type (2009-2018), Ward 9**

Call Type	SR
Board Up	0
Building Exterior	74
Building Interior	285
Business Premise Inspection	1
Dead Dangerous Tree	12
Derelict Vehicle	5
Elevators	1
Exterior Debris/Waste	92
Fence-Disrepair	3
Grass Long/Weeds	49
Heat-Insufficient	46
Heat-Mechanical	11
Ice/Snow Build Up	10
Info-Property Standards	37
Needles/Syringes	3
Open Excavation	1
Pool Fence	4
Right of Entry Permit	0
Shopping Cart	1
Swimming Pool-Water	3



## Property Standards in Rental Housing

### Ward 10 (Gloucester - Southgate)

- Gloucester – Southgate Ward hosts an estimated 4,643 rental units.
- 335 addresses have had at least one property standards complaint in the past decade. (7%)
- 7 addresses have had 10 or more property standards complaints in the past decade.

**Table 34 - Rental Inventory by Age, Ward 10**

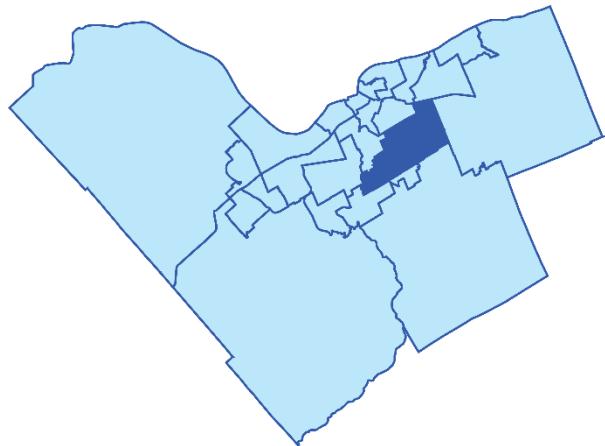
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	454	1,732	2,125	332
Percentage	10%	37%	46%	7%

**Table 35 - Service Request (SR) Volume by Year, Ward 10**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	46	40	51	32	58	60	56	71	67	96

**Table 36 – Total Service Requests by Type (2009-2018), Ward 10**

Call Type	SR
Board Up	1
Building Exterior	67
Building Interior	288
Business Premise Inspection	6
Dead Dangerous Tree	9
Derelict Vehicle	5
Elevators	2
Exterior Debris/Waste	71
Fence-Disrepair	5
Grass Long/Weeds	61
Heat-Insufficient	21
Heat-Mechanical	3
Ice/Snow Build Up	9
Info-Property Standards	18
Needles/Syringes	1
Open Excavation	2
Pool Fence	1
Right of Entry Permit	1
Shopping Cart	3
Swimming Pool-Water	3





## Property Standards in Rental Housing

### Ward 11 (Beacon Hill – Cyrville)

- Beacon Hill – Cyrville Ward hosts an estimated 1,815 rental units.
- 301 addresses have had at least one property standards complaint in the past decade. (17%)
- 8 addresses have had 10 or more property standards complaints in the past decade.

**Table 37 - Rental Inventory by Age, Ward 11**

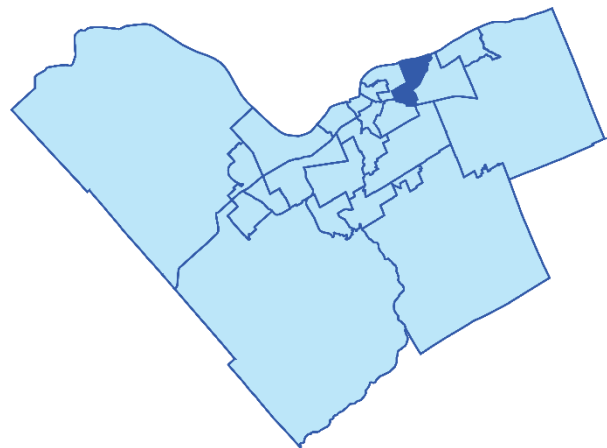
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	176	992	461	186
Percentage	10%	55%	25%	10%

**Table 38 - Service Request (SR) Volume by Year, Ward 11**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	45	50	62	47	98	58	52	71	89	54

**Table 39 – Total Service Requests by Type (2009-2018), Ward 11**

Call Type	SR
Board Up	0
Building Exterior	61
Building Interior	359
Business Premise Inspection	3
Dead Dangerous Tree	12
Derelict Vehicle	1
Elevators	7
Exterior Debris/Waste	66
Fence-Disrepair	3
Grass Long/Weeds	27
Heat-Insufficient	49
Heat-Mechanical	1
Ice/Snow Build Up	3
Info-Property Standards	23
Needles/Syringes	0
Open Excavation	2
Pool Fence	4
Right of Entry Permit	0
Shopping Cart	2
Swimming Pool-Water	2



## Property Standards in Rental Housing

### Ward 12 (Rideau-Vanier)

- Rideau-Vanier Ward hosts an estimated 16,512 rental units.
- 1,643 addresses have had at least one property standards complaint in the past decade. (10%)
- 50 addresses have had 10 or more property standards complaints in the past decade.

**Table 40 - Rental Inventory by Age, Ward 12**

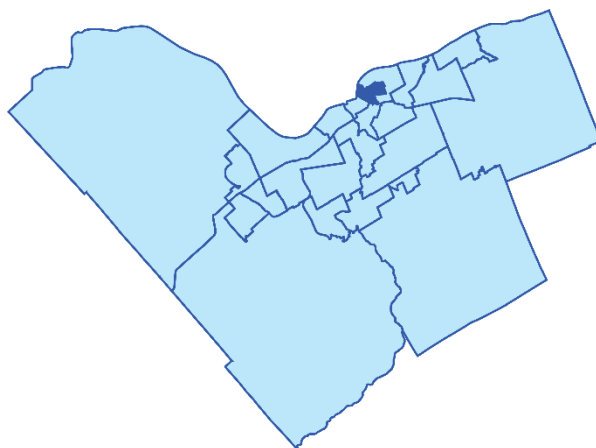
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	5,400	6,045	3,006	2,061
<b>Percentage</b>	33%	37%	18%	12%

**Table 41 - Service Request (SR) Volume by Year, Ward 12**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	297	316	439	349	544	437	436	433	460	462

**Table 42 – Total Service Requests by Type (2009-2018), Ward 12**

Call Type	SR
Board Up	6
Building Exterior	445
Building Interior	1,856
Business Premise Inspection	7
Dead Dangerous Tree	41
Derelict Vehicle	6
Elevators	21
Exterior Debris/Waste	920
Fence-Disrepair	6
Grass Long/Weeds	99
Heat-Insufficient	494
Heat-Mechanical	52
Ice/Snow Build Up	61
Info-Property Standards	98
Needles/Syringes	39
Open Excavation	5
Pool Fence	0
Right of Entry Permit	5
Shopping Cart	3
Swimming Pool-Water	1



### Ward 13 (Rideau – Rockcliffe)

- Rideau – Rockcliffe Ward hosts an estimated 9,671 rental units.

## Property Standards in Rental Housing

- 659 addresses have had at least one property standards complaint in the past decade. (7%)
- 18 addresses have had 10 or more property standards complaints in the past decade.

**Table 43 - Rental Inventory by Age, Ward 13**

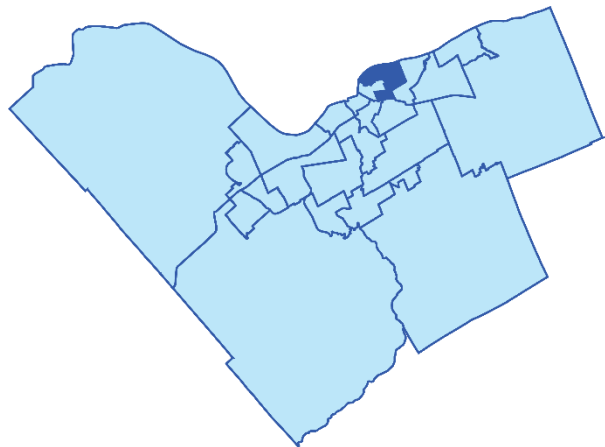
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	2,703	3,862	2,063	1,043
<b>Percentage</b>	28%	40%	21%	11%

**Table 44 - Service Request (SR) Volume by Year, Ward 13**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	89	99	95	94	149	142	145	162	200	164

**Table 45 – Total Service Requests by Type (2009-2018), Ward 13**

Call Type	SR
Board Up	1
Building Exterior	129
Building Interior	639
Business Premise Inspection	1
Dead Dangerous Tree	26
Derelict Vehicle	13
Elevators	16
Exterior Debris/Waste	235
Fence-Disrepair	2
Grass Long/Weeds	59
Heat-Insufficient	113
Heat-Mechanical	27
Ice/Snow Build Up	24
Info-Property Standards	40
Needles/Syringes	6
Open Excavation	1
Pool Fence	2
Right of Entry Permit	1
Shopping Cart	2
Swimming Pool-Water	1



## Property Standards in Rental Housing

### Ward 14 (Somerset)

- Somerset Ward hosts an estimated 18,981 rental units.
- 985 addresses have had at least one property standards complaint in the past decade. (5%)
- 40 addresses have had 10 or more property standards complaints in the past decade.

**Table 46 - Rental Inventory by Age, Ward 14**

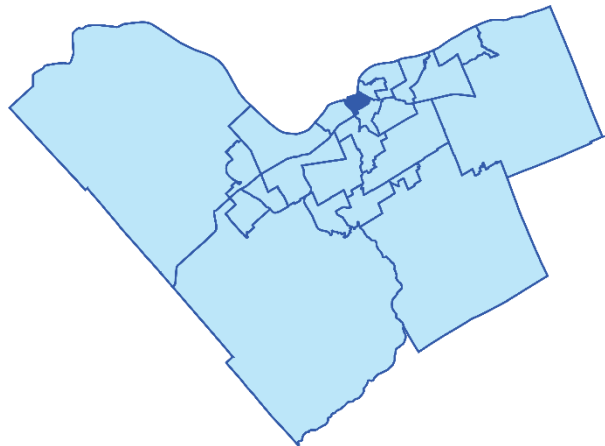
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	6,047	6,937	3,506	2,491
<b>Percentage</b>	32%	37%	18%	13%

**Table 47 - Service Request (SR) Volume by Year, Ward 14**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	212	223	201	223	279	267	245	223	302	340

**Table 48 – Total Service Requests by Type (2009-2018), Ward 14**

Call Type	SR
Board Up	7
Building Exterior	276
Building Interior	1,265
Business Premise Inspection	3
Dead Dangerous Tree	21
Derelict Vehicle	6
Elevators	26
Exterior Debris/Waste	395
Fence-Disrepair	0
Grass Long/Weeds	20
Heat-Insufficient	312
Heat-Mechanical	43
Ice/Snow Build Up	26
Info-Property Standards	93
Needles/Syringes	16
Open Excavation	1
Pool Fence	0
Right of Entry Permit	2
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 15 (Kitchissippi)

- Kitchissippi Ward hosts an estimated 8,188 rental units.
- 546 addresses have had at least one property standards complaint in the past decade. (7%)
- 6 addresses have had 10 or more property standards complaints in the past decade.

**Table 49 - Rental Inventory by Age, Ward 15**

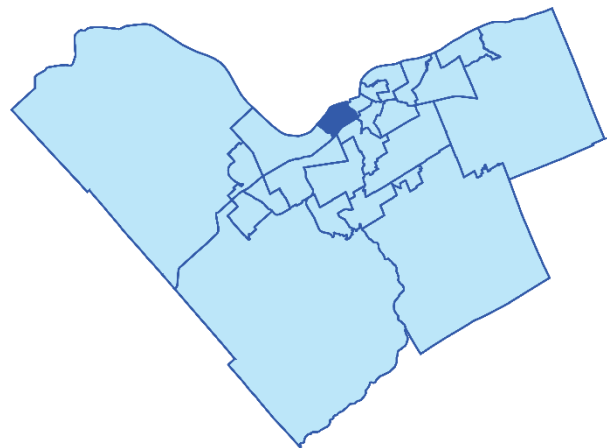
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	2,698	3,172	1,417	901
Percentage	33%	39%	17%	11%

**Table 50 - Service Request (SR) Volume by Year, Ward 15**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	87	93	79	97	109	120	85	111	100	131

**Table 51 – Total Service Requests by Type (2009-2018), Ward 15**

Call Type	SR
Board Up	2
Building Exterior	134
Building Interior	452
Business Premise Inspection	0
Dead Dangerous Tree	26
Derelict Vehicle	4
Elevators	10
Exterior Debris/Waste	139
Fence-Disrepair	10
Grass Long/Weeds	23
Heat-Insufficient	112
Heat-Mechanical	14
Ice/Snow Build Up	18
Info-Property Standards	53
Needles/Syringes	2
Open Excavation	3
Pool Fence	0
Right of Entry Permit	3
Shopping Cart	0
Swimming Pool-Water	5



## Property Standards in Rental Housing

### Ward 16 (River)

- River Ward hosts an estimated 10,373 rental units.
- 436 addresses have had at least one property standards complaint in the past decade. (4%)
- 15 addresses have had 10 or more property standards complaints in the past decade.

**Table 52 - Rental Inventory by Age, Ward 16**

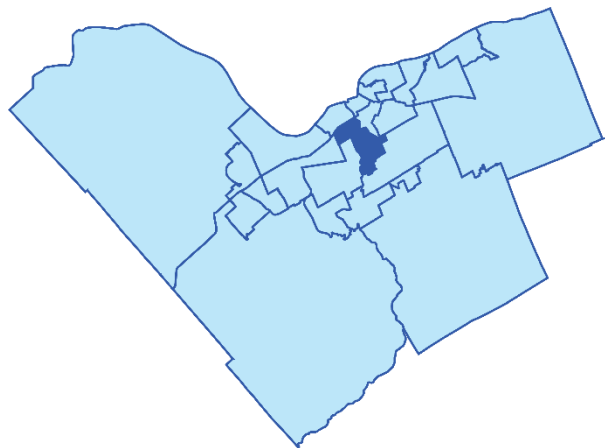
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	1,744	5,540	2,422	667
Percentage	17%	53%	23%	6%

**Table 53 - Service Request (SR) Volume by Year, Ward 16**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	95	99	83	69	112	101	94	110	121	180

**Table 54 – Total Service Requests by Type (2009-2018), Ward 16**

Call Type	SR
Board Up	0
Building Exterior	105
Building Interior	518
Business Premise Inspection	2
Dead Dangerous Tree	18
Derelict Vehicle	7
Elevators	5
Exterior Debris/Waste	153
Fence-Disrepair	4
Grass Long/Weeds	70
Heat-Insufficient	96
Heat-Mechanical	17
Ice/Snow Build Up	9
Info-Property Standards	39
Needles/Syringes	11
Open Excavation	0
Pool Fence	1
Right of Entry Permit	2
Shopping Cart	1
Swimming Pool-Water	2



## Property Standards in Rental Housing

### Ward 17 (Capital)

- Capital Ward hosts an estimated 8,140 rental units.
- 538 addresses have had at least one property standards complaint in the past decade. (7%)
- 9 addresses have had 10 or more property standards complaints in the past decade.

**Table 55 - Rental Inventory by Age, Ward 17**

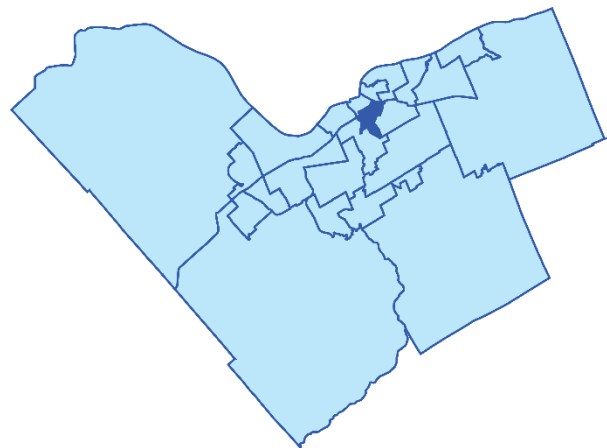
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	2,555	2,978	1,815	792
<b>Percentage</b>	31%	37%	22%	10%

**Table 56 - Service Request (SR) Volume by Year, Ward 17**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	107	64	85	89	121	104	106	107	124	142

**Table 57 – Total Service Requests by Type (2009-2018), Ward 17**

Call Type	SR
Board Up	0
Building Exterior	126
Building Interior	417
Business Premise Inspection	2
Dead Dangerous Tree	22
Derelict Vehicle	3
Elevators	6
Exterior Debris/Waste	235
Fence-Disrepair	6
Grass Long/Weeds	47
Heat-Insufficient	95
Heat-Mechanical	22
Ice/Snow Build Up	13
Info-Property Standards	42
Needles/Syringes	1
Open Excavation	0
Pool Fence	1
Right of Entry Permit	2
Shopping Cart	1
Swimming Pool-Water	4



## Property Standards in Rental Housing

### Ward 18 (Alta Vista)

- Alta Vista Ward hosts an estimated 7,554 rental units.
- 488 addresses have had at least one property standards complaint in the past decade. (6%)
- 23 addresses have had 10 or more property standards complaints in the past decade.

**Table 58 - Rental Inventory by Age, Ward 18**

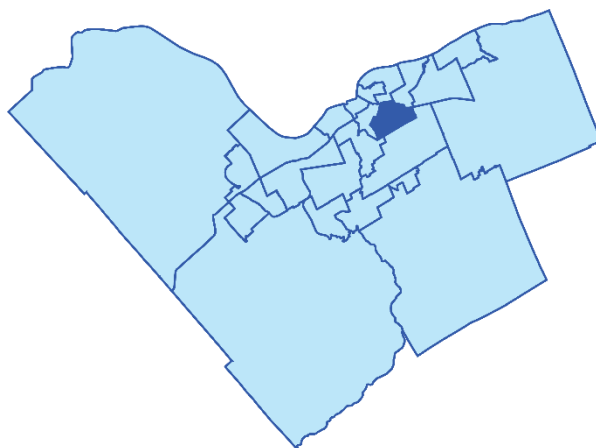
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	979	4,450	1,715	410
<b>Percentage</b>	13%	59%	23%	5%

**Table 59 - Service Request (SR) Volume by Year, Ward 18**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	147	177	161	182	226	177	138	110	146	147

**Table 60 – Total Service Requests by Type (2009-2018), Ward 18**

Call Type	SR
Board Up	0
Building Exterior	127
Building Interior	943
Business Premise Inspection	3
Dead Dangerous Tree	13
Derelict Vehicle	3
Elevators	44
Exterior Debris/Waste	126
Fence-Disrepair	3
Grass Long/Weeds	71
Heat-Insufficient	190
Heat-Mechanical	24
Ice/Snow Build Up	7
Info-Property Standards	42
Needles/Syringes	2
Open Excavation	0
Pool Fence	0
Right of Entry Permit	0
Shopping Cart	3
Swimming Pool-Water	5





## Property Standards in Rental Housing

### Ward 19 (Cumberland)

- Cumberland Ward hosts an estimated 3,230 rental units.
- 169 addresses have had at least one property standards complaint in the past decade. (5%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 61 - Rental Inventory by Age, Ward 19**

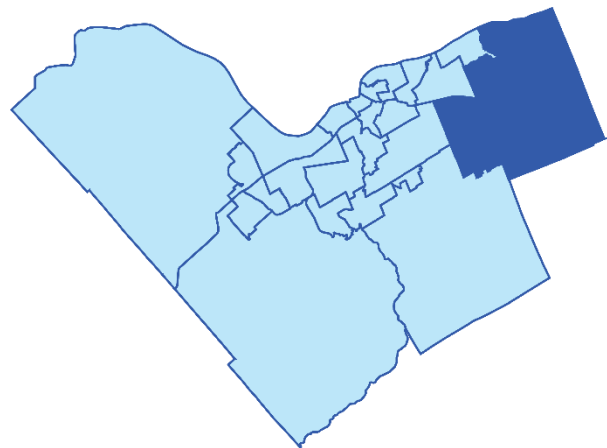
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	515	682	740	1,293
Percentage	16%	21%	23%	40%

**Table 62 - Service Request (SR) Volume by Year, Ward 19**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	17	17	15	16	18	28	16	22	28	34

**Table 63 – Total Service Requests by Type (2009-2018), Ward 19**

Call Type	SR
Board Up	0
Building Exterior	21
Building Interior	74
Business Premise Inspection	2
Dead Dangerous Tree	3
Derelict Vehicle	5
Elevators	0
Exterior Debris/Waste	45
Fence-Disrepair	3
Grass Long/Weeds	35
Heat-Insufficient	5
Heat-Mechanical	1
Ice/Snow Build Up	1
Info-Property Standards	10
Needles/Syringes	1
Open Excavation	1
Pool Fence	3
Right of Entry Permit	1
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 20 (Osgoode)

- Osgoode Ward hosts an estimated 1,793 rental units.
- 132 addresses have had at least one property standards complaint in the past decade. (7%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 64 - Rental Inventory by Age, Ward 20**

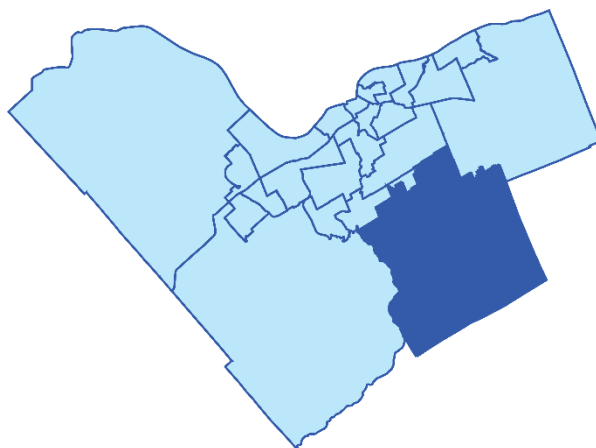
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	501	406	555	331
<b>Percentage</b>	28%	23%	31%	18%

**Table 65 - Service Request (SR) Volume by Year, Ward 20**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	15	22	14	15	21	13	30	24	16	25

**Table 66 – Total Service Requests by Type (2009-2018), Ward 20**

Call Type	SR
Board Up	0
Building Exterior	27
Building Interior	83
Business Premise Inspection	0
Dead Dangerous Tree	5
Derelict Vehicle	4
Elevators	0
Exterior Debris/Waste	27
Fence-Disrepair	1
Grass Long/Weeds	9
Heat-Insufficient	21
Heat-Mechanical	3
Ice/Snow Build Up	1
Info-Property Standards	10
Needles/Syringes	0
Open Excavation	0
Pool Fence	4
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 21 (Rideau –Goulbourn)

- Rideau – Goulbourn Ward hosts an estimated 1,513 rental units.
- 113 addresses have had at least one property standards complaint in the past decade. (7%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 67 - Rental Inventory by Age, Ward 21**

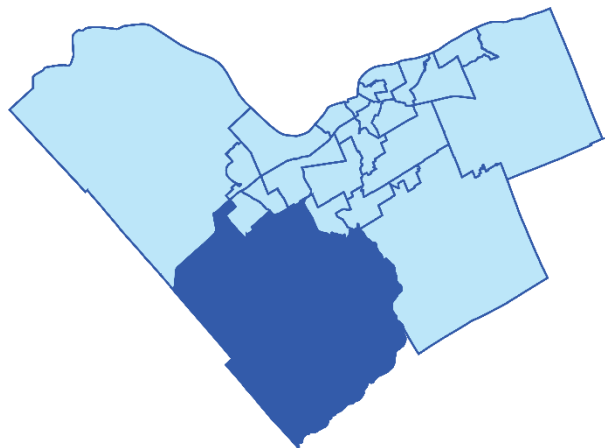
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	581	495	320	117
Percentage	38%	33%	21%	8%

**Table 68 - Service Request (SR) Volume by Year, Ward 21**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	10	7	16	14	16	17	11	13	26	28

**Table 69 – Total Service Requests by Type (2009-2018), Ward 21**

Call Type	SR
Board Up	1
Building Exterior	27
Building Interior	56
Business Premise Inspection	1
Dead Dangerous Tree	4
Derelict Vehicle	2
Elevators	0
Exterior Debris/Waste	21
Fence-Disrepair	0
Grass Long/Weeds	20
Heat-Insufficient	8
Heat-Mechanical	5
Ice/Snow Build Up	0
Info-Property Standards	11
Needles/Syringes	0
Open Excavation	1
Pool Fence	1
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 22 (Gloucester – South Nepean)

- Gloucester – South Nepean Ward hosts an estimated 3,186 rental units.
- 127 addresses have had at least one property standards complaint in the past decade. (4%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 70 - Rental Inventory by Age, Ward 22**

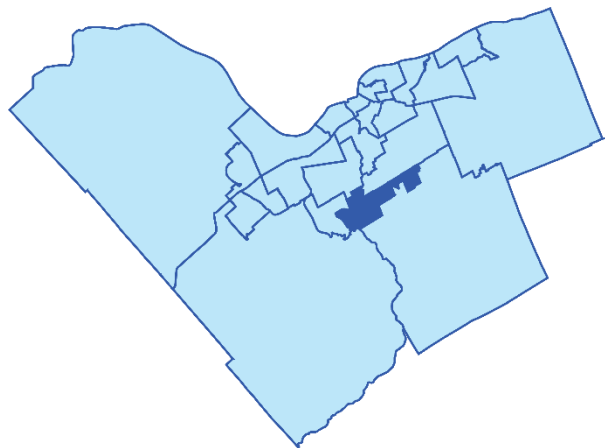
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
Number of Units	53	100	676	2,357
Percentage	2%	3%	21%	74%

**Table 71 - Service Request (SR) Volume by Year, Ward 22**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
SR	8	14	10	6	9	15	14	22	31	21

**Table 72 – Total Service Requests by Type (2009-2018), Ward 22**

Call Type	SR
Board Up	5
Building Exterior	21
Building Interior	27
Business Premise Inspection	0
Dead Dangerous Tree	1
Derelict Vehicle	2
Elevators	0
Exterior Debris/Waste	29
Fence-Disrepair	0
Grass Long/Weeds	48
Heat-Insufficient	3
Heat-Mechanical	0
Ice/Snow Build Up	4
Info-Property Standards	6
Needles/Syringes	2
Open Excavation	0
Pool Fence	2
Proactive - Not CC Use	0
Right of Entry Permit	0
Shopping Cart	0
Swimming Pool-Water	0



## Property Standards in Rental Housing

### Ward 23 (Kanata South)

- Kanata South Ward hosts an estimated 2,091 rental units.
- 142 addresses have had at least one property standards complaint in the past decade. (7%)
- No addresses have had 10 or more property standards complaints in the past decade.

**Table 73 - Rental Inventory by Age, Ward 23**

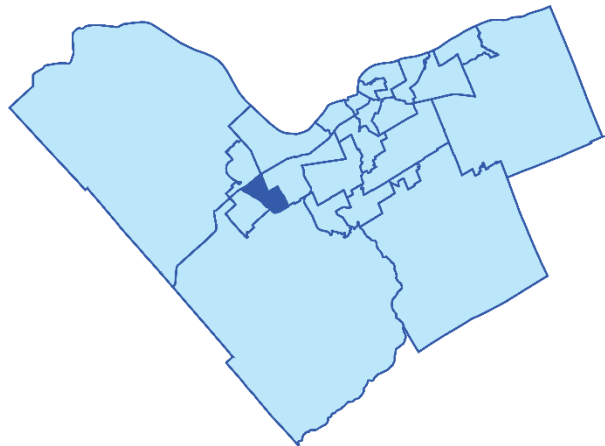
Construction Period	Constructed Before 1960	Constructed 1960 to 1979	Constructed 1980 to 1999	Constructed After 2000
<b>Number of Units</b>	48	455	1,114	474
<b>Percentage</b>	2%	22%	53%	23%

**Table 74 - Service Request (SR) Volume by Year, Ward 23**

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<b>SR</b>	5	10	16	24	19	21	19	16	23	21

**Table 75 – Total Service Requests by Type (2009-2018), Ward 23**

Call Type	SR
Board Up	0
Building Exterior	28
Building Interior	40
Business Premise Inspection	0
Dead Dangerous Tree	3
Derelict Vehicle	3
Elevators	0
Exterior Debris/Waste	32
Fence-Disrepair	3
Grass Long/Weeds	46
Heat-Insufficient	5
Heat-Mechanical	1
Ice/Snow Build Up	0
Info-Property Standards	7
Needles/Syringes	1
Open Excavation	0
Pool Fence	2
Right of Entry Permit	2
Shopping Cart	0
Swimming Pool-Water	1



## **Appendix A**

### **Service Request Descriptions**

**Board Up** – Securing buildings that are either vacant or have had doors damaged by police or emergency response entry. (By-law 2010-211)

**Building Exterior** – Any range of issues relating to building exteriors or unsafe conditions on the property. (By-law 2013-416)

**Building Interior** – A detailed description of building interior issues is included on page 8 of this report. (By-law 2013-416)

**Business Premise Inspection** – Investigation of possible licensing violations in rooming houses. (By-law 2002-189)

**Dead Dangerous Tree** – Addressing damaged, dangerous or dead trees on private property. (By-laws 2013-416 and 2009-200)

**Derelict Vehicle** – Abandoned or inoperable vehicles improperly stored in driveways, yards or other visible locations. (By-law 2013-416)

**Elevators** – Ensuring elevators are in good working order/state or repair. (By-law 2013-416)

**Exterior Debris/Waste** – Cleanliness of yards, driveways and boulevards. (By-law 2013-416)

**Fence-Disrepair** – Damaged or dilapidated fences. (By-law 2003-462)

**Grass Long/Weeds** – Improperly maintained lawns and gardens. (By-laws 2013-416 and 2005-208)

**Heat-Insufficient** – Investigations where the heating system is functioning, but not providing sufficient heat to maintain provincial standards. (By-law 2010-210)

**Heat-Mechanical** – Investigations where the heating system is not working. (By-law 2013-416)

**Ice/Snow Build Up** – Improper winter maintenance. (By-laws 2013-416 and 2005-208)

**Info-Property Standards** – Inquiries about property standards issues that require specialist knowledge.

**Needles/Syringes** – Safe disposal of discarded needles and syringes. (By-law 2013-416)

**Open Excavation** – Addressing holes that are dug without appropriate safety fencing, creating a safety hazard. (By-law 2013-416)

## Property Standards in Rental Housing

**Pool Fence** – Ensuring pools are equipped with an appropriate safety fence and that doorways and locks are in working order at all times. (By-law 2013-39)

**Right of Entry Permit** – Inspections that occur prior to issuing a right of entry permit or to ensure all remediation work is completed after the end of the permit period. (By-law No. 2005-326)

**Shopping Cart** – Retrieval of stolen/abandon shopping carts. (By-law 2013-252)

**Swimming Pool-Water** – Ensuring pool water is properly filtered and purified so as not to present a health hazard.