

**Project Compliance Status Report**

- 2009 - NRRHCLC to investigate regulating rental housing
- NRRHCLC recommended proactive pilot for Wards 1 & 8
- Mar 31/10 Council app'd 18 month proactive enforcement pilot for Wards 1 to 8
- costs (est. \$598,000) from Parking Reserve; fees/fines be returned to the Reserve to off-set costs
- 3<sup>rd</sup> update; regular reporting to assist decision making



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**Project Compliance Status Report**

- mapped complaints/met with Ward Councillors
- established enforcement focus areas for each Ward
- established performance measures for evaluation
- began July 2010
- Clerk & 6 pt-time MLEOs/3 days/wk



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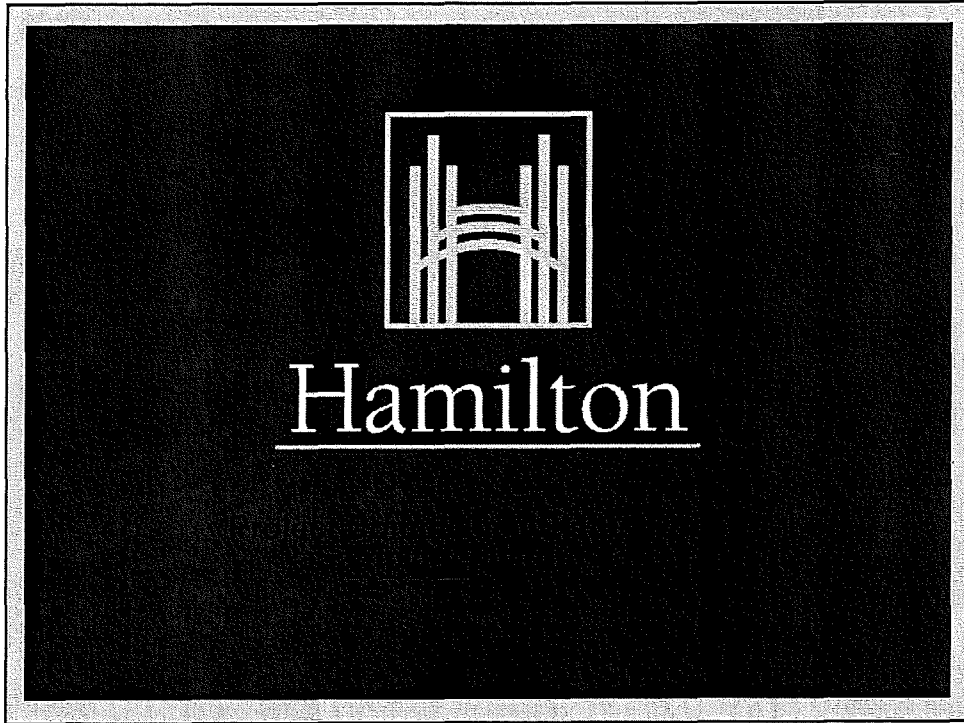
**Project Compliance Status Report**

**1<sup>st</sup> six months:**

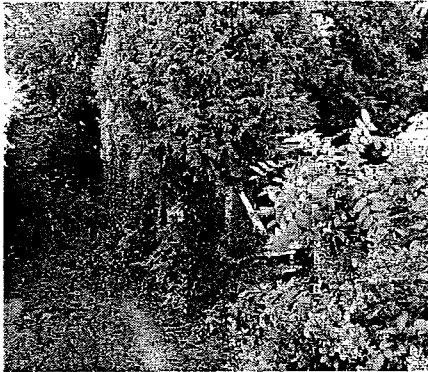
- high rate of compliance at early stages of enforcement:
  - 51% of property standards orders
  - 49.5% of yard maintenance orders
- Benefits not anticipated:
  - new partnership with Public Health
  - proactive compliance
  - potential partnership with SISO



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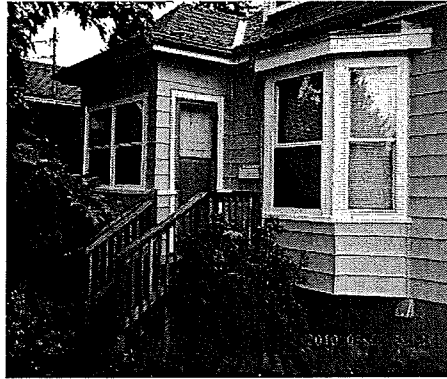
WARD 1



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- 3 orders – 9 deficiencies
- Remove garbage, debris, and deceased/decayed vegetation
- Repair/replace deteriorated wood on stairway
- Repair/replace rotted eaves ;ensure vegetation removed from eaves
- 7 bins required to remove debris

WARD 1



- courtesy letter re: one specific issue with rental house
- owner complied with issue plus new siding installed on exterior walls, new windows, handrails, rear deck, front porch and repaired rear fence
- Estimate \$20,000 worth of work



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WARD 2

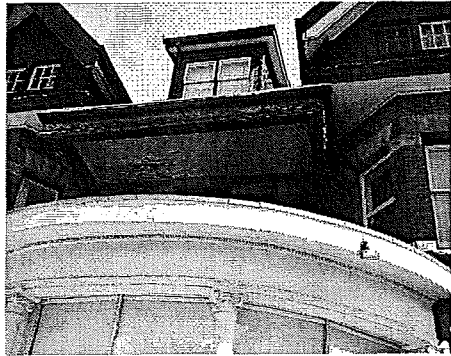


- 1 order - 14 deficiencies
- New siding on exterior walls, windows, roof, fascia/soffit, eavestroughs, guardrail and handrail
- Brick work repaired
- Estimate \$30,000 in repairs



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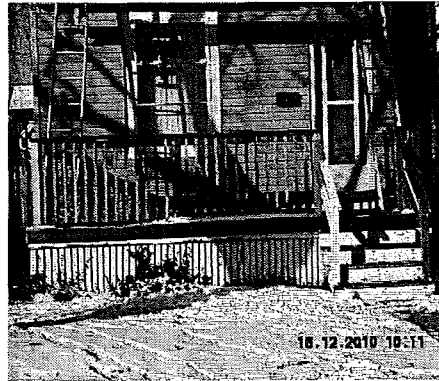
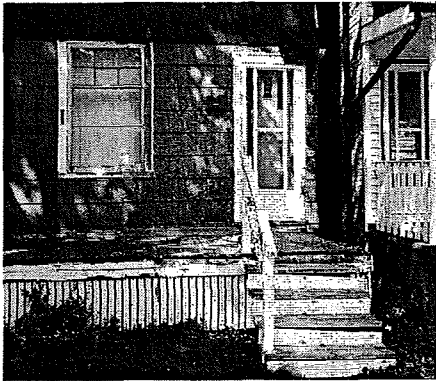
WARD 2



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- 1 order 30+ deficiencies
- Repaired fascia/soffit over balcony
- Secured access to roof
- Removed vegetation growth from wall/brick
- Exterior light fixtures in good working condition
- Waterproofed downspouts/eaves troughs; painted wooden support columns
- Repaired exterior stairway & landing, handrails & guardrails surrounding front porch, stone knee wall repaired free from holes and/or cracks
- Repaired cracked bricks

WARD 3



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- 1 order - 9 deficiencies
- New siding on the exterior walls/windows
- New front porch and steps installed with handrail/guardrails
- Repaired eaves trough
- Repaired cracks in foundation
- Estimate \$10,000 to \$15,000 in repairs

**WARD 3**

- **Multi-residential building - 140 unit high rise - 40 units vacant**
- **Audit Feb 15/11 - MLEOs/Public Health**
- **OTCs to:**
  - **repair exterior balconies**
  - **repair parking garage (re-enforcing bars exposed)**
  - **require engineers report**
- **Health - many tenants experiencing bed bugs/mice infestation**
- **many units don't have kitchen/bathroom ventilation**
- **sliding doors of many units not working**



**WARD 4**

- **38 bachelor suites – currently unlicensed lodging home**
- **repaired leaky foundation & roof**
- **repaired driveway**
- **new doors and windows**
- **replaced hallway carpets**
- **re-wired entire building**
- **repaired mechanical vents in washroom**
- **repair drywall and paint; stairs & risers**
- **installed screens on the exterior vents**
  
- **owner re-applied for Lodging Home License**
- **Estimate a minimum of \$100,000 repairs**



**WARD 5**

- **multi-residential building – 192 units**
- **35 units Inspected October 2010; 33 tenants declined inspection; 115 DNA; 9 units vacant**
- **26 PS Orders for individual apartments (85 deficiencies)**
  - windows, broken floor tiles, water leaks, cracks, windows, rotted cabinets, mould, electrical & mechanical vents, doors & hardware; infestation with mice/bed bugs
- **4 PS orders for exterior/interior violations**
  - painting balcony faces; repair cracked pavement; repair holes in ceilings, broken floor tiles, stairs; paint common area walls/ceilings; replace hallway carpeting



**WARD 8**

- **1 order - 6 deficiencies**
- **zoning violation - Illegal lodging home**
- **repaired rear deck**
- **provided screens on all windows**
- **repaired ceiling on main level entrance**
- **repaired missing kitchen floor tiles**
- **installed handrail on staircase from main to 2<sup>nd</sup> level**



**WARD 3**



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- Lot adjacent to playground; rats reported
- 1 order to remove garbage/debris - including mattresses, bricks, TV, wood skids, toys, propane tanks, tires, microwaves, etc

**Summary of Results**

- 465 properties visited
- 406 property standard orders with deficiencies
- 255 property maintenance orders
- 1,900+ deficiencies identified
- 50% voluntarily complied
- 17 properties contractor required
- 39 by-law charges laid



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**Economic impact:**

- 17 properties required contractor to complete work – \$43,300 charged to the tax roll
- Estimate roughly a min \$150,000 spent by property owners identified in this presentation
  - if owner spends min \$1000 to bring property into compliance (i.e. 406 PS Orders) ~ a min of \$406,000 to local stores, contractors, suppliers
- Positive impact to property assessment
- Positive impact to neighbourhood which may result in others improving their property



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**Project Compliance Status Report Summary**

- pilot successful at achieving one key objective:

*"to advance the City's strategic goals related to a safe and healthy Community by proactively indentifying property standards and maintenance issues and seeking compliance by property owners"*

- net operating cost (from Reserve) = \$217,037\*
  - fee/fine revenues = \$23,072
  - expenditures = \$240,109

\* "start-up" costs included  
by-law charges still before Courts



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PROJECT COMPLIANCE TEAM

*THANKS*



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