



Mississauga Apartment Rental Compliance (MARC)

Apartment Building Owner's Quick Reference Guide

Contents

Document History	3
Program Overview	4
Registration	4
Fees	4
Owner Obligations.....	5
Record Keeping Requirements	6
Inspections.....	7
Building Evaluations	7
Building Audits	9
Prohibition on Renting Non-Compliant Rental Units	9
Non-Compliance	10
Contact Information.....	10
Appendix 1 – Tenant Service Request Form	11
Appendix 2 – State of Good Repair Plan	14
Appendix 3 – Vital Service Disruption Plan Guidance Document.....	17
Appendix 4 – Voluntary List of Tenants Requiring Assistance	19

Document History

Version #	Date	Description
1.0	June 17, 2022	Initial Version
1.1	July 27, 2022	Updated links to City's By-laws
1.2	February 14, 2024	Date fixes (4)

Program Overview

MARC is an apartment standards and maintenance by-law enforcement pilot program. The pilot will be in effect from July 2022. The objective of the MARC program is to ensure apartment buildings are well-maintained to support a safe, secure and livable community. The pilot has been designed to strengthen enforcement of City by-laws, enhance tenant engagement and access to information and promote the preventative maintenance of apartment buildings. To achieve this, the pilot includes mandatory registration of rental apartment buildings, proactive building inspections and enhanced owner responsibilities.

Registration

Under the City's [Rental Apartment Buildings By-law 0089-2022](#) (the 'By-law'), all owners of rental apartment buildings with two or more storeys and six or more residential units that share a common area are required to register their apartment buildings with the City. Registration is required to be completed by July 31.

Condominiums, long-term care homes, licensed retirement homes and housing co-operatives are not required to be registered during the pilot program.

Fees

All fees required to be paid by owners of rental apartment building owners are outlined in Schedule B1 of the City of Mississauga [User Fees and Charges By-law 0247-2021](#). All fees are subject to an annual increase each year in accordance with By-law 0247-2021 and successor by-laws.

The fees are as follows:

- Annual Registration Fee - \$18.25 per residential unit
- Audit Administration Fee* - \$2,700.00 per audit
- Audit Inspection Fee* - \$200.00 per hour
- Property Re-Inspection Fee** - \$350.00 per inspection

*Audit fees are only applicable to those buildings which require an audit to be conducted due to substandard Evaluation results.

**Re-inspection fees may be applied where a notice or order has not been complied with by the specified timeframe.

Owner Obligations

Please note that the information listed below is to be used for guidance purposes only. In the event you have existing plans, standard operating procedures or policies in place, you may continue to use them as long as they align with the By-law requirements. It is recommended that as an owner of a rental apartment building, you review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Mississauga by-laws can be viewed at www.mississauga.ca/bylaws

Owners of rental apartment buildings are required to create and maintain:

- **A Tenant Service Request (work order) Process** to receive, respond to and track tenant service requests. We recommend using a standardized tenant service request form to receive and track requests. You can create your own or use the guidance document in Appendix 1. A service request process must include:
 - the date and time the request was made;
 - the address to which the request relates, including unit number where applicable the contact information provided by the tenant;
 - a description of the issue, as reported by the tenant;
 - an evaluation of the urgency of the request;
 - a record of actions taken to address the request;
 - a record of the outcome of the request; and,
 - the date and method by which the tenant was notified of the resolution of the request.

All owners are required to provide tenants with copies of their service requests, when requested, as well as meet the minimum response timelines outlined below:

- Urgent service requests – To be responded to within 24 hours;
 - Pest infestation service requests – To be inspected within 72 hours; and
 - Non-urgent service requests – To be responded to within five days.
- **A Waste Management Plan** to assist in complying with the City's [Property Standards By-law 0654-1998](#) and the Region of Peel's [Waste Collection By-law 0035-2015](#).
 - **A Cleaning Plan** to ensure that the regularly scheduled inspections are completed and the apartment building is maintained in a clean and sanitary manner at all times.
 - **A State of Good Repair Plan** that includes a five year forecast of capital element and common element repairs and improvements. You can create your own plan or use the sample guidance document in Appendix 2.

- An **Electrical Maintenance Plan** in collaboration with an electrical contractor holding a valid Electrical Contractor licence issued by the Electrical Safety Authority (ESA). Information on how to create a multi-residential electrical maintenance plan can be found on the [ESA website](#).
- A **Vital Service Disruption Plan** that includes preventative measures and processes to address any potential disruptions to vital services (hot or cold water, fuel, electricity, gas or heat). This plan is to be implemented when there is an unplanned vital service disruption in the apartment building. You can create your own plan or use the sample guidance document in Appendix 3.
- A **Voluntary List of Tenants Requiring Assistance** during periods of evacuation, elevator disruption or temporary discontinuance of vital services. You can create your own plan or use the sample guidance document in Appendix 4.
- A **Tenant Notification Board** that is posted in an accessible location within the apartment building. The following must be posted on the board:
 - planned or unplanned service disruptions to vital services involving more than one rental unit or a disruption to an elevator;
 - information relating to major capital projects;
 - emergency contact information for a representative of the apartment building;
 - a copy of the most recent apartment building evaluation completed by the City;
 - instructions on how to submit a tenant service request, report an issue to the City and obtain a copy of a plan required pursuant to the By-law;
 - notice of any scheduled audit by the City, posted at least 30 days prior to the audit date that contains information for tenants to contact the City to express concerns about the apartment building or their rental unit; and,
 - any other information or document required by the City.

Owners are also required to demonstrate:

- A preventative **Pest Management** inspection practice for all indoor and outdoor common areas of an apartment building at least once every 30 days.
- The use of **Certified Tradespersons**, where required by law, for activities including but not limited to, servicing heat, ventilation, air conditioning and plumbing systems. Information regarding trades licensed by the City can be viewed [here](#). Additionally, information relating to compulsory trades under the Building Opportunities in the Skilled Trades Act can be viewed by visiting the [Skilled Trades Ontario website](#).

Record Keeping Requirements

Owners are required to create and retain records necessary to demonstrate compliance with the Bylaw. All records must be kept for a period of at least 24 months and made available for inspection by the City upon request.

Any plan that is required to be created pursuant to the By-law must be completed within 90 days of initial registration of the apartment building. Plans are not required to be submitted to the City, unless requested.

Inspections

City staff will conduct inspections of apartment buildings to determine compliance with applicable by-laws. Owners must ensure a representative of the apartment building is in attendance for inspections, when required by City staff, in order to provide access to inspect areas of the building.

Inspections may include both reactive and proactive inspections, including building evaluations and building audits.

Building Evaluations

City staff will conduct proactive building evaluations of apartment buildings at least once every three years. Owners may not be notified in advance of the building evaluation. There is no cost for a building evaluation as it is included in the annual registration fee.

The purpose of a building evaluation is to conduct an inspection of non-tenanted areas and assign a score for state of repair, cleanliness, pest management and compliance with pilot program standards. The score will be used by the City to determine the frequency of future inspections. Upon completion of a building evaluation, City staff will order the owner to resolve any health, safety or security concerns that were identified.

Owners are required to post the most recent building evaluation report card on the tenant notification board. Please note that building evaluation results will be made public by the City.

During the building evaluation, City staff will inspect building elements as applicable, including but not limited to:

Exterior Grounds	signage, driveway & curbs, parking area surfaces & markings, walkways, stairs & guards, landscaping & seasonal maintenance, trees, fencing, garbage & debris, inoperable vehicles & garbage collection areas
------------------	--

Exterior Amenities	playgrounds, swimming pools & enclosures, recreational areas, patios & accessory buildings & structures
Building Exterior	awnings & canopies, doors, windows, screens, balconies & railings walls, foundations, downpipes & eaves troughs, fire escape & stairs, window safety devices, electrical, plumbing and ventilation components
Tenant Notification Board	service disruptions, capital projects, emergency contact information, apartment evaluation results, tenant instructions (submitting complaints and obtaining documentation) & audit notification
Procedures	tenant service request process, voluntary list of tenants requiring assistance, use of certified tradespersons, pest management & renting non-compliant units
Plans	waste management plans, cleaning plans, state of good repair plans, electrical maintenance plans & vital service disruption plans
Records	record keeping requirements
Roof	catwalks, chimneys, doors, roof finishes & components & walls
Mechanical & Service Rooms	doors, ceilings, walls, floors, plumbing, lighting & electrical, heating, ventilation & mechanical systems
Stairwells	doors, ceilings, walls, floors, stairs, handrails, windows & guards, heating & ventilation & lighting & electrical systems
Hallways	doors, ceilings, walls, floors, stairs, handrails, windows & safety devices, lighting & electrical, heating & ventilation systems, refuse service spaces & refuse rooms
Storage & Locker Rooms	doors, ceilings, walls, floors, plumbing, lighting & electrical, heating, ventilation & mechanical systems
Elevators	operation, doors, buttons, lighting fixtures, floor indicators, ventilation, walls, floors & ceilings
Washroom & Laundry Room	doors, ceilings, walls, floors, appliances & equipment, plumbing, lighting & electrical, heating, ventilation & mechanical systems

Refuse Storage Room	doors, ceilings, walls, floors, appliances & equipment, plumbing, lighting & electrical, heating, ventilation & mechanical systems
Lobby	doors & security locking mechanisms, ceilings, walls, floors, stairs & handrails, windows, voice communication systems, lighting & electrical, heating & ventilation systems & mail collection areas
Parking Garage	pedestrian & overhead doors, security locking mechanisms, ceilings, walls, floors, signs, stairs & handrails, windows, voice communication systems, plumbing, lighting & electrical, heating, ventilation & mechanical systems, debris & inoperative vehicles & machinery
Interior Amenities	doors, ceilings, walls, floors, stairs, handrails, windows, lighting & electrical, heating & ventilation systems & swimming pools and equipment

Building Audits

City staff will conduct building audits of apartment buildings that receive substandard building evaluation scores. The purpose of a building audit is to conduct an inspection and assessment of the physical condition of an apartment building, its systems and site components. Both an audit administration fee and audit inspection fees will be applied in accordance with User Fees and Charges By-law 0247-2024 and successor by-laws.

City staff will notify all apartment building owners at least 30 days in advance of any building audit. A building audit will include a tenant engagement process and owners will be required to post the notice of audit on the tenant notification board.

Unlike a building evaluation, a building audit will encompass an inspection of all accessible areas of the apartment building and property, including the interior of individual rental units, as requested by tenants. Upon completion of a building audit, City staff will order the owner to resolve any and all by-law violations that are identified, as opposed to only the health, safety and security concerns that were ordered to be resolved during the building evaluation.

Prohibition on Renting Non-Compliant Rental Units

Owners are not permitted to rent a rental unit to a new tenant if there is a property standards order issued by the City for that rental unit.

Non-Compliance

Anyone who is convicted of an offence under the By-law may face a fine up to a maximum of \$100,000.

Contact Information

Mississauga Apartment Rental Compliance (MARC)
300 City Centre Drive
Mississauga, ON L5B 3C1
3-1-1 / (905) 615-4311
marc.registration@mississauga.ca
www.mississauga.ca/marc

Appendix 1 – Tenant Service Request Form

Please note that the information listed below is to be used for guidance purposes only. In the event you have existing plans, standard operating procedures or policies in place, you may continue to use them as long as they align with the By-law requirements. It is recommended that as an owner of a rental apartment building, you review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Mississauga by-laws can be viewed at www.mississauga.ca/bylaws

Tenant information			
First Name		Last Name	
Unit No.	Address	Telephone Number	Email Address

Preferred Unit Access		
Landlords must give tenants 24 hours' written notice to come in to make repairs.		
<input type="checkbox"/> Please contact me to arrange a time to enter my unit	<input type="checkbox"/> My preferred date and time for entry into my unit is:	
	Date (MM/DD/YYYY)	Time (HH:MM in 24 hour format)

Items that need servicing or repairing are marked below.

Bathroom	
<input type="checkbox"/> Toilet	<input type="checkbox"/> Toilet Roll Holder
<input type="checkbox"/> Sink and Faucet	<input type="checkbox"/> Towel Rack
<input type="checkbox"/> Bathtub and Faucet	<input type="checkbox"/> Shower
<input type="checkbox"/> Shower Enclosure or Bar	<input type="checkbox"/> Flooring
<input type="checkbox"/> Fan	<input type="checkbox"/> Mirror
<input type="checkbox"/> Wall Finishes	

Living Areas	
<input type="checkbox"/> Ceiling	<input type="checkbox"/> Wall Finishes
<input type="checkbox"/> Cabinets and Drawers	<input type="checkbox"/> Fan
<input type="checkbox"/> Countertop	<input type="checkbox"/> Refrigerator
<input type="checkbox"/> Sink, Faucet and Plumbing	<input type="checkbox"/> Stove
<input type="checkbox"/> Flooring	<input type="checkbox"/> Lighting

Doors and Windows	
<input type="checkbox"/> Curtain Rod	<input type="checkbox"/> Closet Door

<input type="checkbox"/> Front Door	<input type="checkbox"/> Interior Door
<input type="checkbox"/> Keys	<input type="checkbox"/> Lock
<input type="checkbox"/> Window	<input type="checkbox"/> Screen
<input type="checkbox"/> Balcony Door	

Other Areas of Unit	
<input type="checkbox"/> Cable Outlet	<input type="checkbox"/> Electrical Outlet
<input type="checkbox"/> Light Switch	<input type="checkbox"/> Cooling Unit
<input type="checkbox"/> Heating Unit	<input type="checkbox"/> Smoke Detector
<input type="checkbox"/> Carbon Monoxide Detector	<input type="checkbox"/> Pest Control
<input type="checkbox"/> Balcony	
Description of issue or additional notes	

Common Areas	
<input type="checkbox"/> Exterior Grounds	<input type="checkbox"/> Exterior Amenities
<input type="checkbox"/> Apartment Building Exterior	<input type="checkbox"/> Tenant Notification Board
<input type="checkbox"/> Roof	<input type="checkbox"/> Mechanical and Service Rooms
<input type="checkbox"/> Stairwells	<input type="checkbox"/> Hallways
<input type="checkbox"/> Storage and Locker Rooms	<input type="checkbox"/> Elevators
<input type="checkbox"/> Washroom and Laundry Room	<input type="checkbox"/> Refuse Storage Room
<input type="checkbox"/> Lobby	<input type="checkbox"/> Parking Garage
<input type="checkbox"/> Interior Amenities	
Description of issue or additional notes	

Tenant's Signature	Date (YYYY MM DD)

☐ Please provide me with a copy of this request.

For Office Use Only		
Date Reviewed:		
Authorized By:		
<input type="checkbox"/> Urgent Request (Response required within 24 hours)	<input type="checkbox"/> Pest Control Request (Response required within 3 days)	<input type="checkbox"/> Non-Urgent Request (Response required within 5 days)
Has the Tenant Self-Identified as Requiring Assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Work Assigned To:		
Date Work Completed:		
Comments:		
Date and Method Tenant was Notified of Resolution:		
Date Copy was Provided to the Tenant (if requested):		

Appendix 2 – State of Good Repair Plan

Please note that the information listed below is to be used for guidance purposes only. In the event you have existing plans, standard operating procedures or policies in place, you may continue to use them as long as they align with the By-law requirements. It is recommended that as an owner of a rental apartment building, you review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Mississauga by-laws can be viewed at www.mississauga.ca/bylaws

1. Date Completed (YYYY MM DD)

2. Apartment Building Information		
Street Number	Street Name	Postal Code
Building Name (if applicable)		
Number of Floors Containing Residential Units		Total Number of Residential Units

3. Authorized person completing this form			
Contact Title		Company Name	
First Name		Last Name	
Street Number	Street Name	City	Postal Code
Unit Number (if applicable)	Telephone Number	Alternate Telephone Number (Optional)	Email Address

4. State of Good Repair Plan			
Capital or Common Element	Year Scheduled to be replaced/repared or maintained	Year last replaced/repared or maintained	Comments (Description of repair or maintenance, condition of element)
1. Balcony Guards			

2. Building Façade			
3. Elevators			
4. Emergency Power			
5. Exterior Guards and Handrails			
6. Fire Alarm Systems			
7. Garbage Collection Equipment			
8. Garbage Rooms and Chutes			
9. Interior Flooring			
10. Interior Guards and Handrails			
11. Internal Wall Finishes (plaster, drywall, stucco)			
12. Mechanical HVAC Systems			
a. Boiler			
b. Hot Water tanks(s)			
c. Chiller(s)			
d. Other, please specify			
13. Roof membrane, flashing or anchors			
14. Building access & Emergency Exits (including if applicable security cameras)			
15. Standpipe and Sprinklers			

16. Surface Parking Areas			
17. Underground Parking Garage			
18. Windows			
19. Other:			
20. Other:			

Appendix 3 – Vital Service Disruption Plan Guidance Document

Pursuant to Section 31 of City's [Rental Apartment Building By-law \(0089-2022\)](#) (the 'By-law'), an owner of a rental apartment building shall have and maintain a vital service disruption plan which includes preventative measures and processes to address any potential disruptions to vital services. If you own more than one apartment building, you must complete a separate vital service disruption plan for each building.

Vital services include hot and cold water, fuel, electricity, gas and heat.

A vital service disruption can result in:

- tenants remaining in place in an apartment building without access to vital services (also known as shelter-in-place);
- a partial evacuation of a building; or
- a full evacuation of a building.

The decision to evacuate or close a building is made by authorities having jurisdiction based on their assessment of risk including but not limited to **Mississauga Fire & Emergency Services (MFES)**.

Apartment building owners are required to immediately provide their vital disruption plan to the City at any time, including but not limited to during an evaluation, audit, investigation, or response to a vital service disruption.

How to Develop your Plan

When developing a vital service disruption plan, it is important to include the following information:

- Basic information of the apartment building including address, total number of storeys and residential units;
- Contact information for people with the authority to act on behalf of the owner
- A communications plan that outlines how and when to contact tenants and stakeholders such as the City and utilities.
- Services available for tenants during shelter-in-place events
- Services available for displaced tenants during evacuations
- Tenants on the voluntary list of tenants requiring assistance
- Any other considerations on any aspect of your vital service disruption plan.

When to Implement the Plan

A vital service disruption plan is intended to guide your response to unplanned vital service disruptions that occur in your building. The Plan is not intended for emergencies that impact a larger geographic area and are beyond your control, such as an extreme weather event or a power outage that effects an entire neighbourhood.

You must begin implementing your vital service disruption plan once you have identified an unplanned vital service disruption.

The City may direct an apartment building owner as to how their responsibility is to be carried out at any time during an unplanned vital service disruption. If the City is involved in supporting the response to the unplanned vital service disruption, the apartment building owner must implement their plan in close coordination with City divisions, agencies, and corporations, such as the City of Mississauga's **Office of Emergency Management** and **MFES**.

For additional information, please refer to City's [Emergency Preparedness Guide](#).

You can contact the marc.registration@mississauga.ca with any questions about the requirements under the By-law.

Please note that the information listed above is to be used for guidance purposes only. In the event you have existing plans, standard operating procedures or policies in place, you may continue to use them as long as they align with the By-law requirements. It is recommended that as an owner of a rental apartment building, you review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Mississauga by-laws can be viewed at www.mississauga.ca/bylaws

Appendix 4 – Voluntary List of Tenants Requiring Assistance

Please note that the information listed below is to be used for guidance purposes only. In the event you have existing plans, standard operating procedures or policies in place, you may continue to use them as long as they align with the By-law requirements. It is recommended that as an owner of a rental apartment building, you review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Mississauga by-laws can be viewed at www.mississauga.ca/bylaws

To protect your health and safety, the City of Mississauga requires owners of rental apartment buildings to maintain a list of tenants who may require help during an emergency or temporary loss of important services such as electricity, heat or water.

Below are a few examples of things you may wish to share:

- You have a disability and would be unable to exit the building if the elevator was down because the power was out.
- You take prescription medication that requires refrigeration during an electrical shut down.
- You use medical equipment or something similar that needs power to operate.
- You are very sensitive to cold temperatures and may need help if the heat is not working.

Tenant Contact Information		
First Name		Last Name
Suite/Unit Number	Home Telephone Number	Mobile Number
Additional Assistance Information		

Providing this information is completely voluntary. Collected information will be used to assist the tenants in a serious incident involving a disruption of vital services. The information will only be shared with City staff if requested to verify compliance with the Rental Apartment Buildings By-law 0089-2022 or in order to respond to an emergency situation.