



COVID-19

Get your first, second or third COVID-19 vaccine. Find information about vaccines, staying safe, changes to City services and provincial restrictions at [toronto.ca/covid19](https://www.toronto.ca/covid19) (<https://www.toronto.ca/home/covid-19>).

RentSafeTO for Tenants

Under the City of Toronto's Mask Bylaw (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/?accordion=mandatory-use-of-masks-or-face-coverings>) you are required to wear masks or face coverings in common areas in apartment buildings and condominiums, such as elevators, hallways, lobbies, laundry rooms, and any other shared facilities. Read Toronto Public Health's information for residents in residential buildings (<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-information-for-the-public/?accordion=apartments-condominiums>).

RentSafeTO works to ensure that owners and operators of apartment buildings meet building maintenance standards through initiatives like evaluations. Use this interactive map to look up the evaluation results of buildings across Toronto.

View Interactive Map (<https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/rental-housing-standards/apartment-building-standards/rentsafeto-for-building-owners/rentsafeto-building-evaluations-and-audits/rentsafeto-map/>)

RentSafeTO: Apartment Building Standards is a bylaw enforcement program that ensures apartment building owners and operators comply with building maintenance standards. The program applies to apartment buildings with three or more storeys and 10 or more units.

Owners/operators of apartment buildings are required to register and comply with the requirements under the RentSafeTO program. Learn more about what building owners must do (<https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/rental-housing-standards/apartment-building-standards/rentsafeto-for-building-owners/rentsafeto-building-evaluations-and-audits/rentsafeto-map/>)

tenant-information/rental-housing-standards/apartment-building-standards/rentsafeto-for-building-owners/).

Residents need to contact their landlord first and submit service requests for issues such as plumbing problems, leaky ceilings, pests, low or no heat, or problems in the common areas of the building.

Landlords need to respond to urgent service requests, such as no heat or water, within 24 hours. Non-urgent service requests need to be responded to within seven days. If you get no action from your landlord and problems persist, you can contact 311 for the RentSafeTO team.

Landlords that do not comply with the bylaw requirements can face further enforcement action.

Condo buildings, townhomes, or units in a private home (basement or main floor apartment) are not part of the RentSafeTO program. If you are renting an apartment in a building that is not part of the RentSafeTO program and experience a problem, please talk to your landlord first and submit a service request. If you get no action from your landlord and problems persist, you can contact 311 to have the City investigate.

[Expand All](#)[Collapse All](#)

Making a Service Request to Your Landlord

Submitting a Complaint (Service Request) to the City

Vital Services (i.e. electricity, heat, water)

Indoor Temperature and Air Conditioning

Pests

Tenant Notification Boards

Window Safety Devices

Common Elements

Electrical and Building Maintenance

Evaluation and Audits

Subscribe for Updates

Contact Information

To place a service request, contact 311

Outside city limits: 416-392-CITY (2489)

Telephone: 311

TTY: 416-338-0889

Email: 311@toronto.ca (<mailto:311@toronto.ca>)

Related Information

Apartment Buildings Bylaw (<https://www.toronto.ca/legdocs/municode/toronto-code-354.pdf>)

Property Standards Bylaw (https://www.toronto.ca/legdocs/municode/1184_629.pdf)

Rental Housing & Tenant Information (<https://www.toronto.ca/community-people/housing-shelter/rental-housing-tenant-information/>)

Investigation Requests & Violations (<https://www.toronto.ca/community-people/housing-shelter/rental-housing-standards/apartment-building-standards/investigation-requests-violations/>)

Highrise Residential Fire Inspection Results (<https://www.toronto.ca/city-government/accountability-operations-customer-service/access-city-information-or-records/fire-prevention-inspection-results-for-high-rise-residential-buildings/#listing/eyJxdWVyeVN0cmIuZyI6IiIsInRvcCI6MTB9/1>)

Learn How to Prevent, Identify & Treat Bed Bugs (<https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/bed-bugs/>)

Open Data (<https://open.toronto.ca/>)