



Neighbourhood  
Legal Services

LONDON AND MIDDLESEX

June 20, 2022

Community and Protective Services Committee  
City of London  
300 Dufferin Avenue  
London, ON N6B 1Z2

*By email [cpssc@london.ca](mailto:cpssc@london.ca)*

**Re: June 21, 2022 “RentsafeTO” Program and Complaint Process Agenda Item**

Dear Committee Members:

Neighbourhood Legal Services is a poverty law clinic assisting low income Ontarians who reside in London-Middlesex County with legal issues in the areas of social assistance, landlord/tenant and precarious employment.

We are a member of the Tenant Landlord Taskforce and we are one of the groups that represent the interests of tenants on the Taskforce.

As a member of the Taskforce, we are very surprised to see the staff report on the “RentsafeTO” program and staff’s recommendations in relation to this program and rental unit enforcement and licensing programs for London.

The Tenant Landlord Taskforce was only recently created, and was at the request of the City. To date, the Taskforce has held only four meetings. The initial meetings were centered on the role and mandate of the Taskforce, and to determine the issues the Taskforce should prioritize in its deliberations. The Taskforce determined that the issues in the area of Property Standards Complaint and Enforcement were a priority. Our work in this area has only just begun, and at our last meeting it was decided a subcommittee would be set up to investigate this area further.

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Tenant groups on the Taskforce had raised Landlord Licensing as a topic the group should deliberate on in the future. In fact, at our last meeting of the Taskforce, City staff gave us an overview of the “RentsafeTO” program and asked members of the Taskforce for their initial thoughts on the program. Group members asked the City staff for additional information about the program to review at a later date. From our perspective the “RentsafeTO” program appeared to have a lot of positive components in the areas of property standard enforcement and landlord licensing.

Also at the meetings, City staff were advising the group of upcoming Landlord/Tenant issues going to City Committees. However, the group was not advised of this issue coming forward to CAPS.

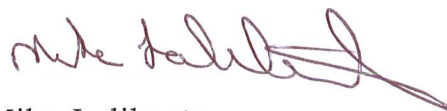
Due to the foregoing information, we are respectfully requesting that Community and Protective Services defer making a decision on this matter, and at this time receive the City Staff report for information purposes only. We would ask that no final decisions be made at the present time on issues of rental unit property standards enforcement and landlord licensing, as outlined in the June 21, 2022 report to CAPS on RentsafeTO and Complaint process improvements. This will allow the Taskforce to do its job in this area and provide meaningful and important information for CAPS to consider.

Thank you for your anticipated review of this request.

Yours truly,



Kristina M. Pagnello  
Executive Director



Mike Laliberte  
Staff Lawyer