

COMMITTEE AGENDA



TO **Planning & Building, Engineering and Environment
Committee**

DATE May 5, 2014

LOCATION Council Chambers, Guelph City Hall, 1 Carden Street

TIME 2:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – April 7, 2014 Open Meeting Minutes

PRESENTATIONS (Items with no accompanying report)

a)

CONSENT AGENDA

The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with separately. The balance of the Planning & Building, Engineering and Environment Committee Consent Agenda will be approved in one resolution.

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
PBEE-2014.13 Termite Control Program 2013 Annual Report	<ul style="list-style-type: none">Tim Myles, Termite Control Officer		√
PBEE-2014.14 Rental Housing Licensing Recommended Approach	<ul style="list-style-type: none">Joan Jylanne, Senior Policy Planner		√
PBEE-2014.15 Building Services 2013 Annual Report			

Resolution to adopt the balance of the Planning & Building, Engineering & Environment Committee Consent Agenda.

STAFF UPDATES AND ANNOUNCEMENTS

ITEMS EXTRACTED FROM CONSENT AGENDA

Once extracted items are identified, they will be dealt with in the following order:

- 1) delegations (may include presentations)
- 2) staff presentations only
- 3) all others.

ADJOURNMENT

NEXT MEETING – June 10, 2014

**Planning and Building, Engineering and Environment Committee
Held in the Council Chambers, Guelph City Hall,
Monday, April 7, 2014 at 2:00 p.m.**

Attendance

Members: Chair Bell
Mayor Farbridge
Councillor Guthrie
Councillor Piper
Councillor Wettstein

Councillors: Councillors Furfaro and Hofland

Staff: Ms. A. Pappert, Chief Administrative Officer
Dr. J. Laird, Executive Director of Planning, Building, Engineering and Environment
Mr. T. Salter, General Manager, Planning Services
Mr. David DeGroot, David de Groot, Senior Urban Planner
Ms. Joan Jylanne, Senior Policy Planner
Ms. T. Agnello, Deputy City Clerk
Ms. D. Black, Council Committee Coordinator

Call to Order (2:00 p.m.)

Chair Bell called the meeting to order.

Disclosure of Pecuniary Interest and General Nature Thereof

There were no disclosures.

Confirmation of Minutes

1. Moved by Mayor Farbridge
Seconded by Councillor Guthrie
 1. That the open meeting minutes of the Planning and Building, Engineering and Environment Committee held on February 3, 2014 be confirmed as recorded.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Guthrie, Piper and Wettstein (5)
VOTING AGAINST: (0)

CARRIED

Consent Agenda

The following items were extracted from the April 7, 2014 Consent Agenda to be voted on separately:

- | | |
|--------------------|---|
| PBEE-2014.6 | Draft Downtown Streetscape Manual St. George's Square Concept and Built Form Standards |
| PBEE-2014.7 | Housing Strategy Background Report and Proposed Project Charter |
| PBEE-2014.8 | Stone Road Widening and Reconstruction from Victoria Road to Gordon Street |

PBEE-2014.9 2013 Building Permit Fee Revenues, Costs, Building Stabilization Reserve Fund and Annual Setting of Building Permit Fees for 2014

2. Moved by Mayor Farbridge
Seconded by Councillor Piper

1. That the balance of the Consent Agenda of the Planning & Building, Engineering and Environment Committee April 7, 2014 as identified below, be adopted:

PBEE-2014.10 2012 Annual and Summary Water Services Report (Compliance)

1. That the 2013 Annual and Summary Water Services Report (compliance) be received and endorsed.

PBEE-2014.11 Arthur Street Trunk Sewer – Speed River Crossing Schedule B Class Environmental Assessment – Notice of Completion

1. That the Planning, Building, Engineering and Environment report dated April 7, 2014, regarding the Arthur Street Trunk Sewer – Speed River Crossing Schedule B Class Environmental Assessment be received.
2. That staff be authorized to complete the Municipal Class Environmental Assessment process as required and to proceed with the implementation of the preferred alternative as outlined in the report from Planning, Building, Engineering and Environment dated April 7, 2014.

PBEE-2014.12 2013 Delegation of Authority Report

1. That the report dated April 7, 2014 entitled "2013 Delegation of Authority Report", with respect to delegated authority under the purview of the Planning & Building, Engineering and Environment Committee be received.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Guthrie, Piper and Wettstein (5)

VOTING AGAINST: (0)

CARRIED

Presentation

Mr. Ian Cottingham, Owner, Magnetsigns, expressed concern that the definition of "Mobile Sign" in the City's Zoning By-law now permits vinyl-backed signs for use as Mobile Signs. He advised that while his traditional signs are completely reusable, the new form of signage will result in much wastage and is not good for the environment. He requested the "Mobile Sign" definition be changed back to what it was formerly.

3. Moved by Councillor Piper
Seconded by Mayor Farbridge

1. That the definition of "Mobile Sign" within the City's Zoning By-law be referred to the Comprehensive Sign By-law Review.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Piper and Wettstein (4)

VOTING AGAINST: Councillor Guthrie (1)

CARRIED

Extracted Consent Items

PBEE-2014.6 Draft Downtown Streetscape Manual St. George's Square Concept and Built Form Standards

Mr. Todd Salter, General Manager, Planning Services explained how the project was developed.

Mr. David DeGroot, Senior Urban Designer provided a synopsis of the three components to the project, the draft principles, changes made to date, built form standards, the heritage approach and next steps.

Mr. Patrick Sheridan, Guelph Coalition for Active Transportation noted there does not seem to be any cycle accommodations. He stated that angled parking creates a safety hazard for cyclists and cyclists could use large pedestrian spaces instead of the roadway to move through the downtown. He suggested removing the angled parking on the south side of MacDonell and the east side of Wyndham and replace with a double cycle track instead. He also noted that the intersection at Wellington and MacDonell is dangerous for cyclists and would like to see a designated way across for them.

Discussion ensued regarding the percentages of active and passive space, when funding information will be provided; timing of public meetings, timing of the phases and the infrastructure renewal. It was also raised that consideration should be given to the road access onto upper Wyndham Street; the development of the Arthur/MacDonell area; the intersection at Wellington; the delineation of cycling and pedestrian traffic within the downtown; and the impact construction will have on the local businesses.

4. Moved by Mayor Farbridge
Seconded by Councillor Wettstein

1. That the Planning, Building, Engineering and Environment Report 14-22 regarding the Draft Downtown Streetscape Manual, St. George's Square Concept and Built Form Standards, dated April 7, 2014, be received for the purpose of releasing them to the public and undertaking further community engagement.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Piper and Wettstein (4)

VOTING AGAINST: Councillor Guthrie (1)

CARRIED

Staff Updates and Announcements

Dr. Laird, Executive Director, Planning, Building, Engineering and Environment advised that the Wastewater Service Laboratory received Approval from the Canadian Association of Laboratory Accreditation (CALA) on March 6th 2014, and is therefore in compliance with ISO 17025. She stated the benefit of the Quality Management System is that we can achieve an increase in productivity, reduce risk of error, reduce unnecessary costs, and ensure reliable results.

Ms. Kiran Suresh, General Manager, Wastewater Services congratulated Russ Atkins, Janet Forester, Angela Vander Gugten, Mathew Reid, John Scheeringa and Vladislav Frumkin for achieving the accreditation for the City.

PBEE-2014.8 Stone Road Widening and Reconstruction from Victoria Road to Gordon Street

Ms. Kealy Dedman, City Engineer, advised of the timing of the phases and stated the Environmental Assessment (EA) supports the concept of four lanes.

Dr. Hugh Whiteley stated that the work set out for the EA was approved for the intersections at Victoria and Stone and at Gordon and Stone only and the stretch between was to be reviewed and include public discussion. He believes the EA has not been satisfied and moving forward is not appropriate. He noted that the treatment of aesthetics for the road widening has not been considered enough in the proposed design and suggested the road width be minimized and a patch for the road service should be completed in the interim.

Staff advised that the City is in compliance with the EA and public notice was given as well as consultation with the University and the Village by the Arboretum. Phasing was determined by the hydro work that needs to be done to accommodate the road widening.

5. Moved by Councillor Guthrie
Seconded by Councillor Wettstein

1. That the Planning, Building, Engineering and Environment report entitled "Stone Road Widening and Reconstruction from Victoria Road to Gordon Street", dated April 7, 2014, be received.
2. That Council authorize staff to proceed with the widening and reconstruction of Stone Road from Victoria Road to Gordon Street, as outlined in the Planning, Building, Engineering and Environment report dated April 7, 2014.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Guthrie, Piper and Wettstein (4)
VOTING AGAINST: Councillor Bell (1)

CARRIED

PBEE-2014.7 Housing Strategy Background Report and Proposed Project Charter

Ms. Joan Jylanne, Senior Policy Planner provided a synopsis of the project to date, the relationship between the County and the City regarding housing matters, and outlined the work plan which anticipates the completion of a housing strategy in 2015. The wellbeing component will be integrated into the actual Charter.

6. Moved by Councillor Piper
Seconded by Mayor Farbridge

1. That Report 14-15 from Planning, Building, Engineering and Environment regarding the Housing Strategy Background Report and Proposed Project Charter dated April 7, 2014 be received.
2. That the Housing Strategy Project Charter included as Attachment 2 to Report 14-15 be approved.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Guthrie, Piper and Wettstein (4)
VOTING AGAINST: Councillor (1)

CARRIED

PBEE-2014.9 2013 Building Permit Fee Revenues, Costs, Building Stabilization Reserve Fund and Annual Setting of Building Permit Fees for 2014 Staff Update

Staff confirmed that permit fees will be reduced or remain the same if the building stabilization reserve fund meets or exceeds its maximum limit.

7. Moved by Mayor Farbridge
 Seconded by Councillor Piper
 1. That the report from Planning, Building, Engineering and Environment dated April 7, 2014 entitled 2013 Building Permit Fee Revenues, Costs, Building Stabilization Reserve Fund and Annual Setting of Building Permit Fees for 2014, be received.
 2. That Council approve the Schedule of Building Permit Fees attached to the report, effective June 1, 2014.

VOTING IN FAVOUR: Mayor Farbridge, Councillors Bell, Guthrie, Piper and Wettstein (5)

VOTING AGAINST: (0)

CARRIED

Adjournment (4:41 p.m.)

8. Moved by Councillor Guthrie
 Seconded by Councillor Piper

That the meeting be adjourned.

CARRIED

Tina Agnello –Deputy Clerk

**PLANNING & BUILDING, ENGINEERING and ENVIRONMENT COMMITTEE
CONSENT AGENDA**

May 5, 2014

Members of the Planning & Building, Engineering and Environment Committee.

SUMMARY OF REPORTS:

The following resolutions have been prepared to facilitate the Committee’s consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with immediately. The balance of the Planning & Building, Engineering & Environment Committee Consent Agenda will be approved in one resolution.

A Reports from Administrative Staff

REPORT	DIRECTION
<p>PBEE-2014.13 TERMITE CONTROL PROGRAM 2013 ANNUAL REPORT</p> <p>1. That the report from Planning, Building, Engineering and Environment dated May 5, 2014 entitled Termite Control Program 2013 Annual Report be received.</p>	Receive
<p>PBEE-2014.14 RENTAL HOUSING LICENSING RECOMMENDED APPROACH</p> <p>1. That Report 14-29 from Planning, Building, Engineering and Environment regarding the Rental Housing Licensing Recommended Approach report dated May 5, 2014 be received.</p> <p>2. That Council approve, in principle, the recommended alternative approach to a rental housing licensing program described in Report 14-29 from Planning, Building, Engineering and Environment dated May 5, 2014, specifically:</p> <ol style="list-style-type: none"> 1. Continue the enhanced enforcement program and improve the Building Services proactive enforcement program; 2. Research, develop and begin implementing a comprehensive and multi-stakeholder education/communications plan; and 3. Continue to support community partnerships, explore strategies and develop community based responses to rental housing issues. 	Approve

3. That staff proceed with the implementation of the 2014 aspects of the recommended alternative approach to a rental housing licensing program which are already funded.

PBEE-2014.15 BUILDING SERVICES 2013 ANNUAL REPORT

Receive

1. That report from Planning, Building, Engineering and Environment dated May 5, 2014 entitled Building Services 2013 Annual Report be received.

attach.

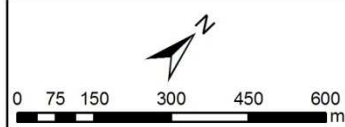
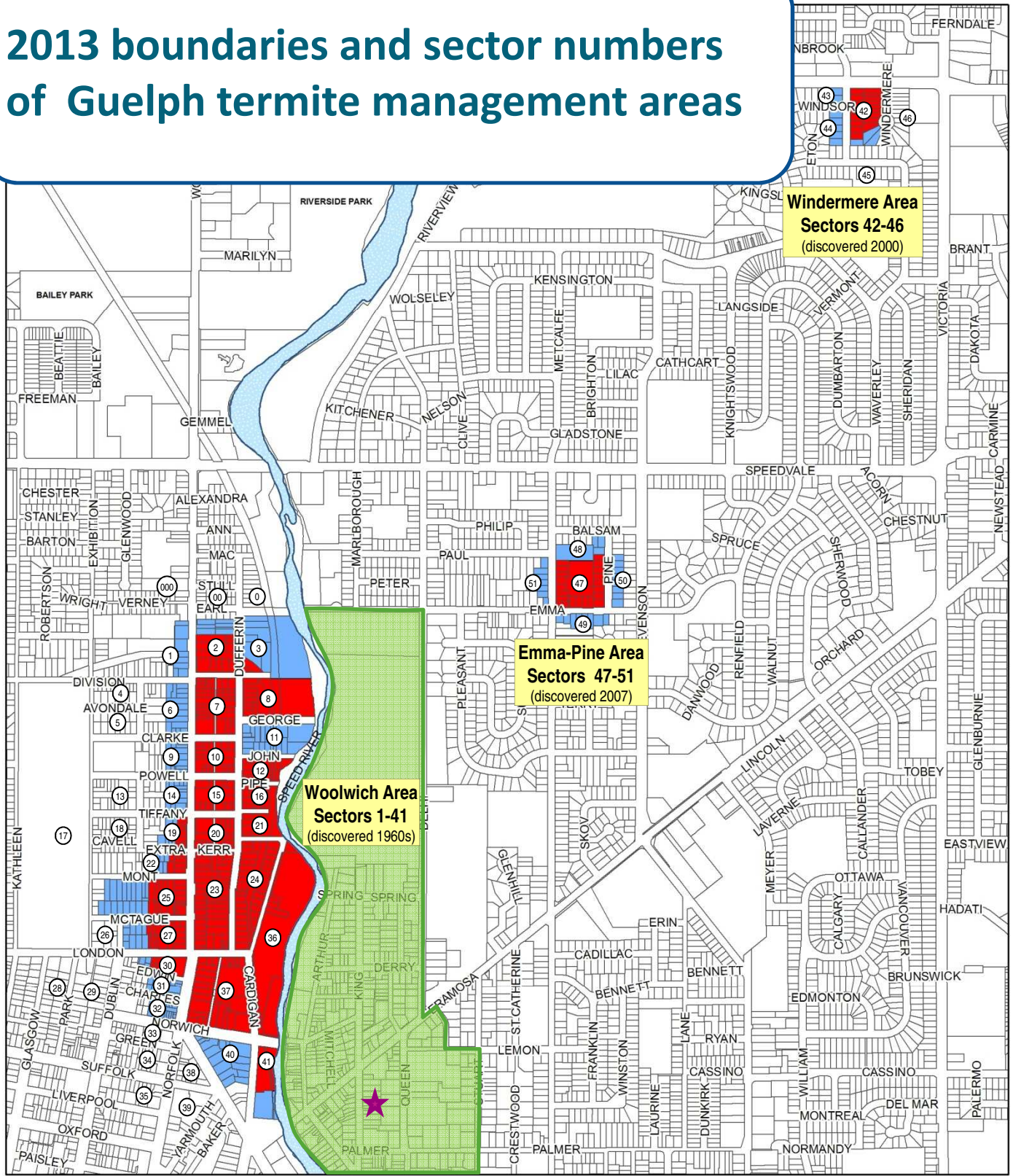
Guelph Termite Control Program

Review of 2013 and Goals for 2014

Tim Myles, Ph.D.
Termite Control Officer

May 5, 2014

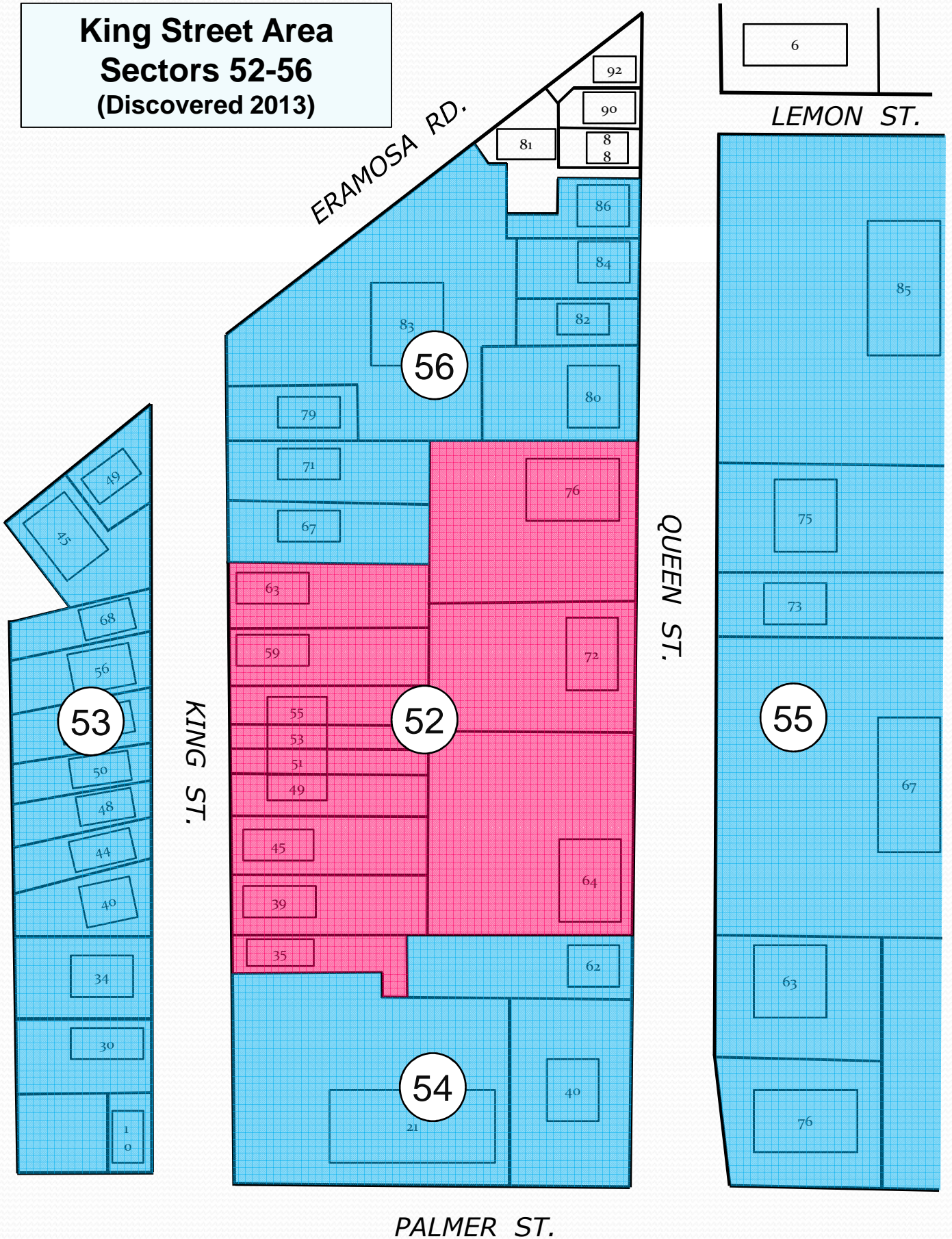
2013 boundaries and sector numbers of Guelph termite management areas



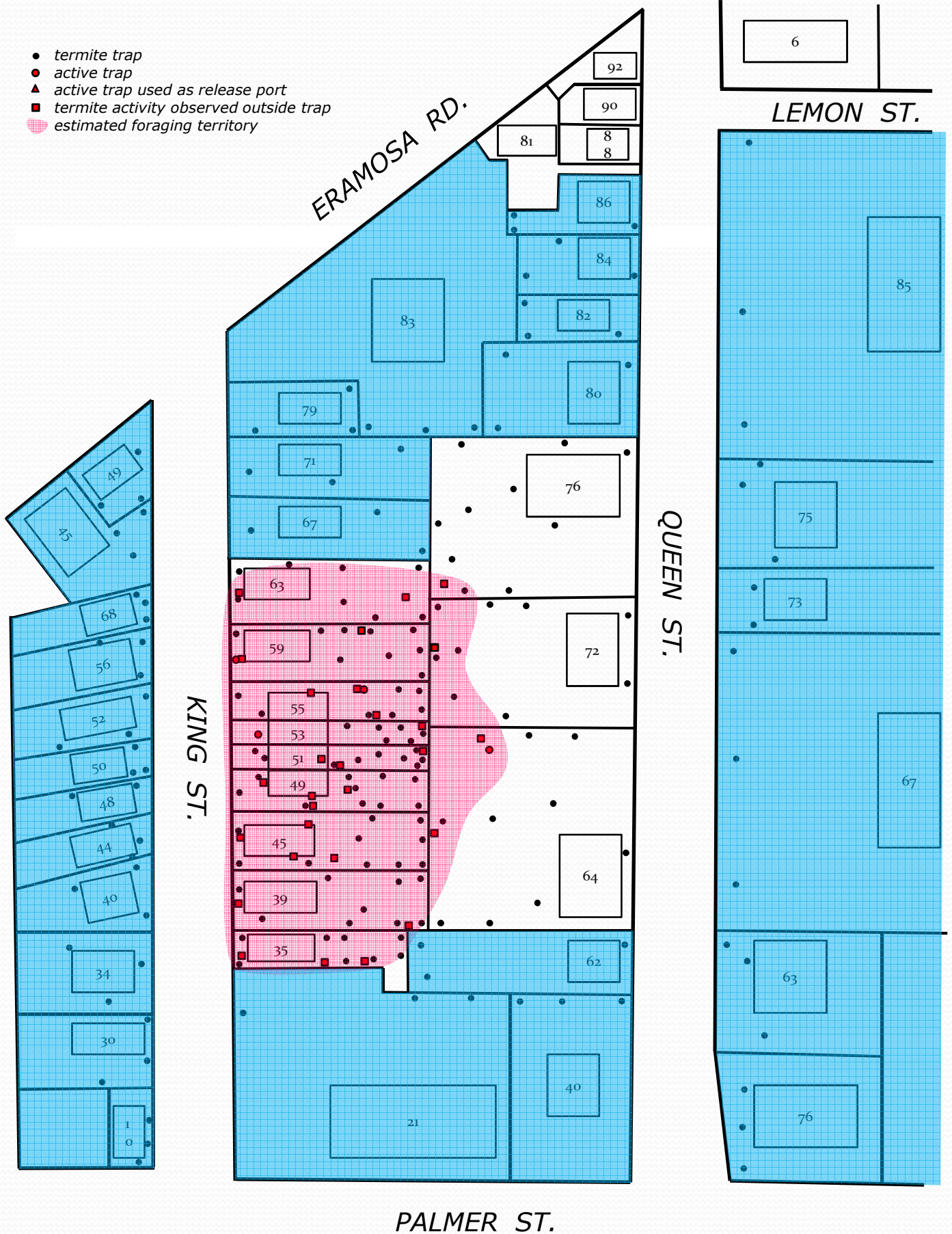
Termite Management Areas 2013



**King Street Area
Sectors 52-56
(Discovered 2013)**



- termite trap
- active trap
- ▲ active trap used as release port
- termite activity observed outside trap
- estimated foraging territory





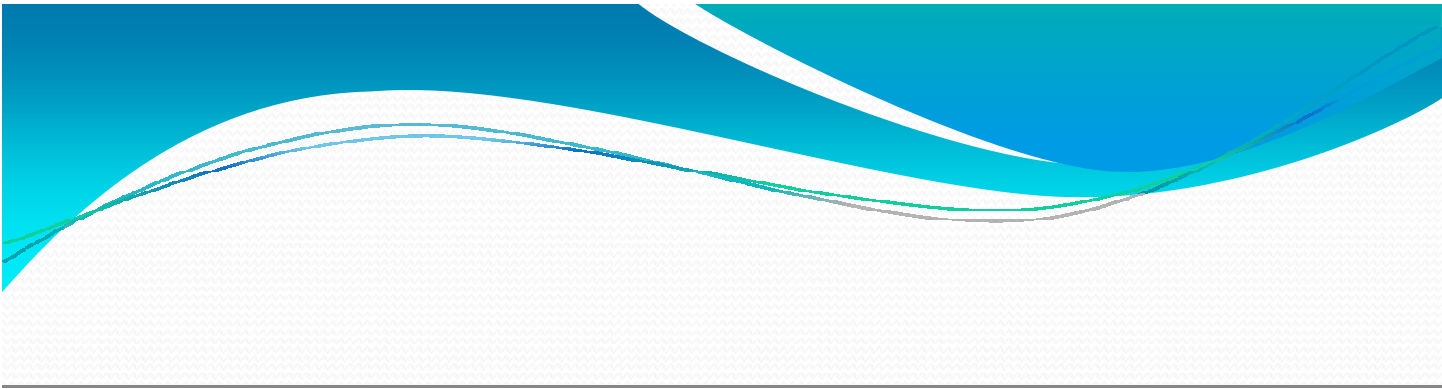
Management Practices in 2013

- Monitoring traps
- Trap-Treat-Release with zinc borate
- Tree and stump removals
- Chemical treatments
- Disposal permits
- Inspections

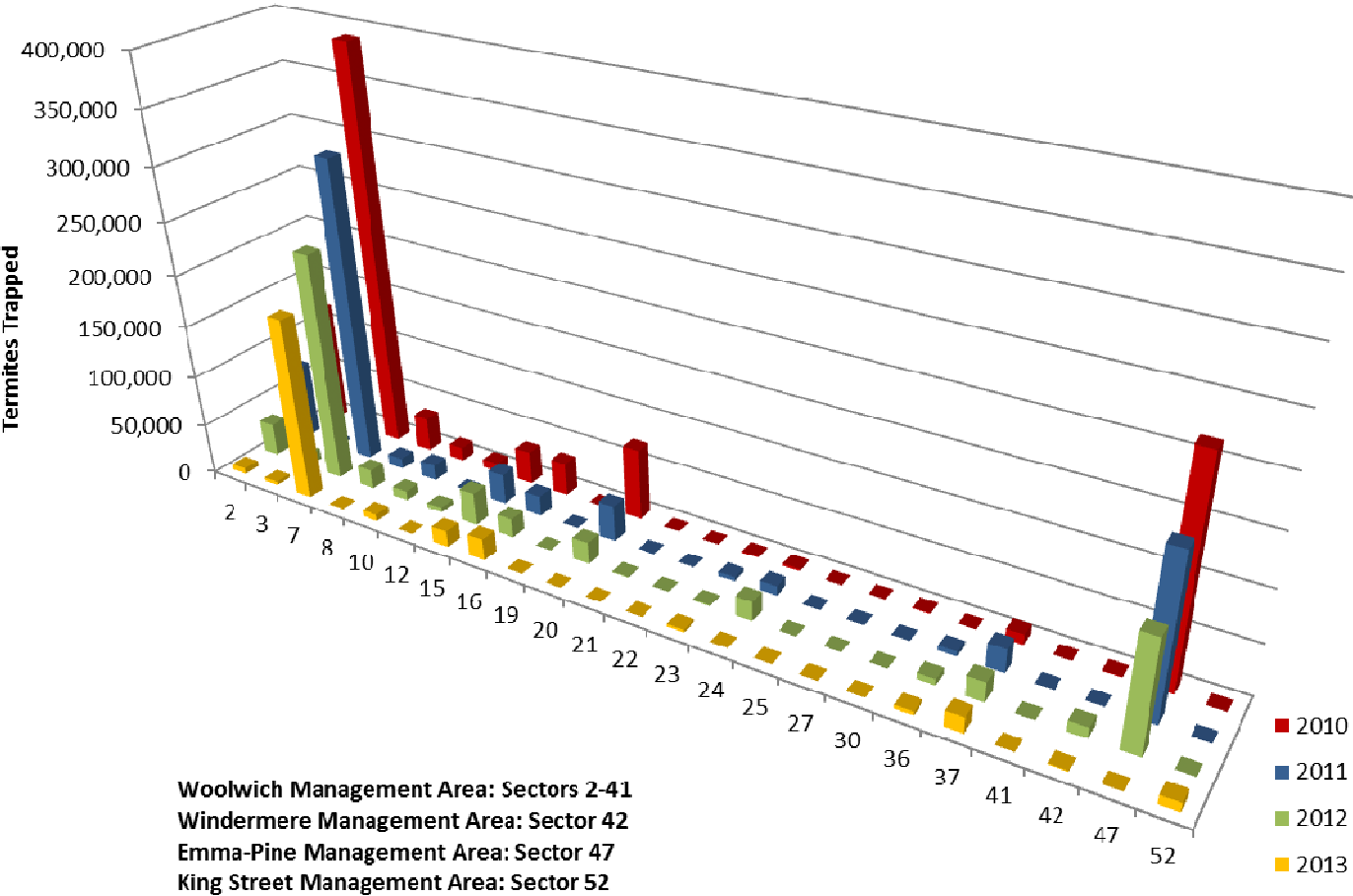
Trap-Treat-Release

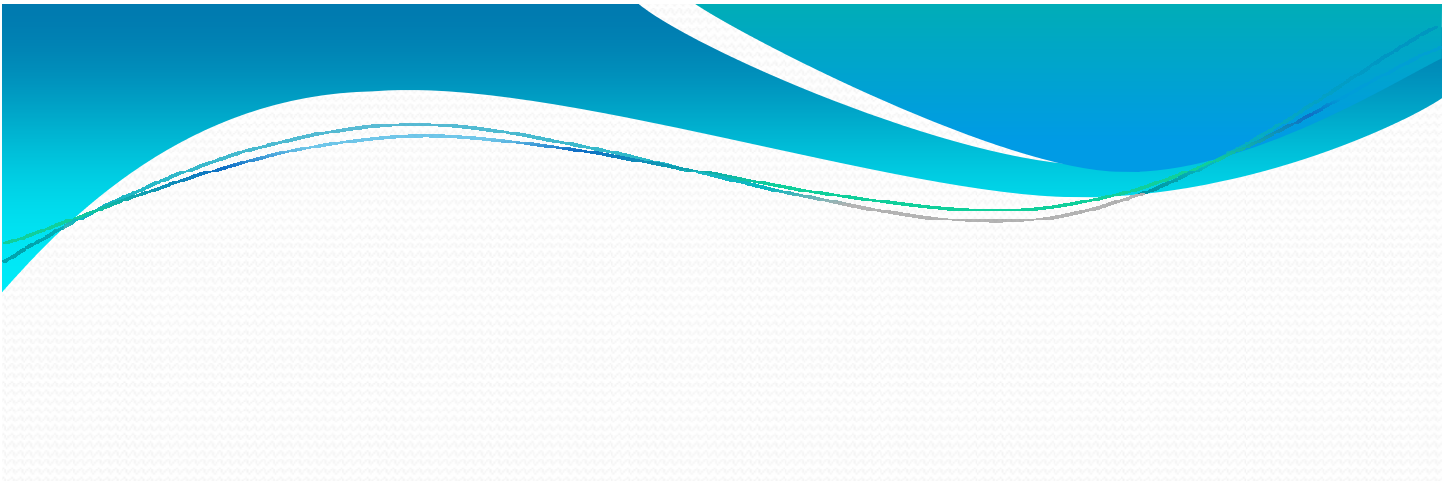
with Zinc Borate



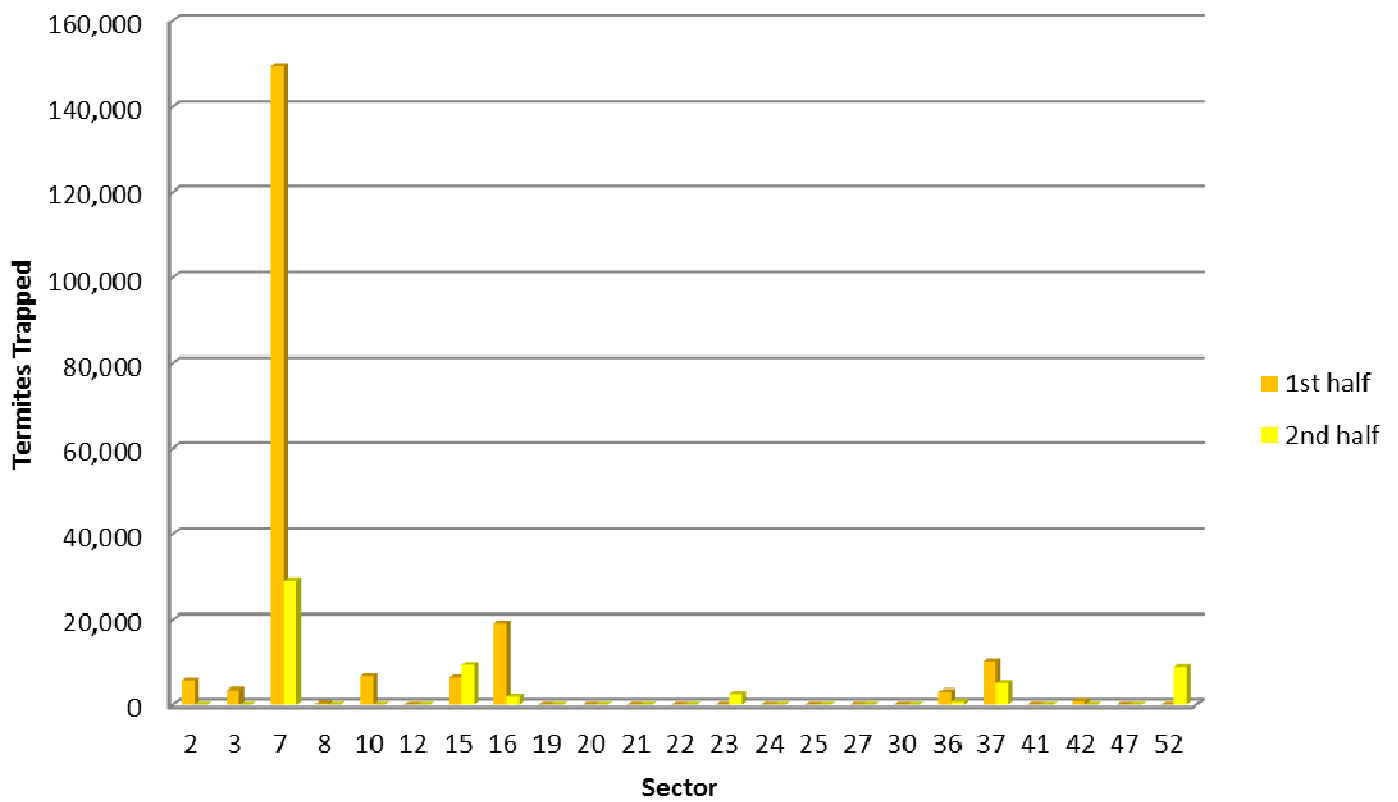


Total Termites Trapped Per Sector Per Year over the period of zinc borate treatments

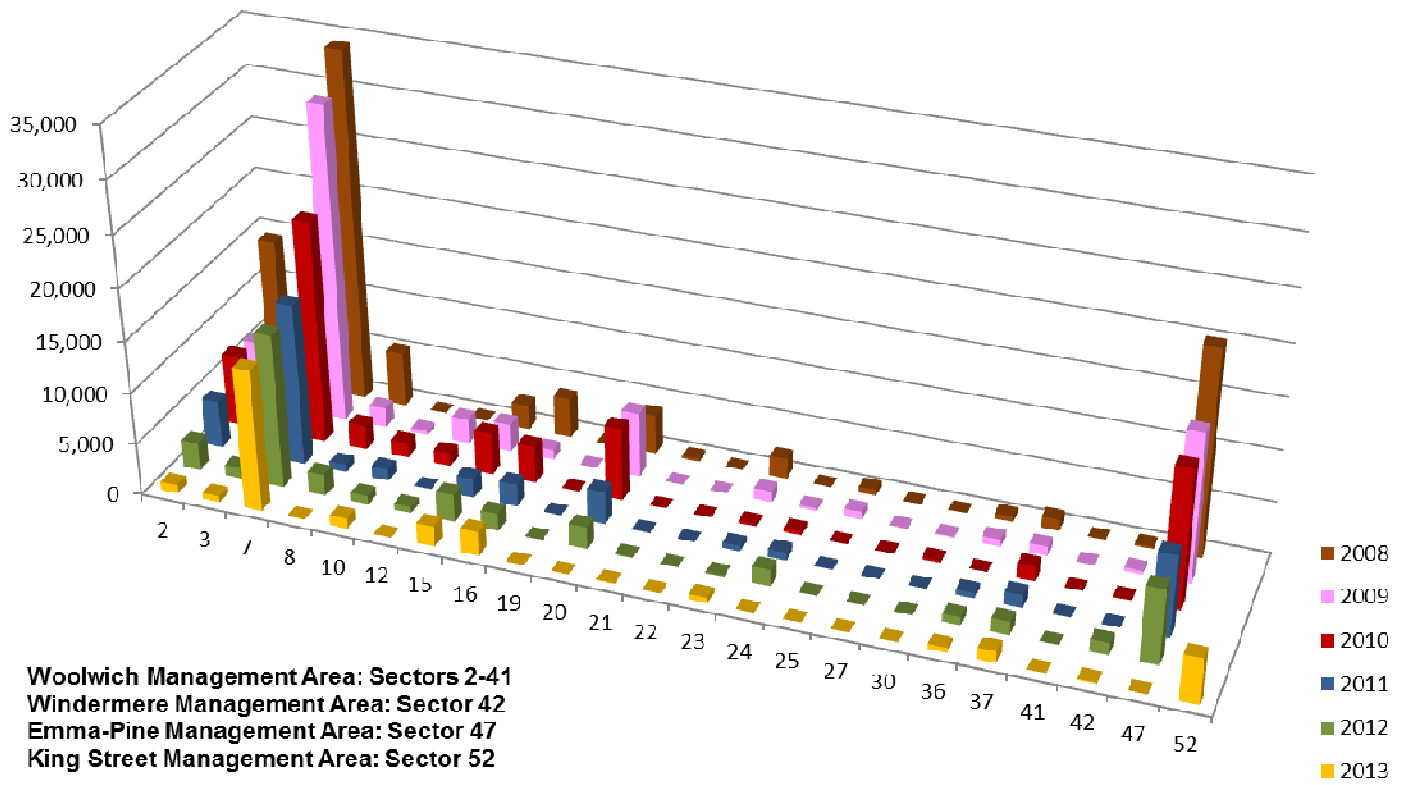




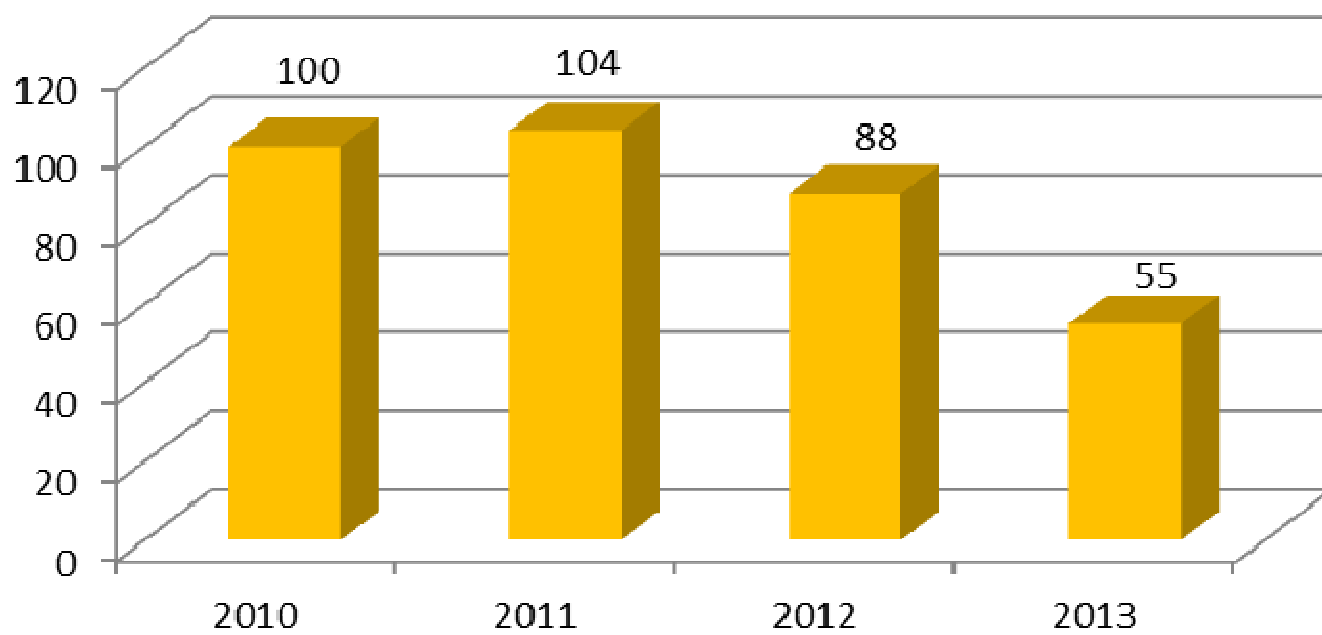
Comparison of 1st and 2nd Halves of 2013



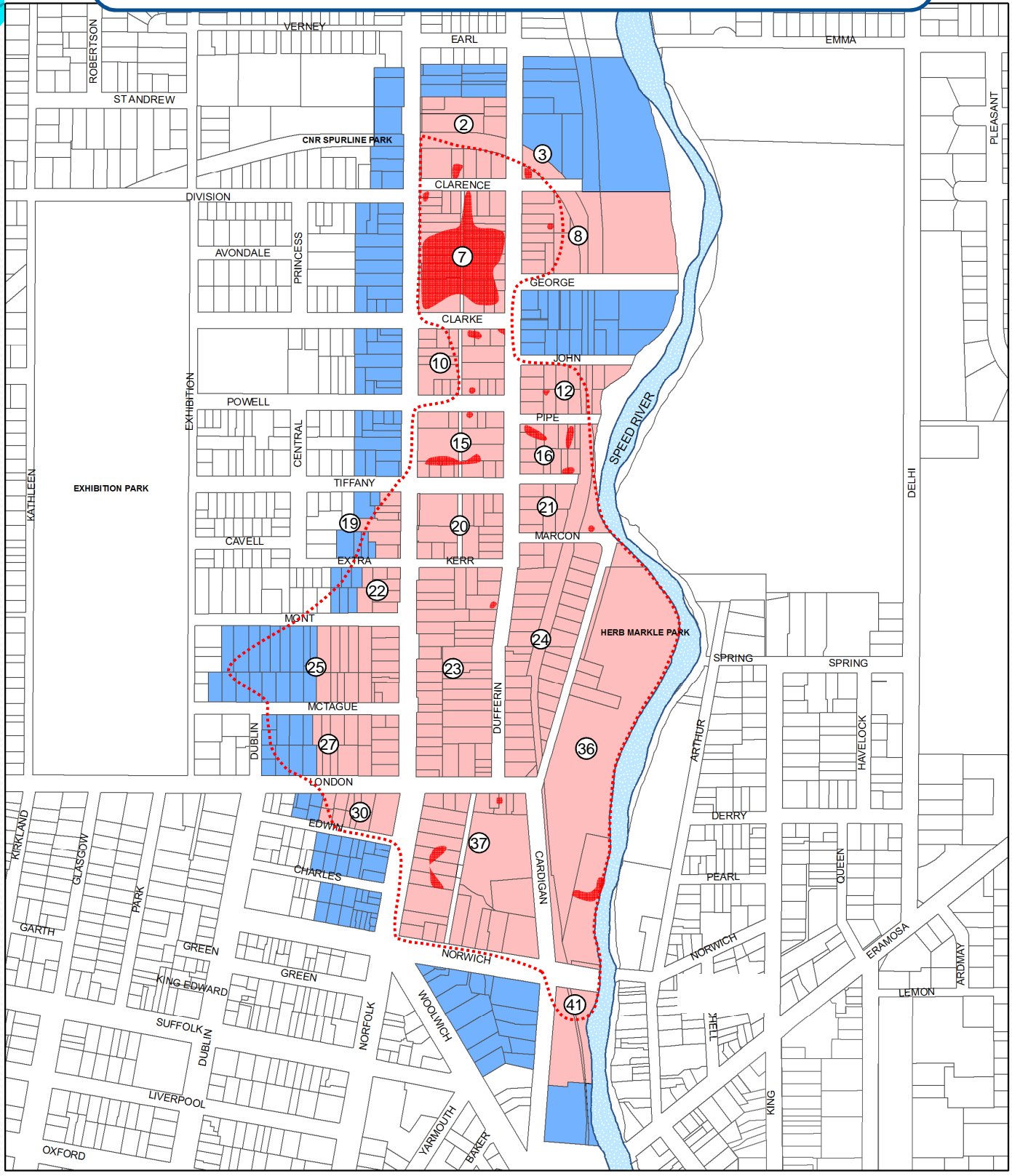
Average Number of Termites Trapped Per Inspection by sector and year over the period of recent management



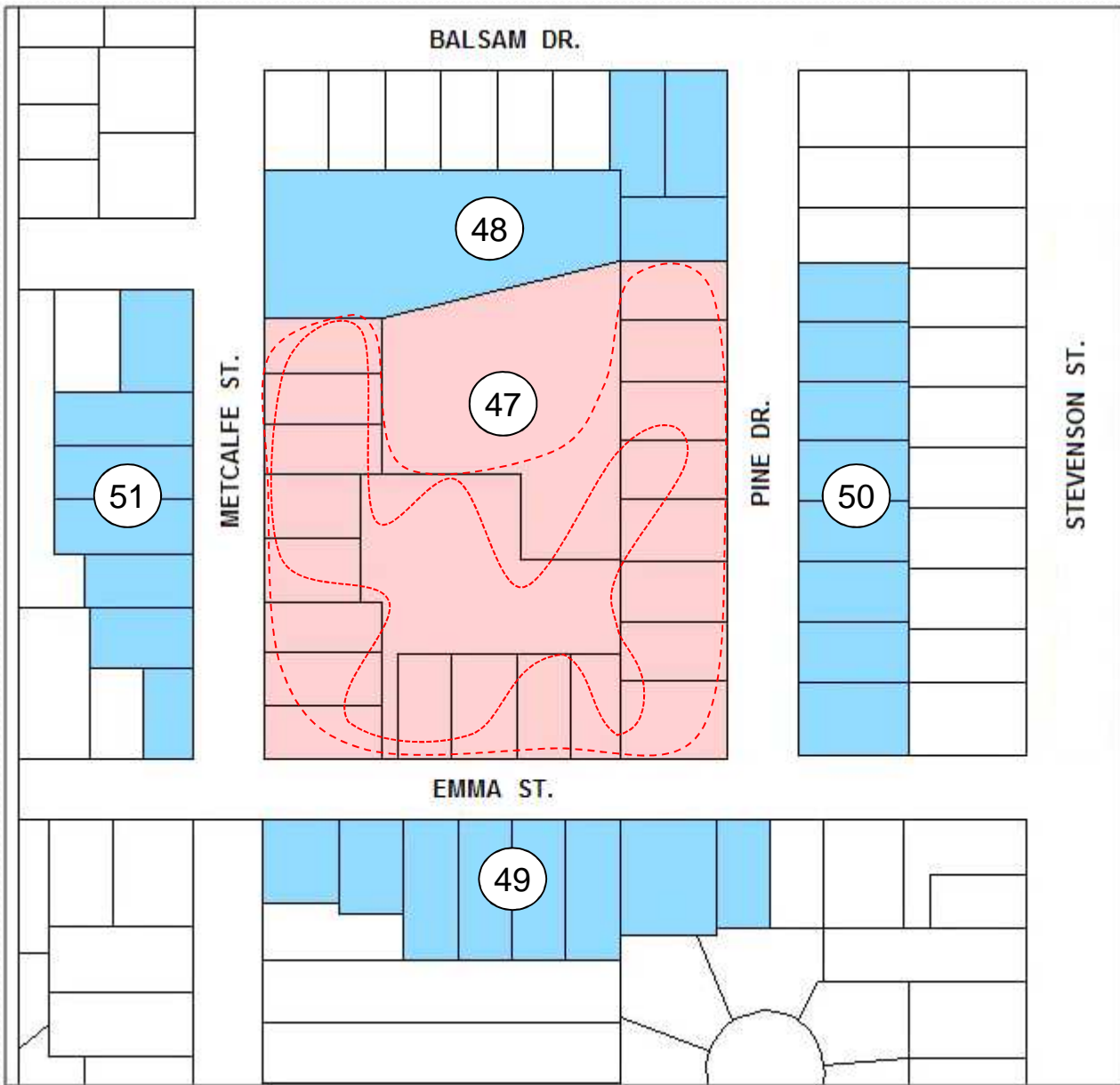
Total Number of Active Properties over the period of zinc borate treatments



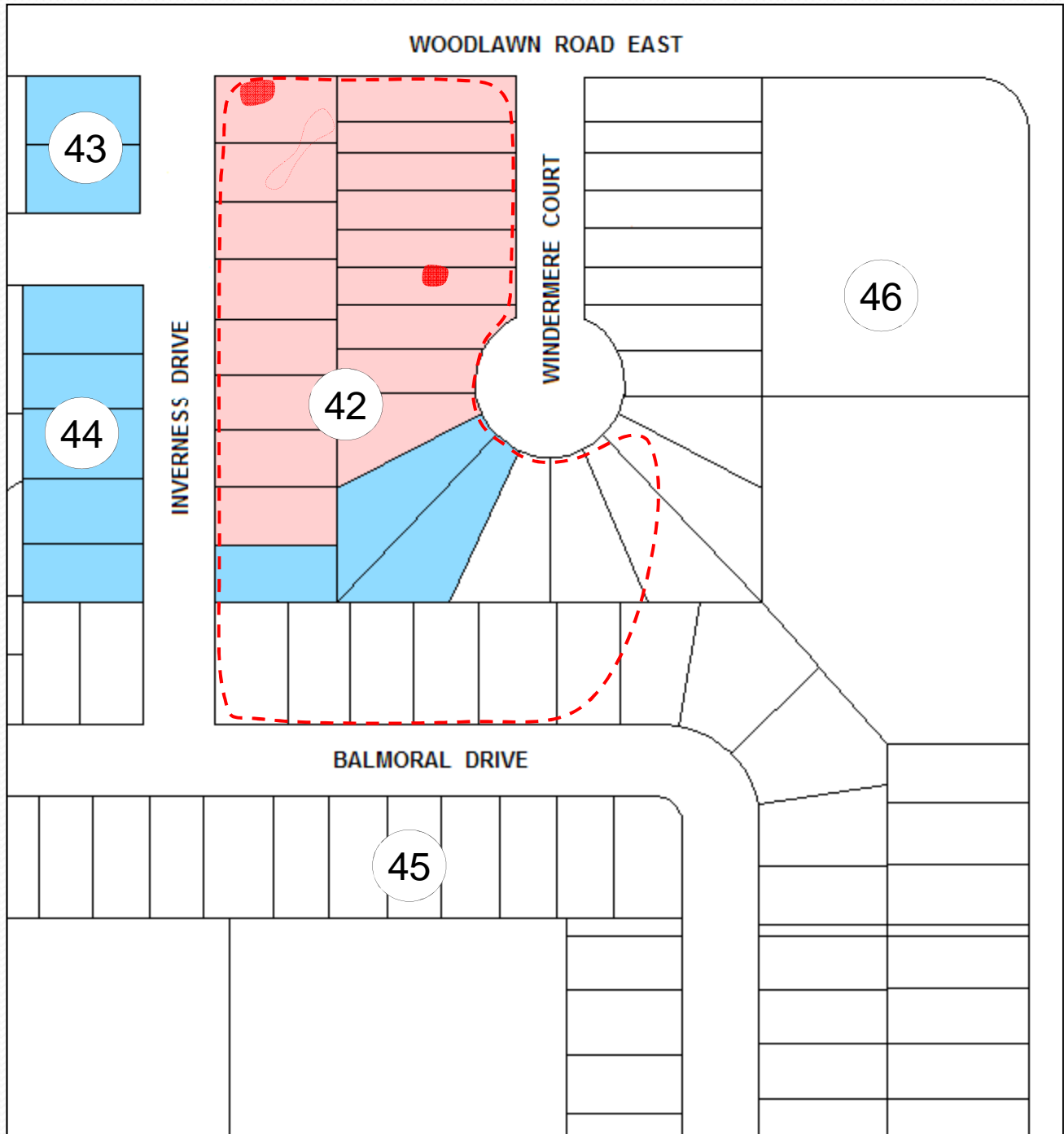
Areas of detected termite activity in the Woolwich management area in 2013



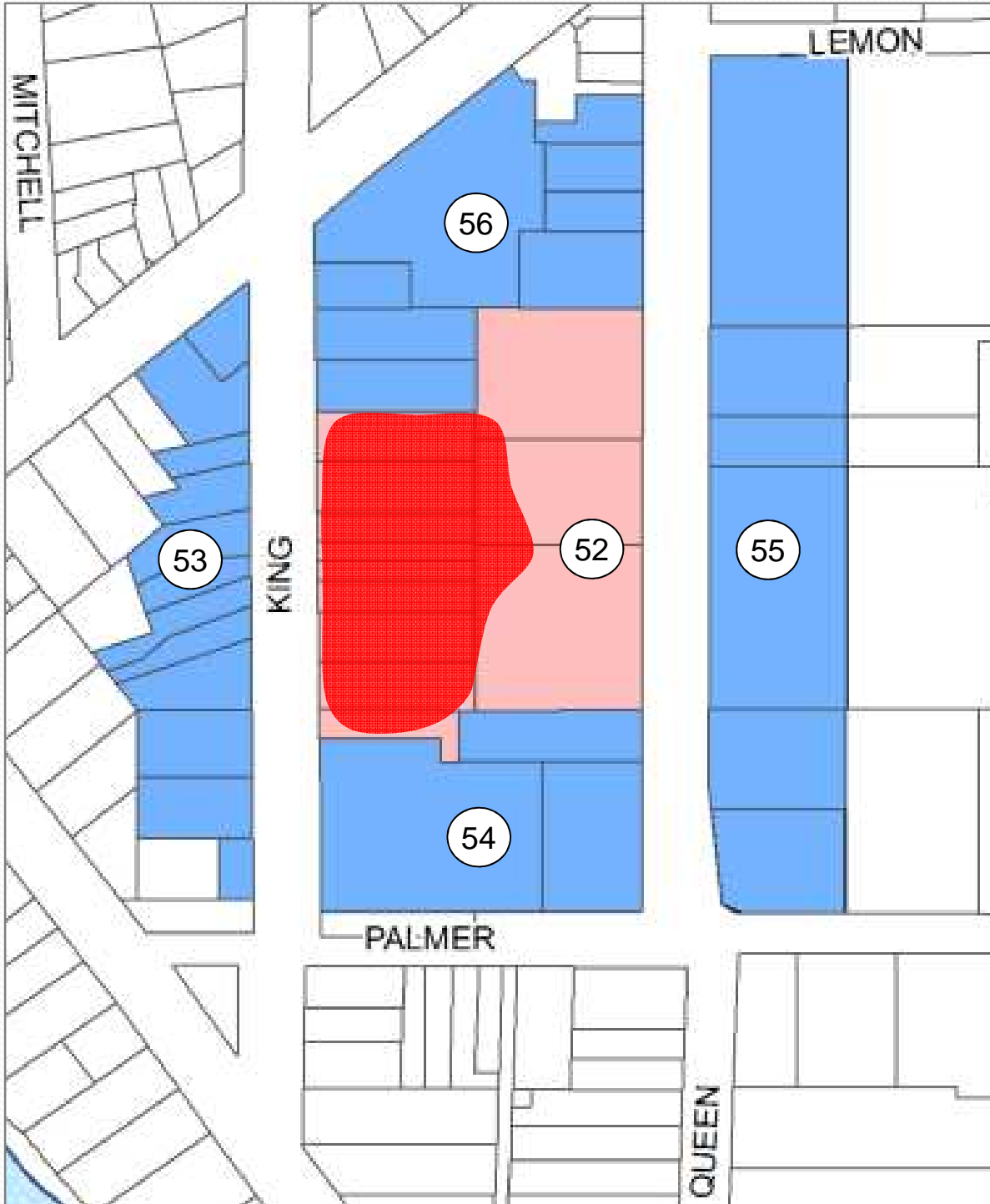
Area of detected termite activity in the Emma-Pine management area in 2013



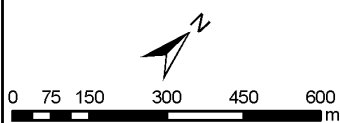
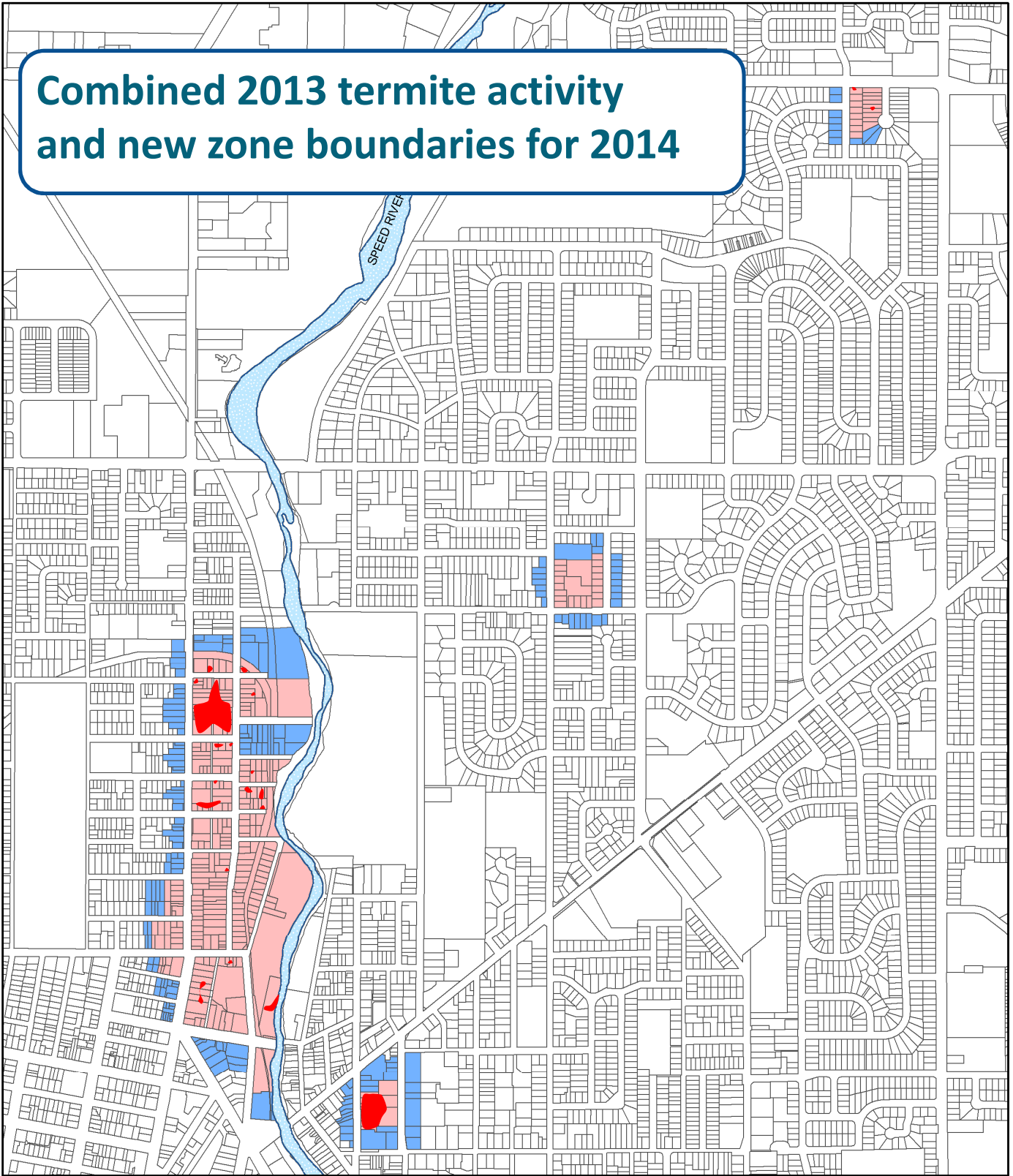
Areas of detected termite activity in the Windermere management area in 2013



Areas of detected termite activity in the King Street management area in 2013



Combined 2013 termite activity and new zone boundaries for 2014



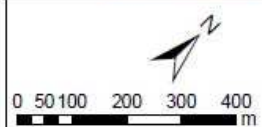
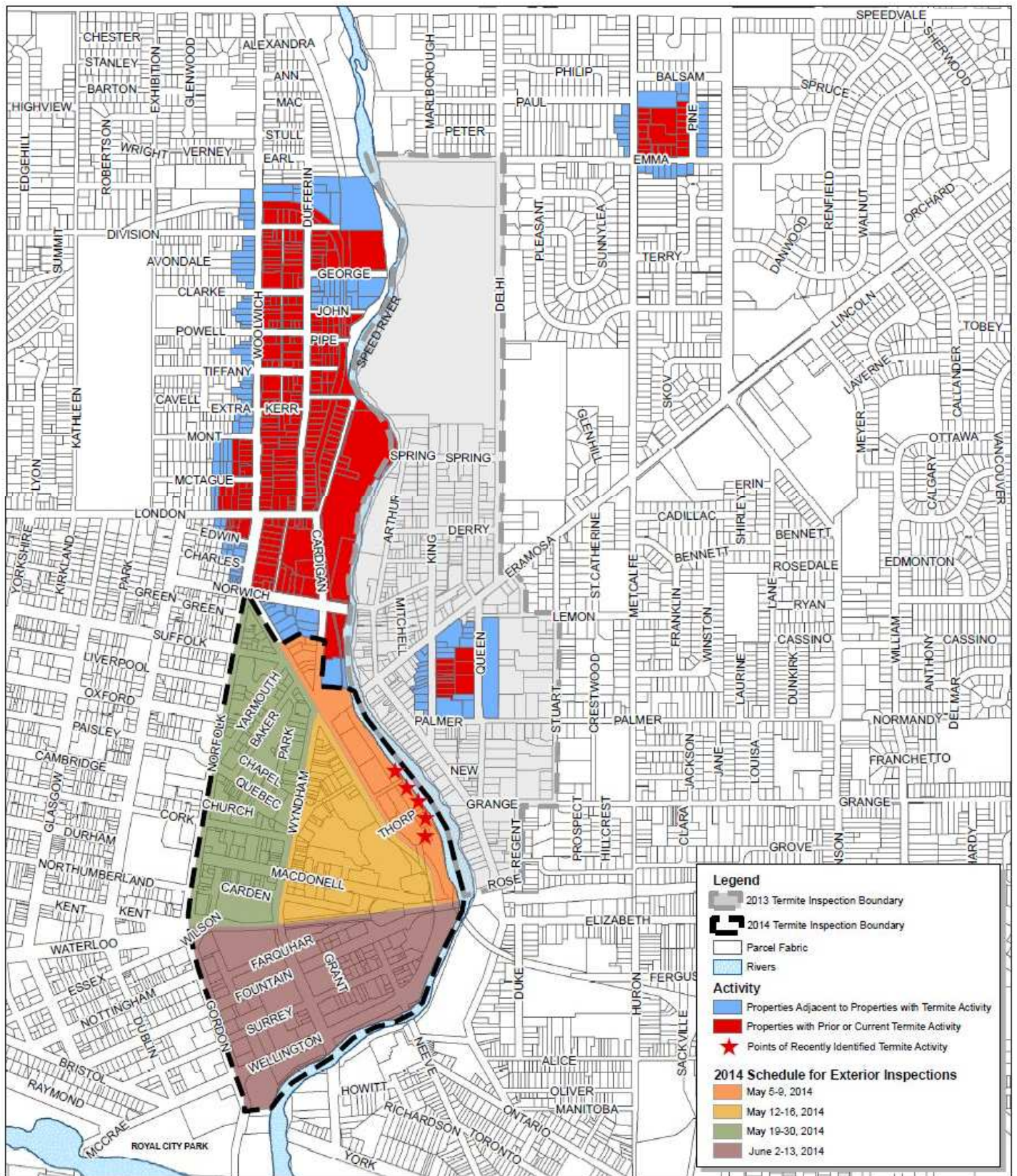
Termite Management Areas 2014





Termite Inspections by Year and Type

Year	Real Estate	Building Permits	Material Disposal	Total
2007	25	17	100	142
2008	44	19	128	191
2009	40	19	256	315
2010	38	24	156	218
2011	41	48	200	289
2012	18	21	208	247
2013	36	23	253	312



2014 Schedule for Exterior Termite Inspections



Produced by the City of Guelph
Community Design & Development Services, Planning Services
April 2014



Goals for 2014

- Continue monitoring
- Refurbish or remove traps
- Continue population suppression
 - Trap-Treat-Release with Zinc Borate
- Distribute notices of required wood removal
- Issue disposal permits
- Borate rod installations in King St. area
- Assist with review of building permits for termite preventive measures
- Prescribe chemical treatments as required
- Downtown yard survey indoor inspections
- Installation of traps in new area
- Habitat clean up in new area
- Sign up residents in new area for TTR

Questions?



STAFF REPORT



TO Planning & Building, Engineering and Environment Committee

SERVICE AREA Planning, Building, Engineering and Environment

DATE May 5, 2014

SUBJECT Termite Control Program 2013 Annual Report

REPORT NUMBER

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To present a summary of Termite Control Program results in 2013 and goals for 2014.

KEY FINDINGS

1. Discovery of the new King Street Management Area which has 12 infested properties.
2. Overall termite population in the City declined to its lowest level by the end of 2013, with only 71 active traps on 55 properties in 14 blocks.
3. Steepest rate of annual decline – 51 per cent suppression from 2012 to 2013.
4. Nine previously active blocks had no activity during the 2013 season.
5. Eight blocks had only one or two active properties.
6. Entire Emma-Pine Management Area was inactive for its first time in 2013.

FINANCIAL IMPLICATIONS

N/A

ACTION REQUIRED

To receive the Termite Control Program 2013 Annual Report.

RECOMMENDATION

1. That the report from Planning, Building, Engineering and Environment dated May 5, 2014 entitled Termite Control Program 2013 Annual Report be received.

BACKGROUND

Dr. Tim Myles was hired as the new Termite Control Officer on June 11, 2007. Tim was previously the Director of the Urban Entomology Program at the University of Toronto and had conducted termite control projects under contract for the City of Guelph from 1998-2001 and a baiting project in 2005. In 2007, he oversaw the installation of an array of nearly 3,000 termite monitoring traps and precisely delineated the termite infestations in the City's three termite management areas. In 2008 and 2009 habitat removal and parasitic nematodes were used as the primary

STAFF REPORT

methods of area-wide control achieving modest population suppression. After two years of lab testing and applying for research permits from the federal Pest Management Regulatory Agency, Tim was granted an Experimental Research Authorization in 2010 to test zinc borate using a treatment method which he invented called Trap-Treat-Release (TTR). This authorization was modified and renewed in 2012. Tim has now completed the fourth field season utilizing zinc borate as the new active ingredient for Trap-Treat-Release, with encouraging results.

REPORT

For Council's information, see the attached 'Executive Summary' of the Termite Control Program 2013 Annual Report with accompanying Figures 1 to 6. Please note that the recent discovery of a small infestation in the River Run Centre and John Galt Park will be reported in the 2014 Annual Report and is covered in the staff presentation accompanying this report.

CORPORATE STRATEGIC PLAN

Strategic Direction # 2.2: Deliver public service better.

DEPARTMENTAL CONSULTATION - N/A

COMMUNICATIONS

The Executive Summary was mailed to all residents in the termite management areas the last week of March.

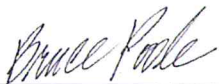
As with previous annual reports, the 2013 Annual Report has been posted on the City's website during the first week of April, 2014.

ATTACHMENTS

Attachment 1 Executive Summary and Figures 1 to 6

Report Author

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Termite Control Officer
Building Services
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tim.myles@guelph.ca



Approved By

Bruce A. Poole
Chief Building Official
Building Services
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Recommended By

Janet L. Laird, Ph.D.
Executive Director
Planning, Building, Engineering,
and Environment
519-822-1260, ext 2237
janet.laird@guelph.ca

Executive Summary

Guelph's Termite Control Program The City of Guelph has an introduced infestation of the eastern subterranean termite, *Reticulitermes flavipes*, which the City has been tracking and combating since the 1970s. This insect pest can be difficult and expensive to control and can cause serious structural damage to wood frame structures and housing. In order to protect the housing stock of the City, and to prevent the continuous spread of this invasive species, the City has implemented a comprehensive termite control program. Traditional termite control uses soil insecticides and wood preservatives to chemically treat affected structures, but does not address the termite population which continues to spread. The City's program integrates all traditional methods of pre-treatment, remedial treatment and preventative treatment as well as preventative measures in new construction, termite habitat elimination, and termite population suppressive treatments.

Discovery of a New Infested Area In early August, termites were discovered on a property on King Street between Eramosa Road and Palmer Street. Thus, there are now four termite management areas in the City (Figure 1). In order to delimit the extent of this new area of infestation, a visual survey of yards was conducted over an area of about 20 blocks and 450 properties within the area bounded by Rose, Regent, Grange, Stuart, Ardway, Delhi and Emma Streets. It was determined that the infestation is limited to only 12 properties on only one block. In addition to the 12 active properties (red zone), 29 surrounding properties were designated as a buffer area (blue zone). Thus the new King Street management area encompasses 41 properties. A total of 193 termite monitoring traps were installed. Indoor inspections revealed that five properties were infested, four of which have been chemically treated, and one which is undergoing structural repairs and will be treated in the spring of 2014. A yard wood cleanup was organized in the neighbourhood and most of the stumps and surface wood has been removed. In November, the residents attended an information session and signed up to participate in trap-treat-release treatments with zinc borate which will commence in 2014.

Fourth Year of Suppression with Zinc Borate 2013 was the fourth year of treatments with zinc borate. Starting in 2012 a slightly modified formulation was used containing less resin. Under this treatment regimen the number of trapped termites has steadily declined, reflecting population suppression. The total number of termites trapped in 2010 was 929,236 compared to 683,793 in 2011, 535,565 in 2012, and 263,142 in 2013 (Figure 2). This was a 50.9% suppression over the previous year. Comparison of the first and second halves of 2013 suggests an even sharper level of decline. The number of termites trapped in April, May, June, and July was 205,553 compared to 57,589 collected in August, September, October and November (Figure 3). This represents a 71.9% decline between the first and second halves of the 2013 season. These measures of suppression are also supported by the continuous downward trend in the average number of termites trapped per inspection (Figure 4). This consistent year over year suppression shows that zinc borate applied topically to trapped and released termites is an effective tool for area-wide termite population suppression.

Further Contraction of the Woolwich Management Area Continuous inactivity for more than five years on many of the properties of the Woolwich Management area allows for a further contraction of the designated boundaries on the northern and western boundary of this area. Eighty-four properties that were formerly blue, are now designated as white and are thus removed from the termite management area. Another 34 properties formerly designated red, are now designated as blue. In total 118 properties are re-designated (compare Figures 1 and 6).

Complete Inactivity of the Emma-Pine Management Area and Two Other Sectors for First Time The Emma-Pine Area was originally discovered in 2007. The number of red zone properties increased from 12 in 2007 to 21 by 2011. However the number of active properties has declined sharply over the last three years of zinc borate treatments from 21 active in 2011, to 12 active in 2012 to none active in 2013.

2013 was the first year with no active traps or properties recorded for the Emma-Pine area. Another two blocks, namely, sectors 20 and 24 were also completely inactive for the first time in 2013. A longer period of inactivity will be required before reclassifying properties on these blocks.

Windermere Management Area Suppressed Termites were found on two properties within the Windermere management area. In both cases the termites were associated with small stumps that were excavated and removed. The number of termites trapped was only 889, less than a tenth the number collected in 2012. Boundaries for this management area will remain the same in 2014.

Decline in Number of Active Blocks and Properties In 2013 there was no activity on nine of the 23 red zone sectors, namely, sectors 19, 20, 22, 24, 25, 27, 30, 41, and 47. There were another eight red zone sectors with only one or two active properties: sectors 2, 3, 8, 12, 21, 23, 36, and 42. The six remaining sectors had from 4 to 14 active properties. Despite the discovery of 12 new active properties in the King Street Area in 2013, overall there has been a decline in the number of active properties over the past two years from 104 in 2011, to 88 in 2012, to 55 in 2013 (Figure 5).

Detection and Treatment of Structural Infestations Besides the four chemical treatments for structural infestation on King Street, there were three other remedial chemical treatments for active infestation in 2013. In addition there were five preventative borate spray treatments.

Termite Habitat Reduction A large stump of a city tree was excavated on Emma Street early in the season, which probably contributed to the reduced activity in that area. Two large dead trees were also removed and the stumps ground out in sector 7. Several large stumps were removed by grinding on sectors 10, 15, and 25. In total, 253 disposal permits were issued for yard wood disposal in 2013.

2013 Report As with previous annual reports, the full 2013 report will be posted on the City's termite web site at www.guelph.ca > termites > reference materials, by the last week of March.

Goals for the 2014 Season The goals for the upcoming season will be similar to 2013:

- This executive summary with graphs and maps will be sent to residents at the end of March as an annual progress report.
- Two part-time summer technicians will be hired and will start work the last week of April. Traps will be refurbished with new cardboard rolls and lids, and any missing traps will be replaced during April and May. Traps will be reduced or removed in re-classified areas.
- Through the summer, traps will be checked on a three week cycle. Trapped termites will be treated with a resinous formulation of zinc borate and released back into active traps. Any trap used as release port will be secured with a heavy duty plastic cable tie and identified with a treatment lid label and brick.
- Borate rods will be installed in fence posts in the King Street management area.
- Later in the season, indoor inspections will be scheduled for certain properties in area of continuing activity.
- Further efforts will be made to manage critical termite habitat in areas along the Speed River.

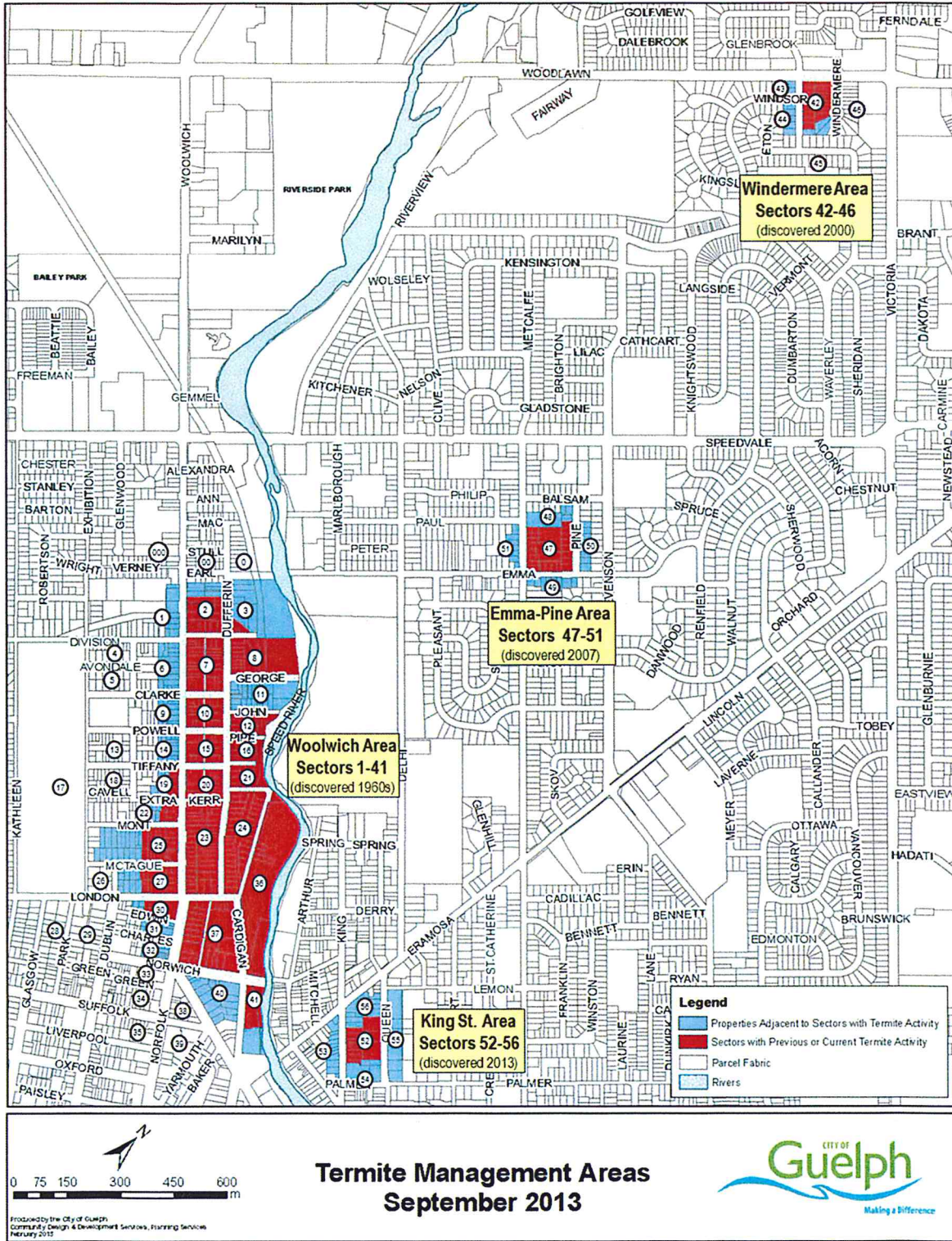


Figure 1. Boundaries of the Guelph Termite Management Areas in 2013.

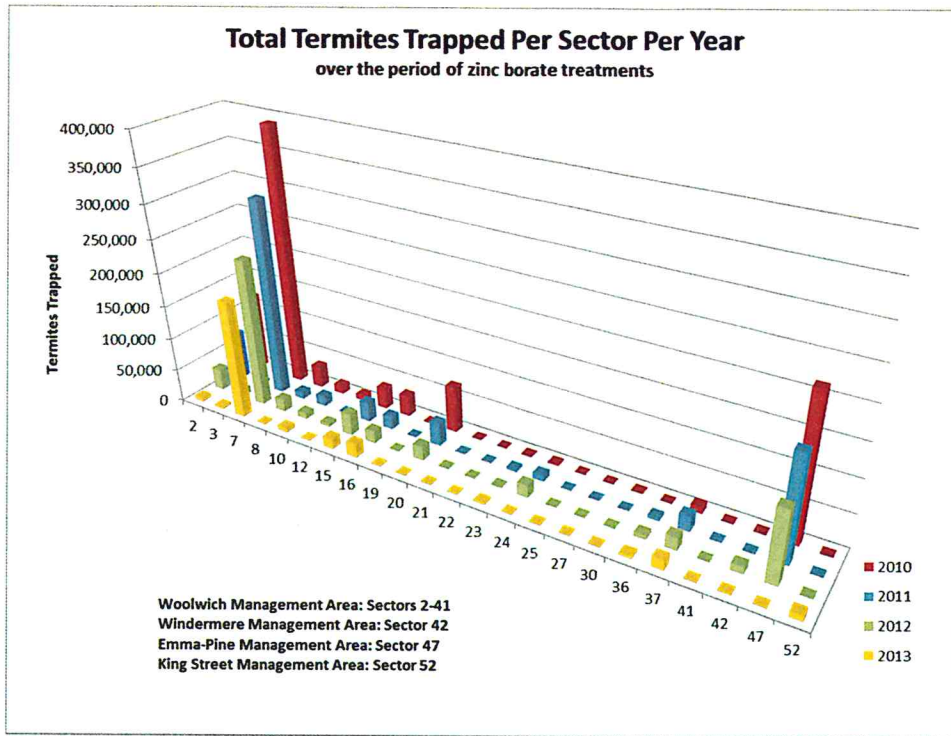


Figure 2. Total termites trapped per sector per year over the period of zinc borate treatments.

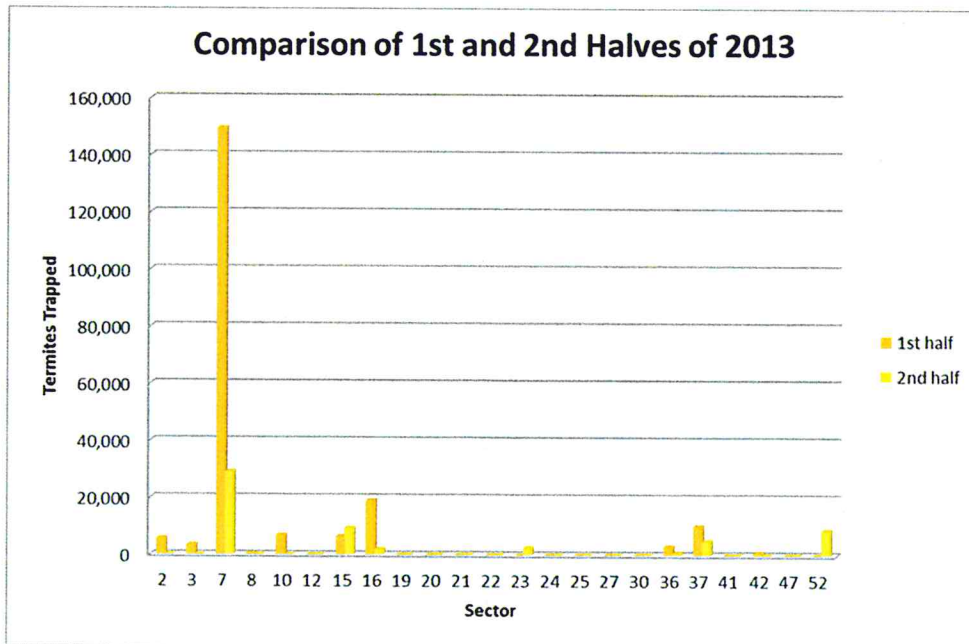


Figure 3. Comparison of termites trapped during the first and second halves of 2014.

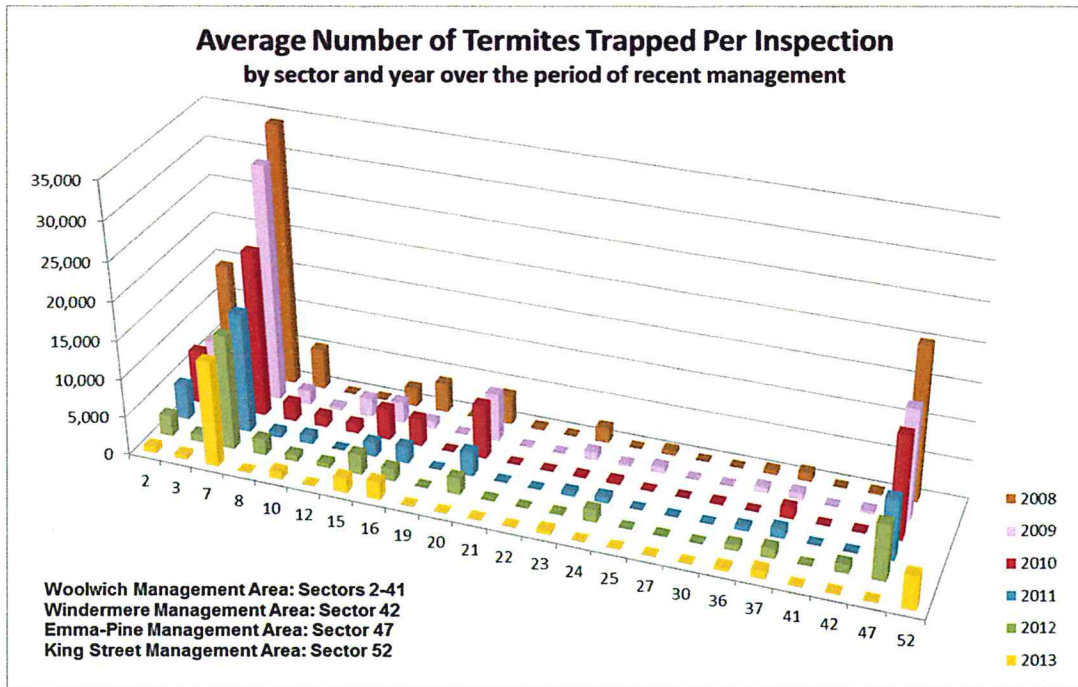


Figure 4. Average number of termites trapped per inspection by sector and year over the period of recent management.

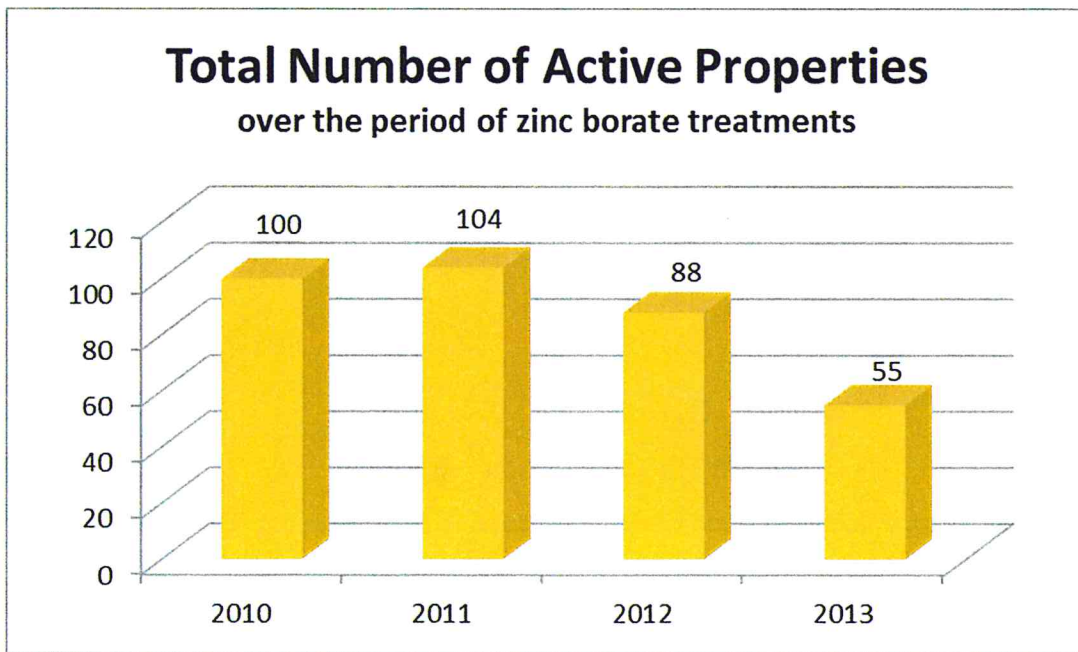


Figure 5. Total number of active properties per year over the period of zinc borate treatments.

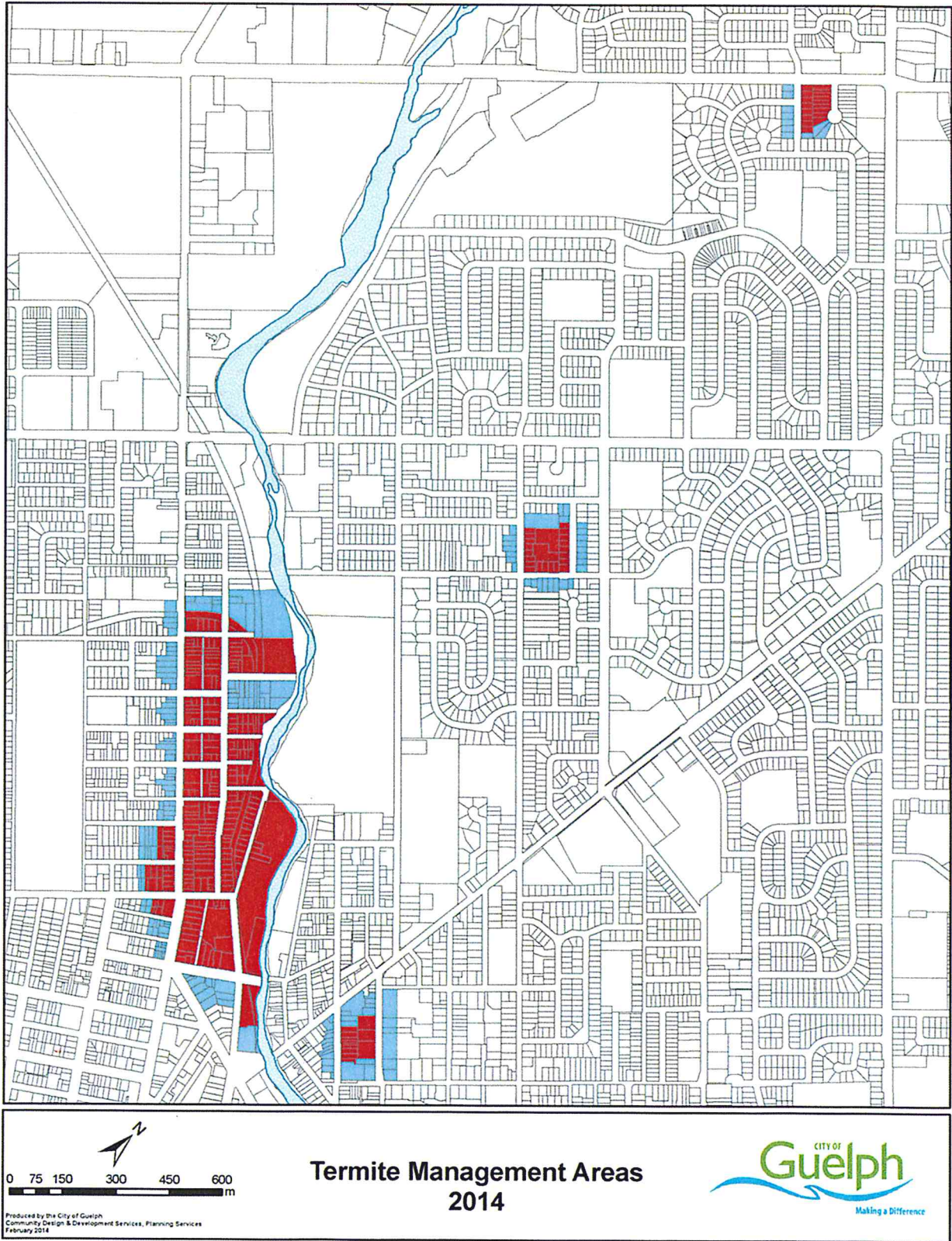


Figure 6. New boundaries of the Guelph Termite Management Areas for 2014.

Rental Housing Licensing Recommended Approach



Background- since July 15, 2013 PBEE Meeting

- **Further staff analysis of options and alternatives**
- **Further Community Engagement**
 - Two public engagement meetings held (November 2013)
 - Online feedback forms posted (November 2013)
 - Results of the public meetings and online feedback forms reviewed and analyzed (January 2013)
 - Two meetings held with the Rental Housing Licensing Community Working Group (January 2013)
 - Third meeting held with the Rental Housing Licensing Community Working Group (February 2013)

Recommended Approach

1. Continue the enhanced enforcement program and improve the Building Services proactive enforcement program.
2. Research, develop and begin implementing a comprehensive education/communications plan.
3. Continue to support community partnerships, explore strategies and support the development of further community based responses to rental housing issues.

Considerations:

1. Potential increased costs to tenants.
2. Licensing does not address behavioural issues.
3. Potential challenges.
4. Enforcement of existing by-laws.
5. Community Engagement.
6. Only support was for a minimal licensing program.
7. Opportunities for further education, engagement and partnerships with stakeholders.
8. Housing supply.
9. Licensing is a new tool.

Next steps

Thank you.

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TO Planning & Building, Engineering and Environment Committee

SERVICE AREA Planning, Building, Engineering and Environment

DATE May 5, 2014

SUBJECT Rental Housing Licensing Recommended Approach

REPORT NUMBER 14-29

EXECUTIVE SUMMARY

PURPOSE OF REPORT

In July 2013, Council received PBEE Report 13-32 Rental Housing Licensing Cost-Benefit Analysis and authorized staff to proceed with public consultation on the proposed licensing directions and cost-benefit analysis to guide the development of a potential rental housing licensing program. Between October 2013 and March 2014, staff consulted community stakeholders on rental housing licensing options and further evaluated licensing options and alternatives to licensing. This report provides a summary of the stakeholder engagement results and further staff analysis, and presents a recommended approach regarding the licensing of rental housing for Council approval.

KEY FINDINGS

Staff has analyzed rental housing licensing options and alternatives taking into consideration the results of the community engagement completed since July 2013. The analysis indicates that a rental housing licensing program may not be the most effective and efficient tool to address the majority of issues associated with rental housing at this time. In fact, the majority of outcomes sought by the City are available through full enforcement of already existing by-laws, enhanced communication and community partnerships. Many stakeholders also expressed similar opinions during the consultation.

Another factor considered by staff is the Ontario Human Rights Commission (OHRC) suggestion that increases in rents resulting from a licensing program could be found to be discriminatory and contrary to the Human Rights Code if such rent increases impact the affordability of rental housing on a code protected group. All licensing options presented to the public would have an impact on rents if licensing costs were to be passed on to tenants. Therefore those options could result in legal challenges under the Human Rights Code.

On the basis of this analysis and stakeholder input (including OHRC), staff is recommending an alternative approach to respond to ongoing concerns with rental housing (Attachment 1). The recommended approach involves a refocusing and enhancement of current initiatives, including enforcement, as

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well as increased collaboration with stakeholders and community partners, to improve the issues associated with rental housing.

The recommended approach includes the following:

- 1. Continue the enhanced enforcement program and improve the Building Services proactive enforcement program.**
- 2. Research, develop and begin implementing a comprehensive education/communications plan.**
- 3. Continue to support community partnerships, explore strategies and support development of further community based responses to rental housing issues.**

Many elements of the recommended approach represent a continuation of the current enhanced enforcement program implemented by the City since 2006.

FINANCIAL IMPLICATIONS

There are no new 2014 financial implications to supporting the recommended approach. An existing budget of \$25,000 is available to fund the development of a Communications Plan and the implementation of some components in 2014 to address education materials for tenants and neighbours of rental accommodations. Existing resources can also be used for additional elements recommended to start in 2014. These new elements include some improvements to the Building Services proactive enforcement program, research and development of a comprehensive education/communications plan, and continued support of community partnerships.

There are specific elements in the recommended approach that will be subject to future budget approvals. The largest additional investment would be \$135,000 (initially and then annualized) for an additional full time inspector in Building Services. There may also be additional future costs associated with the Communications Plan depending on the scope of the Plan developed in 2014. Should Council approve in principle, the recommended alternative approach outlined in this report, a budget package would be prepared for consideration during the 2015 budget process.

ACTION REQUIRED

To receive the Rental Housing Licensing Recommended Approach report and approve in principle, the recommended alternative approach as set out in Attachment 1, subject to future budget considerations.

RECOMMENDATION

1. That Report 14-29 from Planning, Building, Engineering and Environment regarding the Rental Housing Licensing Recommended Approach report dated May 5, 2014 be received.

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2. That Council approve, in principle, the recommended alternative approach to a rental housing licensing program described in Report 14-29 from Planning, Building, Engineering and Environment dated May 5, 2014, specifically:
 - a. Continue the enhanced enforcement program and improve the Building Services proactive enforcement program;
 - b. Research, develop and begin implementing a comprehensive and multi-stakeholder education/communications plan; and
 - c. Continue to support community partnerships, explore strategies and develop community based responses to rental housing issues.

3. That staff proceed with the implementation of the 2014 aspects of the recommended alternative approach to a rental housing licensing program which are already funded.

BACKGROUND

On February 25, 2013 PBEE Report 13-04 Rental Housing Licensing Directions was presented to PBEE Committee in response to a number of Council resolutions directing staff to proceed with the development of a rental housing licensing program for Council's consideration. The key issues identified with rental housing in PBEE Report 13-04 included:

- health, safety and well-being of tenants;
- neighbourhood destabilization and deterioration;
- disruptive behavior;
- lack of information about rental housing stock and inequality among rental housing providers since compliant business owners are currently competing with noncompliant business owners;
- enforcement challenges; and
- funding implications (to various stakeholders, including the City tax base, landlords of rental properties and tenants).

The directions presented were looked at comprehensively so that the appropriate tool(s) could be assessed, determined and used in an integrated manner. It was identified that the licensing of rental housing is an approach permitted under the Municipal Act to regulate the business of rental housing. The proposed licensing directions were city wide, inclusive and dealt with key items tied to the purpose of licensing, to support the health, safety and well-being of persons and protection of persons and property. The report recommended licensing all businesses that rent living accommodations except for apartment buildings, group homes, emergency shelters, student residences operated by universities or colleges, and social housing with an administrative and/or funding relationship with the County of Wellington, which have been approved for exemption. In total it was estimated that 8,700 rental dwellings units could have been subject to licensing.

Following receipt of the licensing directions report, Council requested staff to complete a cost-benefit analysis on the proposed direction prior to proceeding with public consultation on the proposed licensing program. On July 15, 2013, staff

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presented PBEE Report 13-32 Rental Housing Licensing Cost-Benefit Analysis. The report provided a cost-benefit analysis of the proposed directions and included an analysis of three options which varied in program timing, cost and risk.

The PBEE report concluded that the benefits of a licensing program outweighed costs given that a licensing program could, among other things:

- increase the safety and well-being for tenants of low rise residential units with minimal financial impact;
- assist in managing neighbourhood destabilization and deterioration;
- assist in creating equality amongst rental housing providers; and
- be based on a cost recovery model avoiding any financial burden on the general tax base.

In response Council authorized staff to proceed with public consultation on the proposed licensing directions and cost-benefit analysis to guide the development of a rental housing licensing program. Council also requested that additional options be considered during the public consultation process using a risk-based approach and that staff consider the establishment of a citizen's advisory committee.

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Staff Analysis and Recommended Approach

Since July of last year, staff has continued to assess whether, at this time, licensing would add significant value to the other ongoing strategies the City is implementing to address issues that have been associated with rental housing. Staff considered:

- Current initiatives and how the success of these initiatives could be built upon;
- Ontario Human Rights Commission input;
- The potential impact and delay that could result from legal challenges to a rental licensing bylaw;
- The rental housing supply;
- The potential for improvements in resolving the identified issues through further education, engagement and partnership with stakeholders; and
- The feedback received during community engagement.

A description of key considerations is included in Attachment 2 – Reasons for Recommending an Alternative Approach to Licensing.

Given the reasons outlined in Attachment 2, staff is recommending an alternative approach to respond to ongoing concerns with rental housing, the key elements of which are summarized in Attachment 1. Staff is proposing to refocus and enhance current initiatives, as well as increase collaboration with stakeholders and community partners to further respond to issues associated with rental housing. This recommended approach includes the following:

- 1. Continue the enhanced enforcement program and improve the Building Services proactive enforcement program.**

2. **Research, develop and begin implementing a comprehensive education/communications plan.**
3. **Continue to support community partnerships, explore strategies and support the development of further community based responses to rental housing issues.**

It is intended that this approach will continue to build upon the success of current initiatives to improve tenant safety and the key issues associated with rental housing. Attachment 3 - Rental Housing Issues and Tools outlines these issues and compares the limitations of existing tools to the potential advantages and disadvantages of this recommended approach.

These three components of the recommended approach are further detailed as follows:

1. **Enhanced Enforcement**

Objective: to improve the Building Services enforcement program and streamline existing enforcement methods. The existing proactive enforcement program has produced positive results. Over the past two years, proactive enforcement relating to zoning and property standards has resulted in over fifteen hundred (1,500) investigations and the resolution of over nine hundred (900) violations. To continue and build upon the success of this program, staff is proposing the following:

- a) **Search Warrants** – As identified in the July 15, 2013 Rental Housing Licensing Cost Benefit Analysis report (13-32) staff have encountered challenges in gaining access to buildings suspected of non-compliance. It has recently been learned that the City of Hamilton has had success with search warrants as part of their proactive enforcement program. With the assistance of our Legal Department, staff will actively pursue search warrants as a tool to overcome access issues and to improve tenant safety.
- b) **Streamline Enforcement Methods** – Efficiencies in enforcement methods can be realized by cross-training Zoning and Property Standards Inspectors by having them qualified to enforce the Ontario Building Code. This efficiency will prevent the need to send multiple inspectors to a single property to deal with issues most commonly found in rental accommodations.
- c) **New Staff Resource** – Improvements to tenant safety and the enhanced proactive enforcement program can be furthered by the addition of a full time inspector, cross-trained in zoning, property standards and the Ontario Building Code. The addition of a cross-trained inspector will increase the number of investigations that can be completed/resolved and will assist in effectively addressing the issues identified with rental housing.
- d) **Continued Enhanced Enforcement of the Noise and Nuisance Party By-laws** – The Bylaw Compliance and Security Division's Enhanced

- Enforcement program has been successful in addressing neighbourhood issues. This program, along with the Nuisance Party By-law, updating of the Noise By-law, an increase in set fines for noise violations, and continued collaboration with other stakeholders to support their initiatives (such as the University of Guelph's Restorative Alternatives Pilot Program), have likely contributed to the reduction of noise calls attended by Bylaw staff.
- e) **Increased Fines for Zoning, Two Unit Registration, Property Standards, Yard Maintenance and Ontario Building Code Violations**
- With the pursuit of search warrants, efficiencies in enforcement methods and the addition of a staff resource, staff will be in a better position to pursue legal action against those unwilling to voluntarily comply and provide safe legal rental accommodations. Increasing fines would provide a further deterrent to circumventing applicable legislation. Staff recommend making an application to the Regional Senior Justice to increase "Set Fines" for various offences.
 - f) **Monitoring** – Staff are committed to the ongoing monitoring of the Building Services enhanced enforcement program to gauge effectiveness and continuously make improvements and continue to report annually to PBEE.

The addition of a full time inspector cross-trained in zoning, property standards and the Ontario Building Code would cost approximately \$135,000 initially. If the recommended approach is approved, staff would bring an expansion package forward during the 2015 budget process for consideration at that time. All other improvements to the enhanced proactive enforcement program and the streamlining of existing enforcement methods can be accomplished using existing resources and approved budget.

2. Communications and Education

Objective: to research, develop and begin implementing a comprehensive education/communications plan to improve the health, safety and well-being of tenants, and reduce the number of complaints about disruptive behaviour, excessive noise, parties, litter and vandalism in neighbourhoods with high concentrations of rental housing.

With an existing budget of \$25,000, the City could involve key stakeholders in developing communications and education materials for different audiences (tenants, neighbours and landlords etc.) and begin implementing the campaign this fall.

To achieve long-term, sustained behaviour change, continued collaboration, communications and education efforts would continue in future years, and any associated costs would be proposed as part of future departmental operating budgets.

3. Community Partnerships

Objective: to continue to support existing community partnerships and explore opportunities to work with partners to develop additional community based responses to rental housing issues as follows:

- a) **Continued Commitment to the Town and Gown Committee** – Staff have been involved with the Town and Gown Committee which provides a forum for stakeholders to address issues of common concern including those related to rental housing. Staff is committed to continue working with the Town and Gown Committee and to explore new ways to improve neighbourhood relations and increase the safety and well-being of tenants.
- b) **University of Guelph** – The University of Guelph has a number of programs that mitigate issues related to the behaviour of tenants. Staff has been involved with the University's Off-Campus Living Office regarding programs such as Right Foot Forward, Move-In-Out Madness, and the Restorative Alternatives Pilot Program (RAP). Staff is committed to continue to work with the University of Guelph and is interested in exploring additional partnership opportunities that would improve the issues and challenges associated with rental housing.
- c) **Neighbourhood Groups** – Staff will explore additional opportunities to work with neighbourhood groups to address rental housing issues brought forward by neighbourhood residents.
- d) **Explore Increasing Community Partnerships** – Staff will explore additional partnerships with stakeholders such as landlords and realtors that could further develop community based responses to issues related to rental housing.

Community Engagement Feedback

Part of the staff assessment of a rental housing licensing program included the development of a Community Engagement Plan which included holding two engagement sessions open to all stakeholders, an online feedback form, and the creation of a Community Working Group to assist with the review of the community engagement results. Also, as directed by Council, two additional rental housing licensing options were developed and presented to the public for feedback.

Public meetings were held on November 19 and 21, 2013 and an online feedback form was posted on the City's website during the month of November. The public meetings included an overview of the housing directions report, cost-benefit analysis and five rental housing licensing options (three options presented to Council in February 2013, plus two additional options). At the first session on November 19, facilitated breakout groups were used to guide participants through general questions regarding rental housing costs and benefits. The second session on November 21 looked at potential elements of a licensing program (e.g. length of program, level of risk, potential penalties, etc.). The online feedback form included the same questions from the

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facilitated sessions to provide an opportunity for stakeholders, unable to attend the in-person facilitated sessions, to provide feedback.

Both the sessions and online feedback form had an excellent level of participation with over 300 responses received. Of those 300 responses, over 50% were landlords (39% identified themselves as landlords, and another 11% identified themselves as landlords and also from another stakeholder group), and 34% identified themselves as residents. Tenants represented 10% of respondents. The sessions and online survey were advertised through newspaper, internet, direct mailings to our stakeholder contact list, and through other groups, e.g. University of Guelph.

Attachment 4 - Summary of Community Engagement Results provides a compilation of the results collected that have been used by staff and the Rental Housing Licensing Community Working Group in analyzing the issues and assisting in the development of a rental housing licensing recommended approach. The majority of respondents (58%) did not feel that a rental housing licensing program would assist in addressing the identified issues with rental housing. When asked about the five rental housing licensing options presented, over 68% choose "Other" as an option. In looking at the "Other" option comments, 55% of respondents stated that they preferred no licensing of rental housing.

The following summary captures the main concerns and points raised through the process from those supportive of licensing and those who are not supportive.

Supportive of Licensing

- Concerns with the safety of some rental units
- Help address concerns with inequality amongst housing providers
- Initial costs of a licensing program could result in long term benefits (e.g. access, penalties, coordinated enforcement)
- Recognise rental properties as the business that they are
- Help address problem areas (e.g. ongoing property standards and parking issues)

Not Supportive of Licensing

- Costs would be passed onto tenants and potentially create an affordability issue
- Licensing would require "good landlords" to have to pay for the shortcomings of "bad landlords"
- Landlords would be faced with an onerous process with no real benefit
- There would be an increase in non-compliance due to more rentals going underground
- Licensing would not directly address behaviour issues
- City could achieve desired results by continued/better enforcement of existing by-laws

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Some respondents suggested that if a licensing option was to proceed, it would have to function with minimal resources in order to keep costs low and palatable to stakeholders.

Rental Housing Licensing Community Working Group

A Rental Housing Licensing Community Working Group was established in December 2013 to review the results from the November 2013 community engagement meetings and online feedback form, provide information and advice to City staff to address identified issues and to inform staff's assessment of a preferred approach. The Community Working Group included representatives from landlords, tenants, community residents, University of Guelph and from the Wellington and Guelph Housing Committee. Two working group meetings were held in January with the first meeting dealing with administrative issues and the presentation of the community feedback received. The second meeting involved receiving feedback on the elements of a rental housing licensing program. A third and final meeting was held on February 25 and was used to explore and discuss a potential alternative approach to licensing premised on improvements to the enhanced proactive enforcement program to respond to ongoing concerns with rental housing. This alternative approach appeared to have the general support of the Working Group members in attendance.

Next Steps

Based on staff analysis of rental housing licensing options and alternatives and taking into consideration the results of the extensive community engagement work, the recommended approach outlined in Attachment 1 is the most appropriate in continuing to improve conditions in neighbourhoods with high concentrations of rental housing and addressing the key issues at this time. This recommended approach involves refocusing and enhancing current initiatives with known costs, while promoting the further engagement and empowerment of stakeholders to improve the safety, well-being and overall enjoyment of our neighborhoods.

Should Council endorse, in principle, the recommended approach outlined in Attachment 1, staff would continue with a number of existing program areas such as enhanced fire prevention, enforcement of the noise and nuisance party by-laws and participation on the Town and Gown Committee. In addition, a number of elements of the recommended approach shown in 2014 would be commenced including the creation of a search warrant team, requesting increased fines, and initial improvements to educational material for stakeholders. Current funding is also available to research and develop a comprehensive education/communications plan for stakeholders. A budget package would be prepared for aspects of the recommended approach that require additional resources to be initiated in 2015, including increased staff resources for Building Services proactive enforcement and to implement additional communications materials for stakeholders.

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CORPORATE STRATEGIC PLAN

1.2 Organizational Excellence - Develop collaborative work teams and apply whole systems thinking to deliver creative solutions.

2.1 Innovation in Local Government - Build an adaptive environment for government innovation to ensure fiscal and service sustainability.

2.2 Innovation in Local Government - Deliver public services better.

2.3 Innovation in Local Government - Ensure accountability, transparency and engagement.

3.1 City Building - Ensure a well-designed, safe, inclusive, appealing and sustainable City.

3.2 City Building - Be economically viable, resilient, diverse and attractive for business.

FINANCIAL IMPLICATIONS:

There are no new 2014 financial implications to supporting the recommended approach. An existing budget of \$25,000 is available to fund the development of a Communications Plan and the implementation of some components in 2014 to address education materials for tenants and neighbours of rental accommodations. Existing resources could also be used for additional elements recommended to start in 2014. These new elements include some improvements to the Building Services enforcement program, streamlining of existing enforcement methods, research and development of a comprehensive education/communications plan, and continued support of community partnerships.

While many of the elements of this recommended approach can be completed through creating efficiencies and utilizing current resources, there are financial implications for the following components:

1. The addition of a full time inspector in Building Services cross-trained in zoning, property standards and the Ontario Building Code would cost approximately \$135,000 initially and approximately \$100,000 for subsequent years.
2. There is currently an approved budget of \$25,000 to research, develop and begin implementing a comprehensive education/communications campaign this fall. Should the comprehensive program that is developed require further funding in future years, this would be included in future proposed budget packages.

If Council endorses, in principle, the recommended approach which includes these components, staff will bring forward a corresponding budget package for consideration during the 2015 budget process.

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DEPARTMENTAL CONSULTATION:

Planning, Building, Zoning, Bylaw Compliance Security and Licensing Department, Fire, Corporate Communications, Community Engagement, Legal Services staff have been part of the staff working group that have contributed to the contents of this report.

COMMUNICATIONS:

A Community Engagement Plan was developed and maintained in coordination with Community Engagement and Corporate Communications. Public notice of the November 2013 community engagement sessions was advertised through the newspaper, internet, direct mailings to our stakeholder contact list, and through other groups, e.g. University of Guelph, Town and Gown Committee and Wellington and Guelph Housing Committee. Community Engagement results were posted on the City's website in March 2014. Notice of this report was provided to our stakeholder contact list.

The City's website includes relevant information regarding current City requirements and activities regarding rental housing.

ATTACHMENTS

- Attachment 1 – Recommended Approach
- Attachment 2 – Reasons for Recommending an Alternative Approach to Licensing
- Attachment 3 – Rental Housing Issues and Tools
- Attachment 4 – Summary of Community Engagement Results

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**Attachment 1
Recommended Approach**

Task	Existing	2014	2015
Enhanced Enforcement			
Continue Enhanced Fire Prevention			
Continue Enhanced Noise and Nuisance Party By-laws			
Continue Existing Proactive Enforcement			
Continue Enhanced Enforcement Reporting			
Create Search Warrant Team			
Establish Increased Fines			
Cross Train Inspectors			
*Increase Staff Resources for Proactive Zoning Enforcement			
Communications and Education			
Research, Develop and Begin Implementing Communications/Education Plan (could include tools for different audiences including tenants, neighbours, landlords etc.)			
*Continue Implementation and Refinement of Communications and Education Materials			
Community Partnerships			
Continue to Participate on Town and Gown Committee			
Continue to Support U of G Programs			
Explore Additional Opportunities with Neighbourhood Groups			
Explore Community Partnerships			

*Task subject to budget approval.

Attachment 2

Reasons for Recommending an Alternative Approach to Licensing:

1. Increased Costs to Tenants	Staff was advised that landlords would pass the costs of a license onto tenants. Tenants indicated that licensing would lead to increased rents and potential affordability issues.
2. Licensing Does Not Address Behavioural Issues	A licensing program would not directly address behavioural issues which are still the main concern of many stakeholders.
3. Potential Challenges	The cost, resulting delay and impact of potential appeals and challenges to a licensing by-law are unknown. It is suspected that a licensing by-law may be challenged. A decrease in affordability may be an aspect to be challenged.
4. Enforcement of Existing By-Laws	The problems of tenant safety that a licensing program could have addressed may be improved through additional enhanced enforcement and education.
5. Community Engagement	Most community engagement participants did not think that a rental licensing program would resolve the identified issues and did not support an operationally effective licensing program.
6. Only Support was for a Minimal Licensing Program	Given the feedback through public consultation, if a licensing option was to proceed, it would have to function with minimal resources in order to keep costs low and palatable to stakeholders. It is believed that a program with such low resources would have difficulty in effectively addressing the identified issues associated with rental housing.
7. Further Education, Engagement and Partnership with Stakeholders	Education, engagement and partnership opportunities with Stakeholders have not been exhausted and may further assist in addressing many of the key issues identified with rental housing.
8. Housing Supply	There are approximately 900 units within multi-unit residential projects that have been recently constructed or are coming on stream that appear to target the rental market. The addition of these units may lessen the pressure on existing low density neighborhoods and increase competition among rental housing providers (potentially resulting in better overall conditions).
9. Licensing is a New Tool	Licensing rental housing is a new tool and its effectiveness in other municipalities where it is being implemented should continue to be monitored. The recommended approach builds on known tools.

Attachment 3

Rental Housing Issues and Tools

Rental Housing Issue	Limitations of Existing Tools	Advantages of Recommended Approach	Disadvantages of Recommended Approach
<p>1. Tenant Health, Safety and Well-being</p> <ul style="list-style-type: none"> Rental units may pose a health and safety hazard to the occupants Safety issues commonly found include, but are not limited to, construction without permit; basements containing bedrooms that have either no windows or windows not large enough to provide a means of escape; smoke alarms not provided or not working; required fire separations missing, etc. 	<ul style="list-style-type: none"> Access challenges to properties suspected of non-compliance with current requirements Evidentiary issues (see Rental Housing Issue 5 – Enforcement Challenges) Regular inspections not available Tenants of properties are generally not responsible for and/or may not be able to make repairs to their plumbing, heating & electrical systems, fire separations, closures, smoke alarms, egress doors & windows and required maintenance to the building structure they are living in, as these are the responsibilities of the owner of the building. All of these systems and components of a building may affect the health, safety & well-being of a tenant in the event of a breakdown in equipment or systems, a fire or substandard living conditions. 	<ul style="list-style-type: none"> Tenants will be better informed of basic safety hazards and may initiate an inspection or reconsider an inspection request Search warrants may assist in overcoming current access challenges for properties suspected of non-compliance An additional staff resource will be able to accommodate additional tenant requests and further identify and resolve safety issues Streamlined enforcement methods and increased fines may further deter the circumvention of safety regulations Communication improvements will make it easier for stakeholders to advise city staff of potential safety issues 	<ul style="list-style-type: none"> There may still be some access challenges for properties suspected of non-compliance Regular inspections of building safety systems, fire safety systems, and mechanical systems would not occur Floor plans would not be required to assist in identifying safety concerns (e.g. identification of bedrooms located in basements or attics without proper exits) Electrical Safety Authority inspections cannot be required for all rental units to ensure safety of electrical systems Confirmation of appropriate property and liability insurance for the rental business could not be required

Rental Housing Issue	Limitations of Existing Tools	Advantages of Recommended Approach	Disadvantages of Recommended Approach
<p>2. Neighbourhood Destabilization and Deterioration</p> <ul style="list-style-type: none"> • Concentration and intensity of non-owner occupied rental housing • Residential neighbourhoods losing diversity and in some instances becoming exclusive investment areas, which may create affordability issues for people trying to purchase a home as a principal residence • Short-term tenants or absentee landlords without vested interest in the neighbourhood or community • Lack of property maintenance • Parking issues 	<ul style="list-style-type: none"> • Often difficult to contact or locate absentee rental business owners • Current tools do not differentiate between tenant-occupancy and owner-occupancy of property • Requirements cannot be grandfathered to apply to existing uses if requirements are modified • Resource intensive - staff typically address issues after violation has occurred 	<ul style="list-style-type: none"> • An additional staff resource will be able to further improve the identification and resolution of zoning, parking and property standards issues • Improved education initiatives may assist in the identification and prevention of zoning, parking and property standards issues • Tenants will be better informed of basic safety, property maintenance and parking standards, which may influence decisions and/or result in the initiation or reconsideration of an inspection • Streamlined enforcement methods and increased fines may further deter the circumvention of zoning, property standards and parking issues • Opportunity to build rapport amongst stakeholders through increased contact, collaboration and partnership 	<ul style="list-style-type: none"> • There may still be difficulty contacting or locating absentee rental business owners • Will not have the ability to be in direct contact with property manager or rental business owner to proactively and/or reactively inform him/her of issues and request assistance • Zoning of every rental property could not be reviewed and confirmed • A parking plan would not be required to prevent potential parking issues • A property maintenance plan would not be required to proactively encourage proper care of the property

Rental Housing Issue	Limitations of Existing Tools	Advantages of Recommended Approach	Disadvantages of Recommended Approach
<p>3. Disruptive Behaviour</p> <ul style="list-style-type: none"> Repeat or ongoing behavioural issues such as furniture on roofs, noise, parties, litter, etc. 	<ul style="list-style-type: none"> Often difficult to contact business owners or property managers to assist with addressing issue(s) when tenants are not responsive (could also include proactive contact to prevent further occurrence or at time of incident or complaint) Typically address issues after behaviour has occurred 	<ul style="list-style-type: none"> Communication improvements will make it easier for stakeholders to advise city staff of disruptive behavior Increased community partnerships may assist in deterring disruptive behaviour Improved communication and social media campaigns may assist in reducing disruptive behaviour 	<ul style="list-style-type: none"> Not able to require contact information of property manager or owner to proactively and/or reactively inform him/her of issues and request assistance
<p>4. Lack of Information about Rental Housing Stock/Inequality among Rental Housing Providers</p> <ul style="list-style-type: none"> Renters may not be able to verify that a unit meets codes, by-laws and other legislation designed to ensure the unit is safe Compliant business owners competing with non-compliant business owners 	<ul style="list-style-type: none"> No cost effective way to verify safety/compliance of specific rental properties Business owners who invest in and provide safe and suitable rental accommodations may be competing with non-compliant business owners who may be offering units at lower rates 	<ul style="list-style-type: none"> Tenants will be better informed of basic safety hazards and may choose not to live in unsafe units or may initiate inspections or reconsider inspection requests to verify their units are safe and legal Streamlined enforcement methods, search warrants and increased fines may further reduce the inequality amongst rental housing providers 	<ul style="list-style-type: none"> Not able to create a registry of licensed rental properties that could allow tenants to easily find and verify legal and safe living accommodations The lack of a registry could also cause compliant owners to continue to compete with non-compliant property owners

Rental Housing Issue	Limitations of Existing Tools	Advantages of Recommended Approach	Disadvantages of Recommended Approach
<p>5. Enforcement Challenges</p> <ul style="list-style-type: none"> Staff have experienced difficulty locating landlords to serve them a summons to attend court – if the owner is not served, a trial cannot proceed Many tenants are unwilling to commit to attending a trial in the future Current methods are resource intensive, with results that often appear to be viewed by some landlords as merely the cost of doing business 	<ul style="list-style-type: none"> Current methods do not require updated detailed ownership information to be provided by landlords (at present the city has to use tax records or a third party database to obtain contact information – this information is not always accurate or complete) Current enforcement tools often require that a business owner be served with an offence document in person or that the document be left at the owner's last known address with a person who appears to be over the age of 16 To obtain a conviction, some violations require testimony from tenants, many of whom are unwilling to commit to attending a trial in the future 	<ul style="list-style-type: none"> Tenants will be better informed and may be more cooperative Search warrants may assist in overcoming current access challenges of properties suspected of non-compliance Additional staff resource will be able to further assist with the identification and enforcement of non-compliant properties Streamlined enforcement methods, search warrants and increased fines may further deter the circumvention of regulations 	<ul style="list-style-type: none"> There still may be difficulty contacting or locating absentee rental business owners In many cases, testimony from tenants would still be required
<p>6. Funding Implications</p> <ul style="list-style-type: none"> Sustainable financing for programs to address rental housing issues 	<ul style="list-style-type: none"> Rental housing enforcement costs related to the business of rental housing are currently entirely paid for by all taxpayers If successful in prosecutions, the courts have been imposing minimal fines 	<ul style="list-style-type: none"> No potential for incurring costs to defend challenges to the new by-law Costs will be known – both existing and those requested through the 2015 budget process 	<ul style="list-style-type: none"> The cost of working to resolve the key issues associated with rental housing will continue to be paid for by the general tax base

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



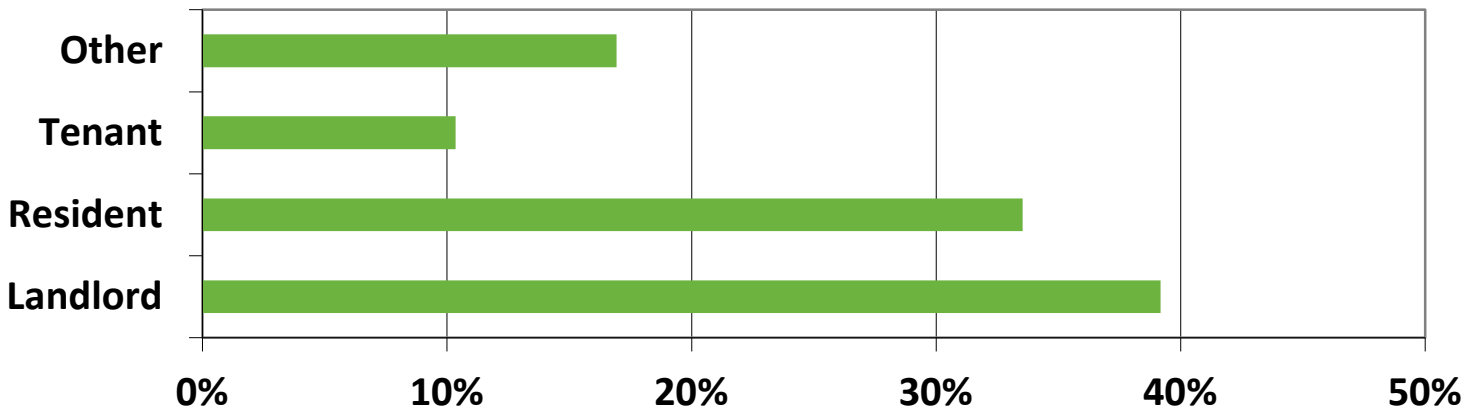
Community Engagement Results are based on the following sources:

Community Engagement Session November 19, 2013; Questions 1 – 6 (87 Respondents)

Community Engagement Session November 21, 2013; Questions 1, 7-19 (43 Respondents)

Online Questionnaire November 20 – 30, 2013; Questions 1 – 19 (199 Respondents)

1. I am a:



	Landlord	Resident	Tenant	Other	Total
Count	125	107	33	54	319
Percentage	39%	34%	10%	17%	100%

Other responses include:

- Multiple selection, e.g. Landlord/Community
- University of Guelph
- Neighbourhood Group
- Realtor
- Potential Landlord

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



2. Please identify any other issues with rental housing that are not listed below.
- Tenant health, safety and well-being
 - Neighborhood destabilization and deterioration
 - Disruptive behavior
 - Lack of information about housing stock
 - Inequality among rental housing providers
 - Enforcement challenges
 - Funding implications

Other Issues:

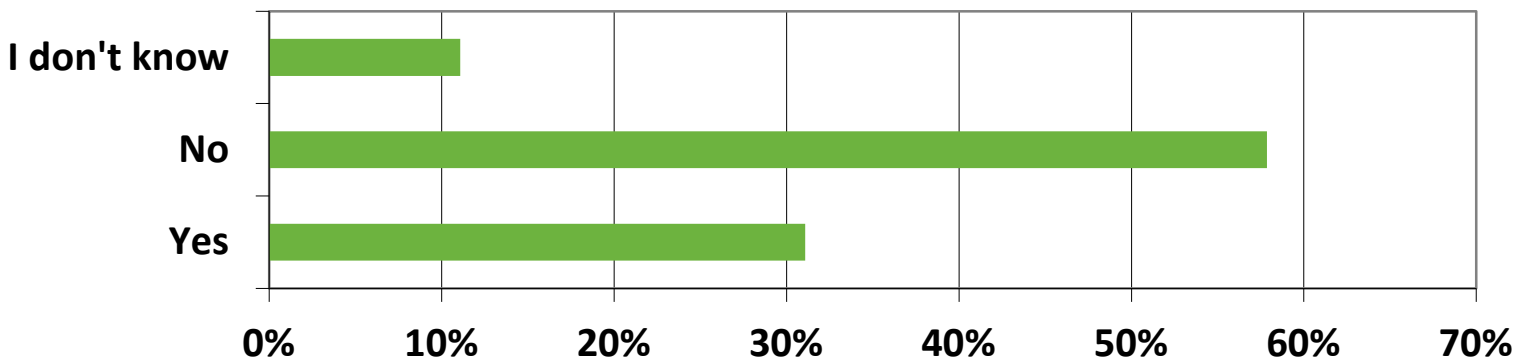
- Tenant Registration
- Underground housing
- Realtors selling illegal rental properties and stating they are legal
- Affordability
- Parking issues
- Privacy
- Cash grab for the City
- Rent increase

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



3. In your opinion, could rental housing licensing assist in addressing the identified issues with rental housing?



	Yes	No	I don't know	Total
Count	87	162	31	280
Percentage	31%	58%	11%	100%

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



4. Please identify any other benefits/advantages of licensing that are not listed below.

- Apply specifically to rental housing
- Apply equally to new and existing rental housing
- Require regular inspections to ensure safety is maintained
- Require proof of appropriate insurance
- Paid for by the housing provider
- Enhance safety of tenants
- Reduced competition from non-compliant properties

Other advantages/benefits:

- No advantages/benefits

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



5. Please identify any other costs/disadvantages of licensing that are not listed below.

- Financial costs associated with license
- Financial costs associated with insurance
- Financial costs associated with bringing property into compliance
- Potential loss of rental income due to enforcement
- Potential loss of affordable housing stock

Other costs/disadvantages:

- Doesn't address behavior issues
- Condos and apartments aren't being addressed
- Large admin unit required
- Rich get Richer – small renters get left behind and large renters increase due to properties for sale
- Punishment
- Increase in rent on tenants
- Inequality
- Fixed income
- Prejudice to tenants
- Tax increase
- No enforcement on the "slum landlords"
- Discrimination
- Time consuming
- Increase in rental properties - properties will reduce to 4 bedrooms rented and then more properties purchased to fill the gaps
- Privacy
- Stress – tenant and landlord

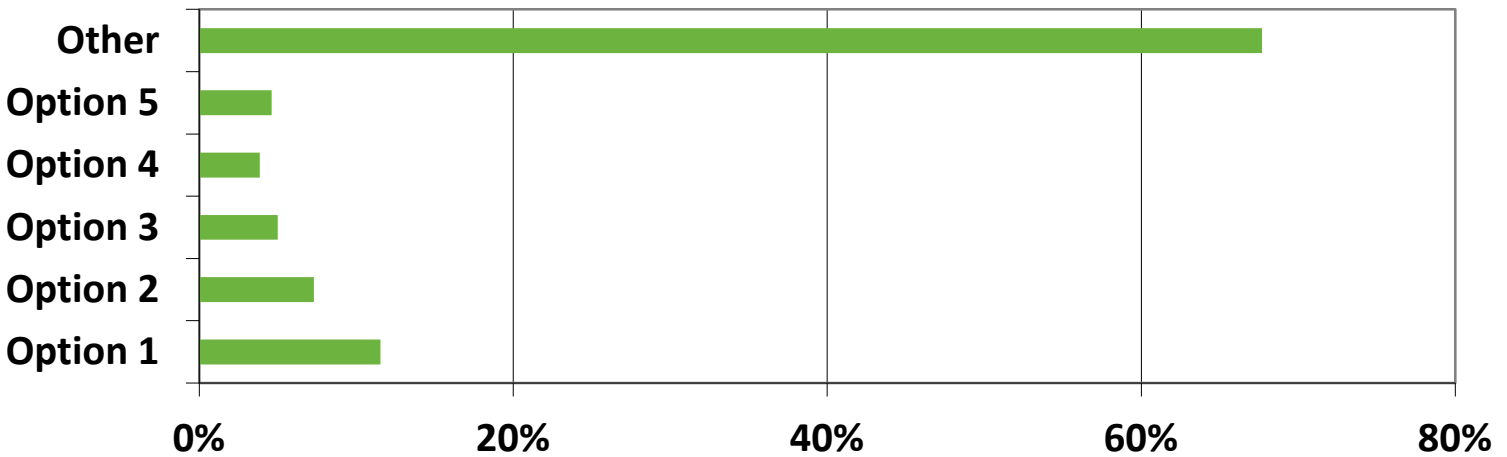
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



6. Please identify your preferred rental housing licensing option.

- Option 1: Annual renewal, Annual inspection (\$132/bedroom/year est.)
- Option 2: Two year renewal, Inspect every two years (\$90/bedroom/year est.)
- Option 3: Annual renewal, Self certification, Risk-based inspection (e.g. properties with complaints and/or history of non-compliance) (\$62/bedroom/year est.)
- Option 4: Two year renewal, Self certification, Risk-based inspection (\$53/bedroom/year est.)
- Option 5: Two year renewal, Self certification, Risk-based approach (fewer inspections than option 4) (\$45/bedroom/year est.)
- Other: Self Regulate, Varying Time, No Licence, Misc.



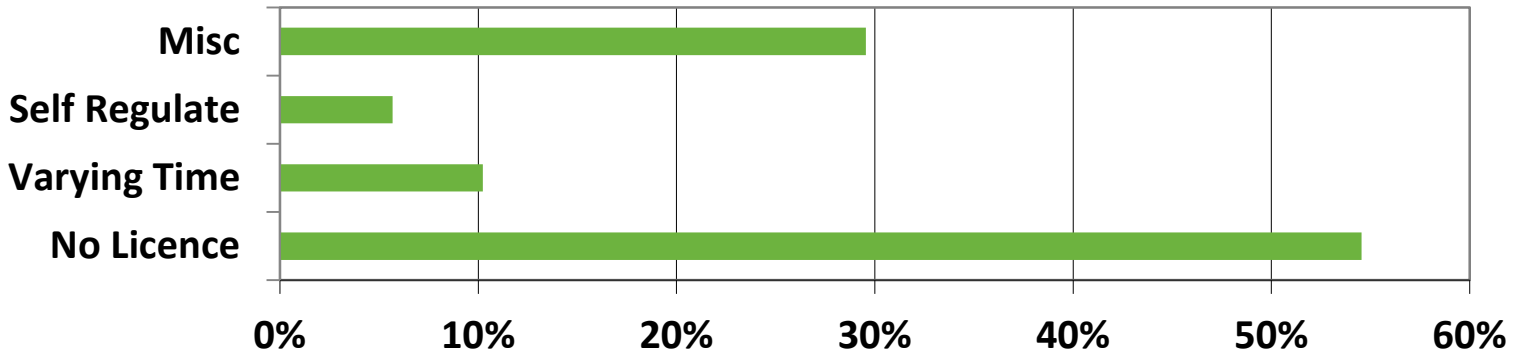
	Option 1	Option 2	Option 3	Option 4	Option 5	Other	Total
Count	30	19	13	10	12	176	260
Percentage	12%	7%	5%	4%	5%	68%	100%

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



Question 6 - Breakdown of Other Response



	No Licence	Varying Time	Self Regulate	Misc.	Total
Count	96	18	10	52	176
Percentage	55%	10%	6%	30%	100%

Misc. responses include:

- One time licence, no renewal
- No cost if no complaints
- Comments made on licensing program elements, e.g. exclude owner occupied properties, revoke licence if requirements not met, large fines

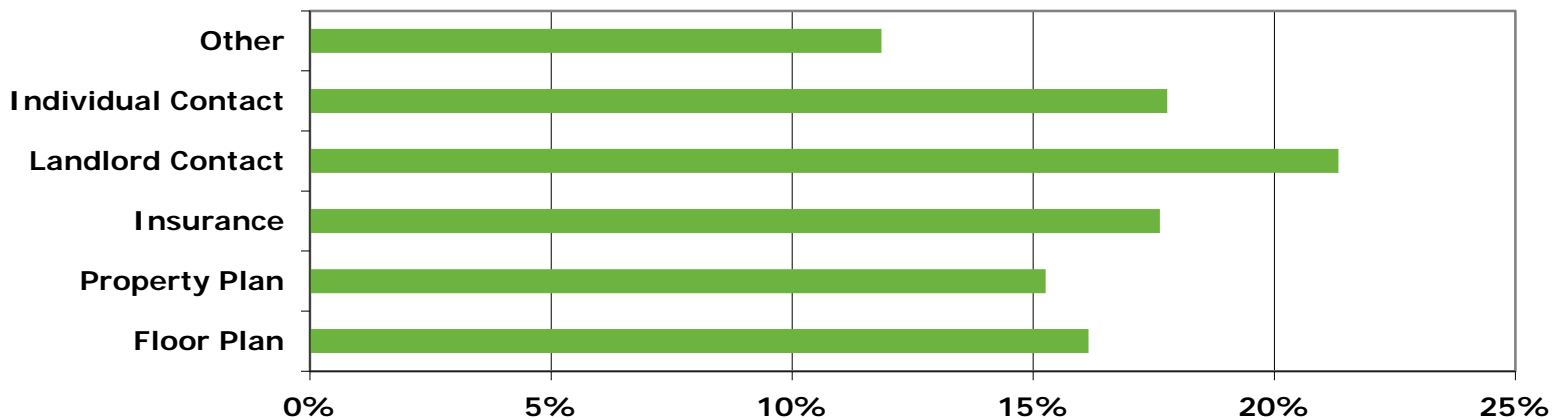
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



7. Please select all items that should be required as part of a rental housing licence.

- Floor plan (number and location of all bedrooms to be rented, other rooms identified and location of fire exits)
- Property plan (parking spaces, solid waste containers)
- Insurance (Proof of insurance)
- Landlord Contact (Name and contact information of a landlord)
- Individual Contact (Name and contact information of an individual residing within the City authorized to respond to management issues regarding the rental living accommodation (if different from above))
- Other



	Floor Plan	Property Plan	Insurance	Landlord Contact	Individual Contact	Other	Total
Count	109	103	119	144	120	80	675
Percentage	16%	15%	18%	21%	18%	12%	100%

Other Items that should be required as part of a rental housing licence:

- A required manual for each house – providing various bylaws and contact info for departments in the City and will contain owner info
- Owner contact info up to date each year
- Code of behaviour for tenants
- Annual meetings with residents and stakeholders
- Should not be required for owner occupied dwellings
- No subletting
- Garbage storage/removal plan
- Damage deposit
- No licensing

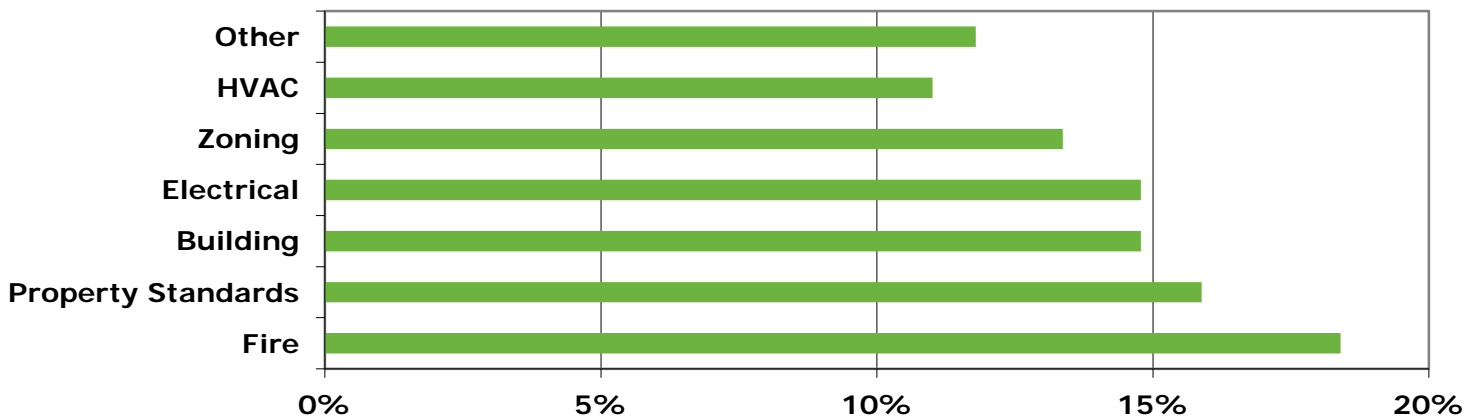
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



8. Please select all inspections that should be required as part of a rental housing licensing program.

- Electrical - Electrical Safety Authority or Qualified Electrician
- Zoning
- Property Standards
- Building
- Fire
- HVAC (Heating and Ventilation - Qualified Contractor)
- Other



	Fire	Property Standards	Building	Electrical	Zoning	HVAC	Other	Total
Count	117	101	94	94	85	70	75	636
Percentage	18%	16%	15%	15%	13%	11%	12%	100%

Other Inspections that should be required as part of a rental housing licence program:

- Parking Inspection
- Health Inspection (mold)
- No licensing

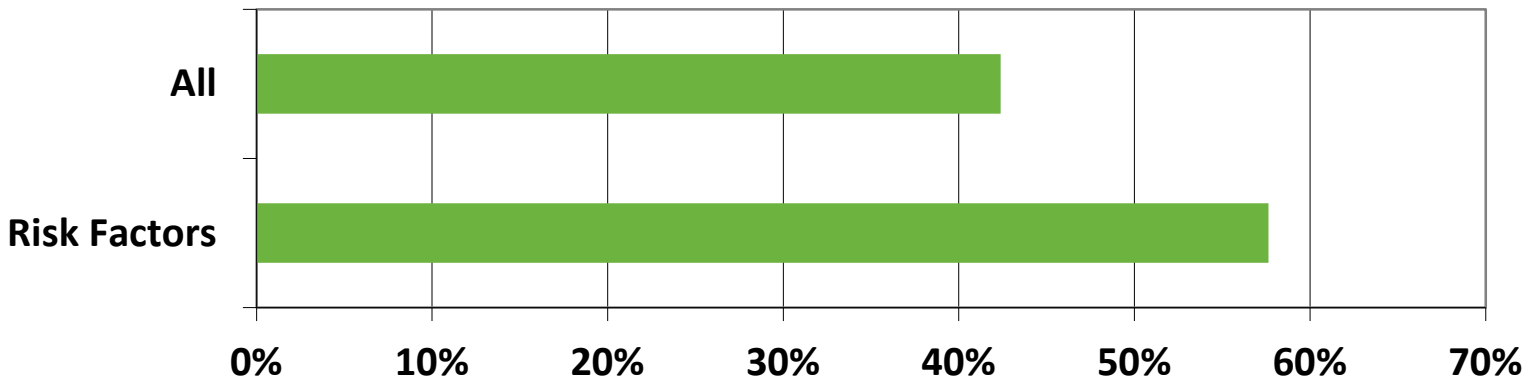
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



9. Please identify which applications should be inspected.

- Risk Factors - Applications with risk factors (e.g. properties with complaints and/or history of non-compliance)
- All



	Risk Factors	All	Total
Count	102	75	177
Percentage	58%	42%	100%

Comments on which applications should be inspected:

- Only initial inspections
- No licensing

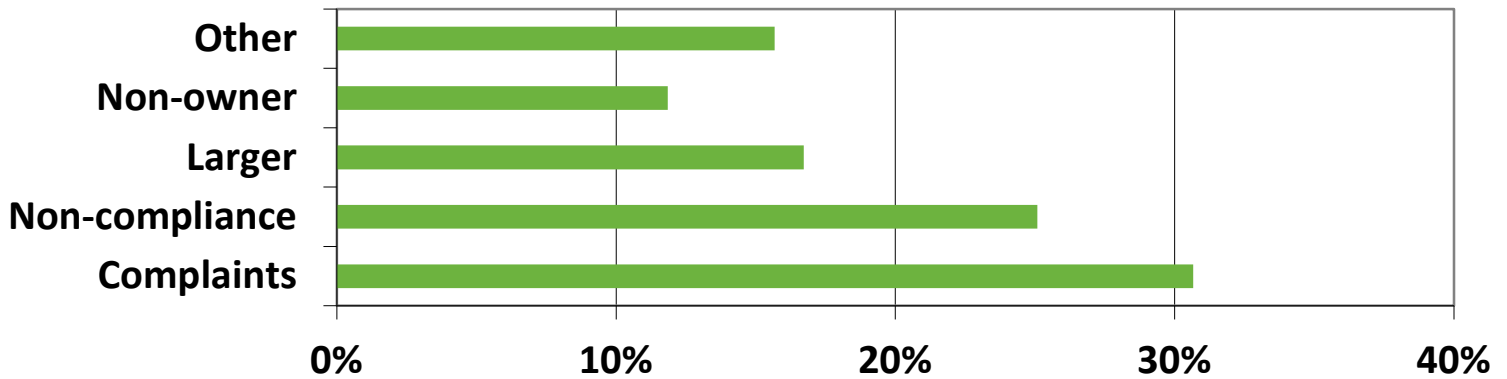
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



10. Please select all risk factors that should apply to determine which units should be inspected.

- Complaints – Applications with a history of complaints
- Non-compliance – Applications with a history of non-compliance
- Larger – Applications with a larger number of bedrooms rented and/or with larger occupant loads
- Non-owner – Non-owner occupied dwellings
- Other Option



	Complaints	Non-compliance	Larger	Non-owner	Other	Total
Count	88	72	48	34	45	287
Percentage	31%	25%	17%	12%	16%	100%

Other risk factors that should be applied to when determining which units should be inspected:

- Properties with a history of safety concerns
- Properties where the owner lives away from Guelph – distance may be used
- Properties with 4 or more rooms
- No licensing

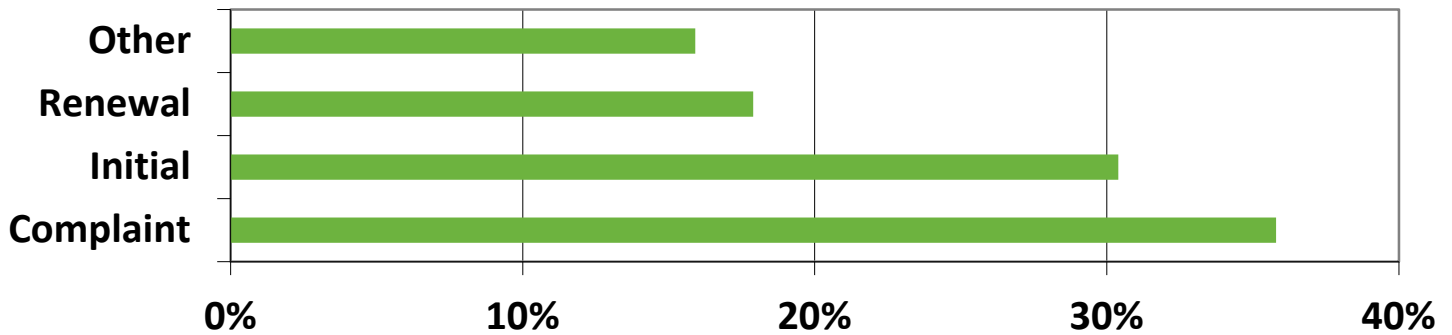
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



11. Please identify when inspections should be required.

- Complaint (When a complaint is received)
- Initial (At the time of the initial licence)
- Renewal (Upon renewal of the licence)
- Other



	Complaint	Initial	Renewal	Other	Total
Count	126	107	63	56	352
Percentage	36%	30%	18%	16%	100%

Other responses concerning when inspections should be done:

- Depends on type and duration of complaint, not just noise, perhaps property damage
- Initial inspections all-encompassing but reduced (based on risks) for renewals
- When ownership changes
- When inspection requested
- All initial licences inspected
- Random sample
- Never or only on complaint
- No licensing

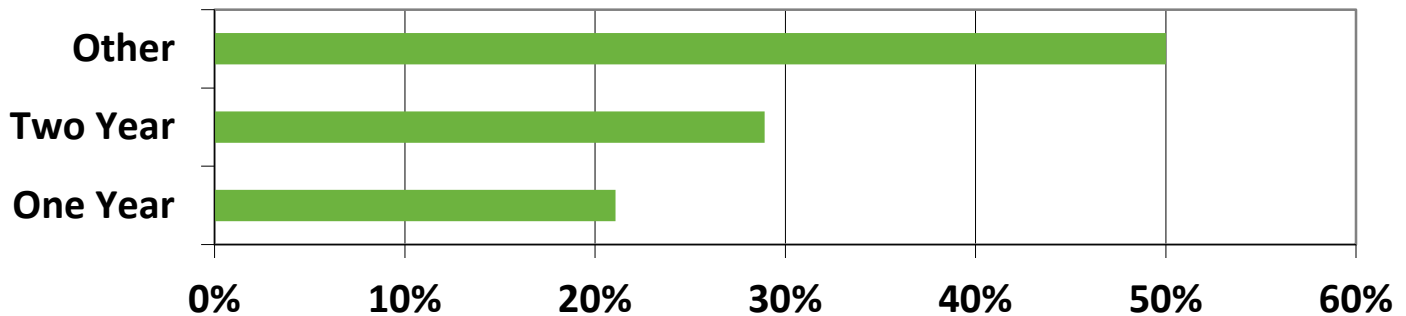
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



12. Please identify how long the initial licence should apply.

- One year
- Two year
- Other Option



	One Year	Two Year	Other	Total
Count	43	59	102	204
Percentage	22%	29%	50%	100%

Other responses concerning how long the initial licence should apply:

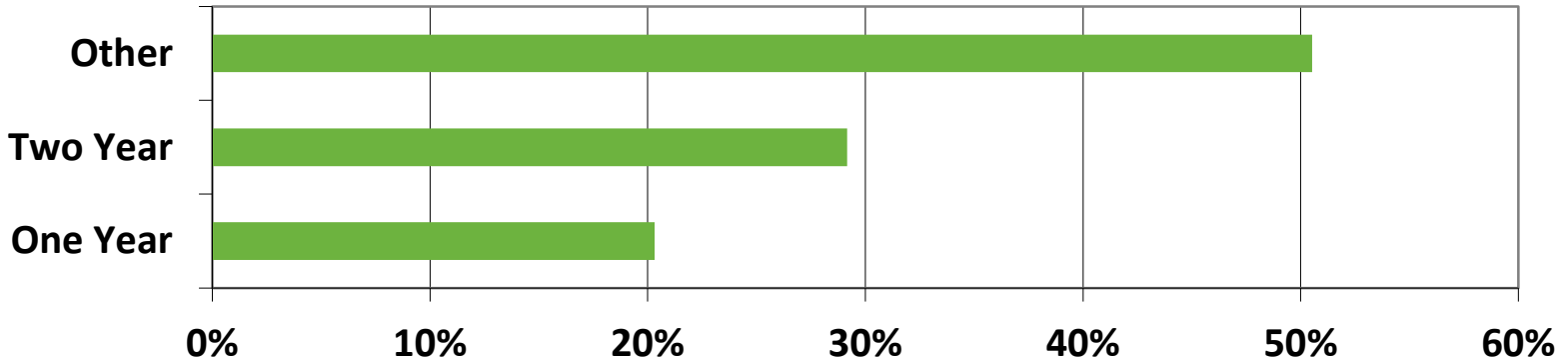
- History of complaints
- Every 2 years
- Lodging houses only
- Change of tenants
- Every 4 months
- Random
- Every 4 - 5 years
- Forever
- Change of ownership
- Every 1 – 2 years depending on history of all complaints
- Every 3 years – unless there is a complaint then annually
- No licensing

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



13. Please identify how long the renewal licence should apply.



	One Year	Two Year	Other	Total
Count	39	56	97	192
Percentage	20%	29%	50%	100%

Other responses concerning how long the renewal licence should apply:

- Defer licence renewal until complaint resolved if serious complaints made
- Tier out in longer intervals as landlord proves compliance
- Three years
- Apply indefinitely if no new landlord or tenant or both
- Five years or until ownership changes
- Every 3 – 5 years
- Four years
- Lodging houses only
- Initially 2 years then 5 years based on no complaints
- For the length of the tenants' lease
- No licensing

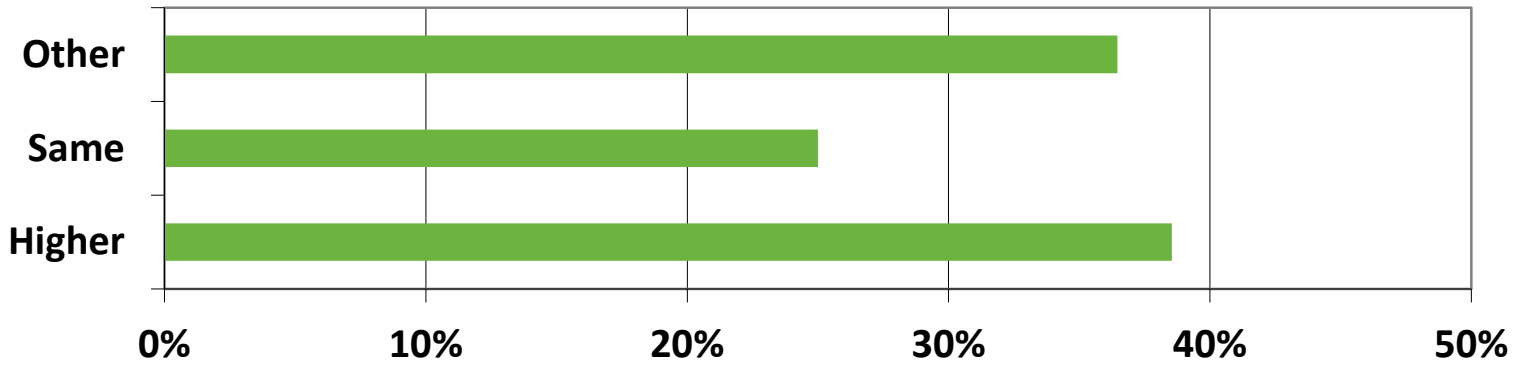
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



14. Please identify how rental housing licence fees should be distributed.

- Higher – Higher for initial licence and lower for renewal
- Same – Same for initial licence and renewal
- Other



	Higher	Same	Other	Total
Count	74	48	70	192
Percentage	39%	25%	36%	100%

Other responses concerning how rental housing licence fees should be distributed:

- Objective is a self financing scheme
- Low cost as possible
- Lower after initial
- One time fee, only renew upon ownership change
- Paid by tax base
- Higher fees for properties with complaints
- Fees for lodging house only
- Higher fee for initial licence and lower fee for renewal
- No licensing

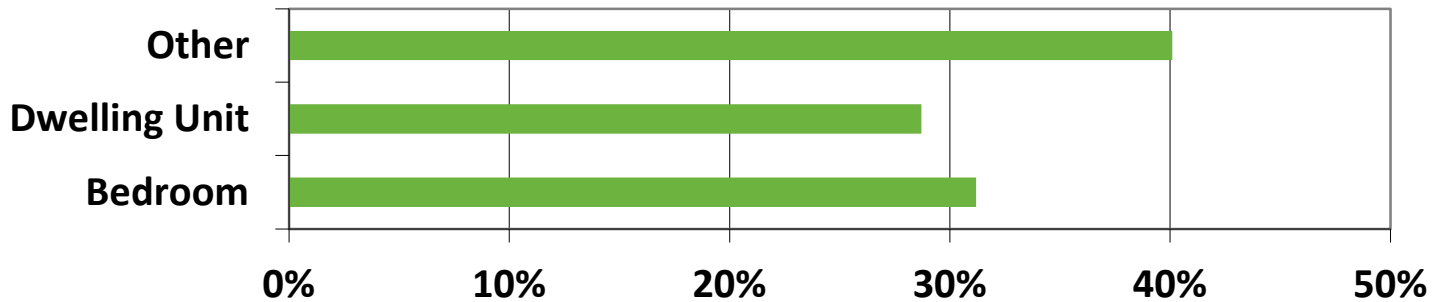
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



15. Please identify what rental housing licence fees should be based on.

- Bedroom – Fee per bedroom
- Dwelling Unit – Fee per dwelling unit (self contained unit, e.g. house with an accessory apartment would be two dwelling units)
- Other



	Bedroom	Dwelling Unit	Other	Total
Count	63	58	81	202
Percentage	31%	29%	40%	100%

Other responses concerning what rental licensing fees should be based on:

- Demographics
- Cost per unit
- Complaints
- Lodging house
- Number of non-related people in household
- Fee per occupant
- Square footage
- Landlord type – exempt small scale landlord if helping to pay off mortgage
- Fee per kitchen
- No licensing

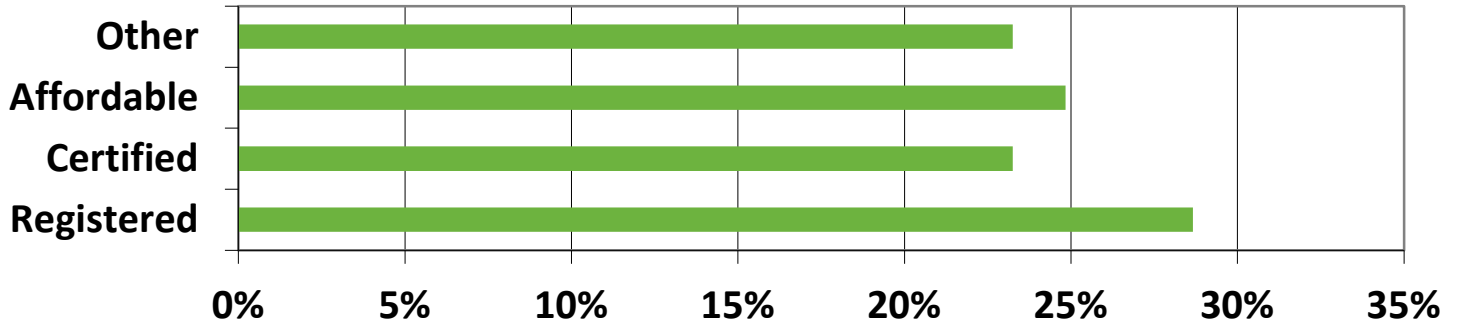
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



16. Please select all reasons for reducing the initial rental housing licence fee.

- Registered – Accessory apartments previously registered with the City
- Certified – Lodging houses previously certified with the City of Guelph
- Affordable – Affordable housing (social housing, subsidized/rent-geared-to-income housing is excluded from by-law)
- Other



	Registered	Certified	Affordable	Other	Total
Count	90	73	78	73	314
Percentage	29%	23%	25%	23%	100%

Other reasons for reducing the initial rental housing licence fee:

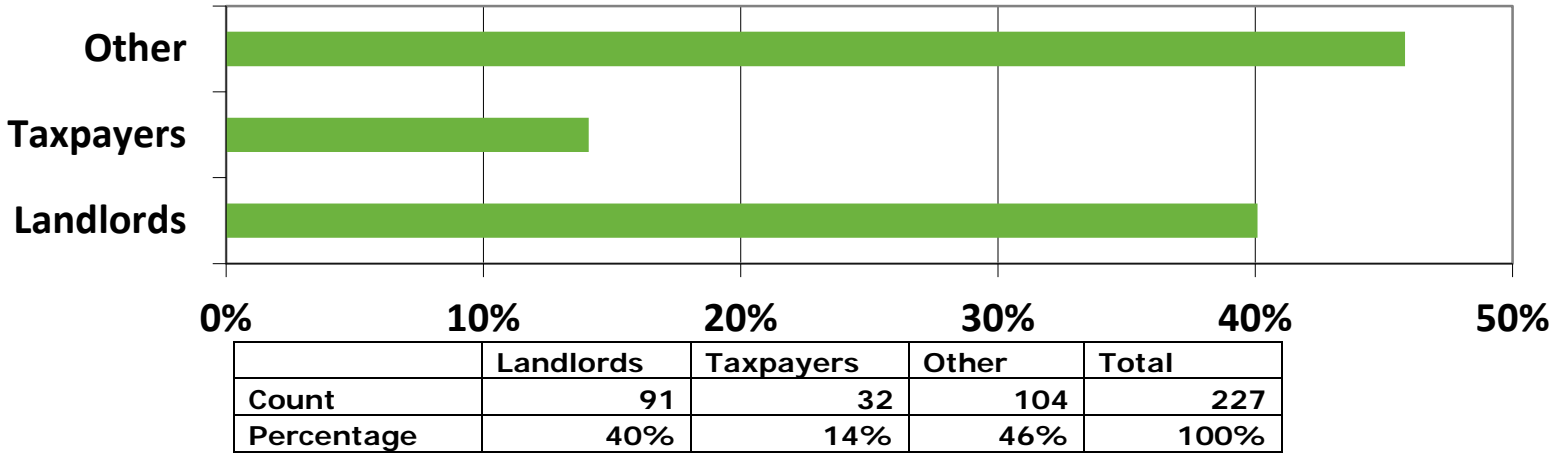
- No fee for already registered properties
- No fee for already certified properties
- Reduction due to history of no complaints
- No fee for legal non-conforming properties
- Should be no reduction in fees
- Disagree with exclusion of social housing
- Owner lives at the property
- No licensing

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



17. Please identify how a rental housing licence should be funded.



Other ways a rental housing licence should be funded:

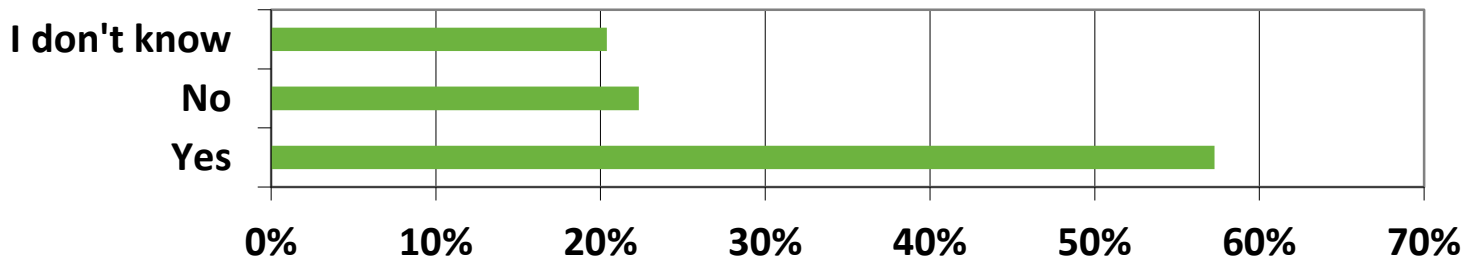
- It is a business, landlords bear the costs
- Society bears responsibility for safe housing
- One third each – tenants, landlords, taxpayers
- City of Guelph
- Nominal fee for landlords
- Already paying taxes
- Mayor and council
- Penalties from properties which are in violation
- No licensing

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



18. Should penalties apply for breaking the rental housing licensing by-law?



	Yes	No	I don't know	Total
Count	118	46	42	206
Percentage	57%	22%	20%	100%

Comments on whether penalties should apply for breaking the rental housing licensing by-law:

- Need monetary penalties
- Make an illegal snitch line
- Not enough information
- No licensing

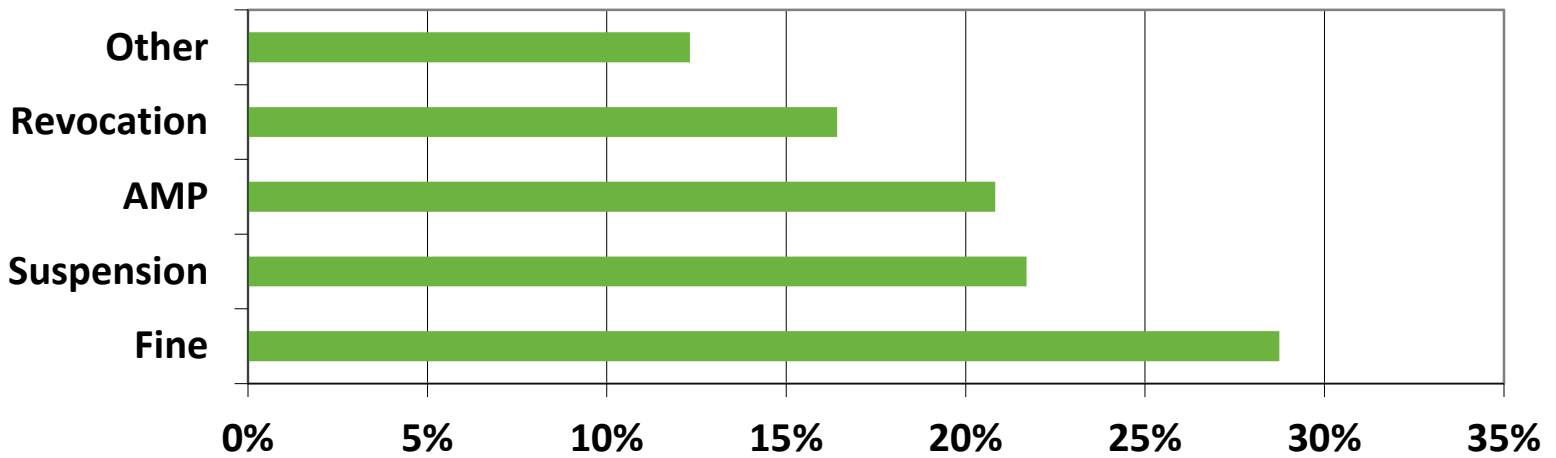
Proposed Licensing of Rental Housing

Summary of Community Engagement Results



19. Please select all of the penalties that should apply for breaking the rental housing licensing by-law.

- Fine – Fine as provided in the Municipal Act
- Suspension – Suspension of licence
- AMP – Administrative Monetary Penalties
- Revocation – Revocation of licence
- Other



	Fine	Suspension	AMP	Revocation	Other	Total
Count	98	74	71	56	42	341
Percentage	29%	22%	21%	16%	12%	100%

Other penalties for breaking the rental housing licensing by-law:

- Three tiered punishment system, i.e. suspension, revocation, fine
- Penalty based on severity of the violation
- Demerit point system
- Applied to taxes of property
- Revocation of licence after compliance notice
- Fine for both tenant and owner
- No licensing

Proposed Licensing of Rental Housing

Summary of Community Engagement Results



20. Other Comments

- Downsize City Employees
- Provide citizens the peace of mind that properties are being monitored and kept up to par
- Licencing doesn't deal with illegal properties. Will drive them further underground.
- Survey steered to get certain responses
- More fees for students
- Licencing shows rental properties are a business. All businesses need to be licenced.
- University of Guelph needs to pay a part in the fees
- Will address problem areas where noise violations are constantly taking place
- Help protect vulnerable students from renting properties with deficiencies
- Survey is biased and misrepresented
- Enforce current by-laws
- Disaster waiting to happen
- Help maintain unsafe properties
- Rich get Richer
- Increase fines instead of licencing
- No Licencing

STAFF REPORT



TO Planning & Building, Engineering and Environment Committee

SERVICE AREA Planning, Building, Engineering, and Environment

DATE May 5, 2014

SUBJECT Building Services 2013 Annual Report

REPORT NUMBER

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To present a summary of Building Services responsibilities, activities and performance measurements for 2013.

KEY FINDINGS

1. New report format contains more analytical information and key findings;
2. Additional performance measurements included in this year's report;
3. Majority of performance measurements now include both dashboards and scorecards;
4. Goals, accomplishments and initiatives are highlighted, which support the three Corporate Strategic Focus Areas: *Organizational Excellence, Innovation in Local Government and City Building.*

FINANCIAL IMPLICATIONS

N/A

ACTION REQUIRED

To receive the Building Services 2013 Annual Report.

RECOMMENDATION

1. That report from Planning, Building, Engineering and Environment dated May 5, 2014 entitled Building Services 2013 Annual Report be received.

REPORT

Previous Annual Reports were primarily statistical with performance measurement data being added in recent years. The 2013 Annual Report has been transformed into a document that offers a substantial increase in analytical information and key findings associated with performance measurements.

STAFF REPORT



The new format is divided into 11 sections with ten sections highlighting our core services. Performance measurements have been included in eight of the core services which are considered customer facing.

The majority of performance measurements now include both dashboards and scorecards, which illustrate targets, trends and activities.

The 2013 Annual Report also highlights goals, accomplishments and initiatives that support the three Corporate Strategic Focus Areas: *Organizational Excellence, Innovation in Local Government and City Building.*

CORPORATE STRATEGIC PLAN

Strategic Direction # 2.3: To ensure accountability, transparency and engagement.

DEPARTMENTAL CONSULTATION

N/A

COMMUNICATIONS

All reports on Building Permits are available on the City of Guelph's website.

ATTACHMENTS

Attachment 1 Building Services 2013 Annual Report

Original Signed by:

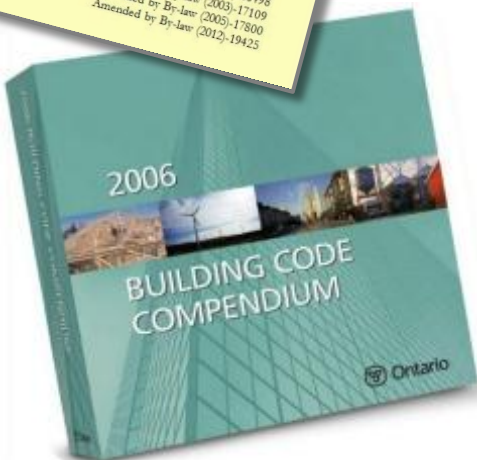
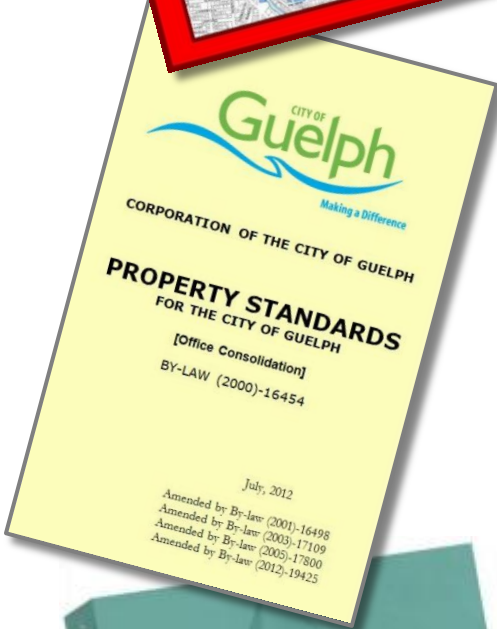
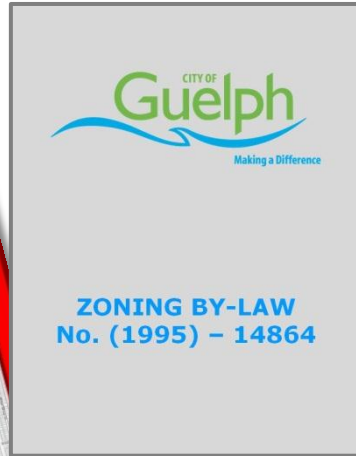
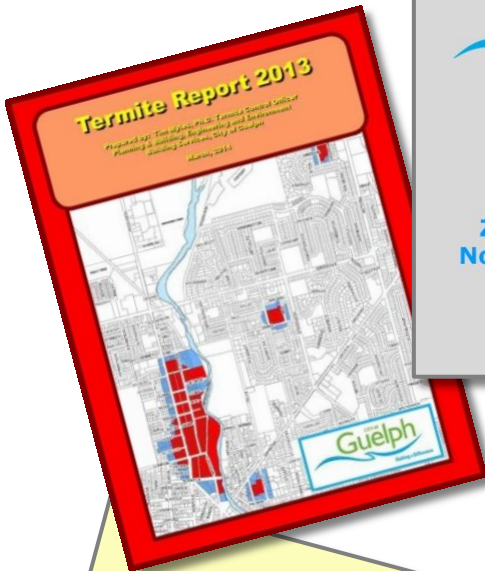
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Building Services Annual Report

2013

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guelph.ca/building

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ADMINISTRATION

Introduction

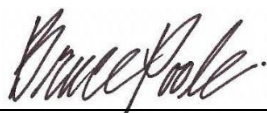
In 1995, Building Services commenced with the transformation from an authoritative to a facilitating service provider, and in 1996, based on the *Building a Quality Future* program, the Building Services Team was presented the inaugural *Guelph Quality Award* in the Public Sector category. Since then, it has been our on-going core strategy to improve on the many services provided to our customers.

After many years of improvements, a comprehensive operational review of our services was conducted in 2010 by an external consulting company, primarily related to the administration and enforcement of the Ontario Building Code. The consultants final report stated that *“Based on feedback provided through the customer survey, the focus group sessions with the Downtown Guelph Business Association, the Guelph and District Home Builders’ Association, feedback from Council and a phone interview with the Guelph Chamber of Commerce, the City of Guelph Building Services Division is meeting the community’s expectations for service, with high levels of customer satisfaction. The Division is seen as knowledgeable, professional and responsive. Further, Building Services has a number of strategies in place to regularly monitor customer satisfaction and to receive feedback for improvements to the services offered through regular meetings with various stakeholders groups.”*

With new management and technical staff on board, we enter into a new era in customer service.

Please enjoy our 19th edition of the Building Services Annual Report.

Regards,



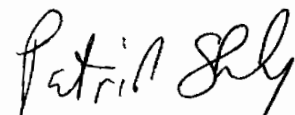
Bruce A. Poole
Chief Building Official



Minna Bunnett
Administrative Assistant



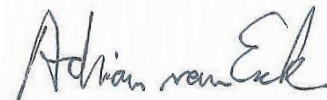
Rob Reynen
Manager of Inspection Services



Patrick Sheehy
Program Manager - Zoning



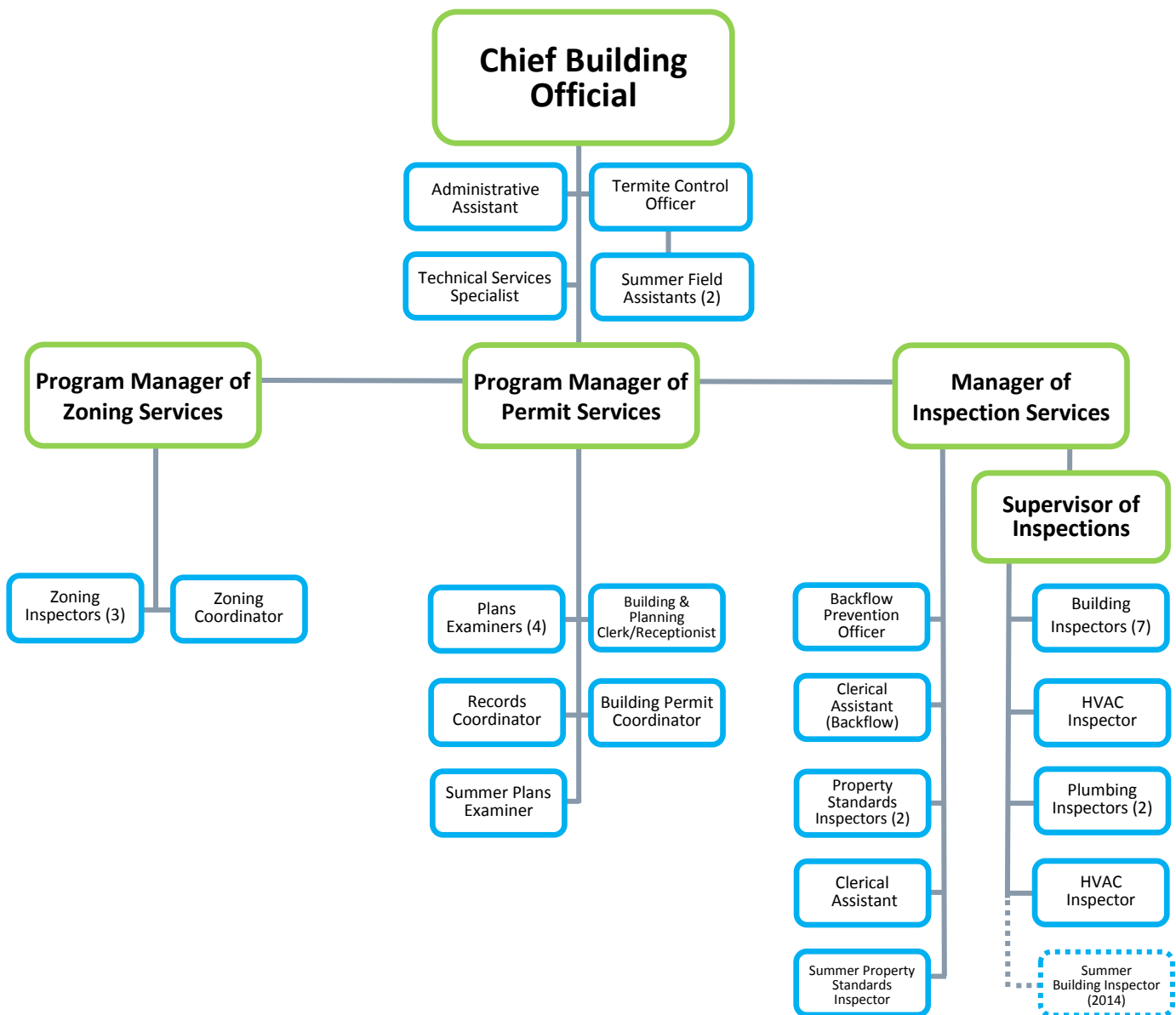
Jeremy Laur
Program Manager - Permits



Adrian van Eck
Supervisor of Inspections

Departmental Structure

In 2013, the Building Services Team employed 35 full-time staff and four summer technical staff. Building Services is a service area within the Planning, Building, Engineering and Environment department, and is structured as illustrated below.



BUILDING SERVICES **Code of Conduct**



Did you know City of Guelph Building Services has a Code of Conduct?

What is a Code of Conduct?

A Code of Conduct is intended to promote appropriate standards of behaviour by staff in the performance of their duties.

The Building Services Code of Conduct is meant to:

- Promote good behaviour and actions by all Building Services staff.
- Stop an abuse of power, including unethical or illegal practices, by all Building Services staff.
- Promote honesty in the services provided by all Building Services staff.
- Provide an official process for submitting complaints to the Building Services department.



As part of the Code of Conduct, Building Services staff must:

- Always act in support of public well-being.
- Apply all relevant laws, codes and standards in a fair and impartial manner.
- Keep their qualifications up to date, and perform work in line with their qualifications.
- Be professional and polite.
- Act in keeping with the City's Corporate values related to Integrity and Excellence.

What happens if Building Services staff do not follow the Code of Conduct?

You can submit a signed, written complaint by using the Building Services Code of Conduct Complaint Form. The form is found on guelph.ca. If paper format is used, place the complaint form in a sealed envelope marked CONFIDENTIAL and **Attention: Bruce Poole**. Where a complaint form is submitted electronically it is to be emailed directly to bruce.poole@guelph.ca. Once a complaint is submitted an investigation will take place. The Chief Building Official or senior management of the City will provide a written response within 30 calendar days of receipt of the complaint.

For more information

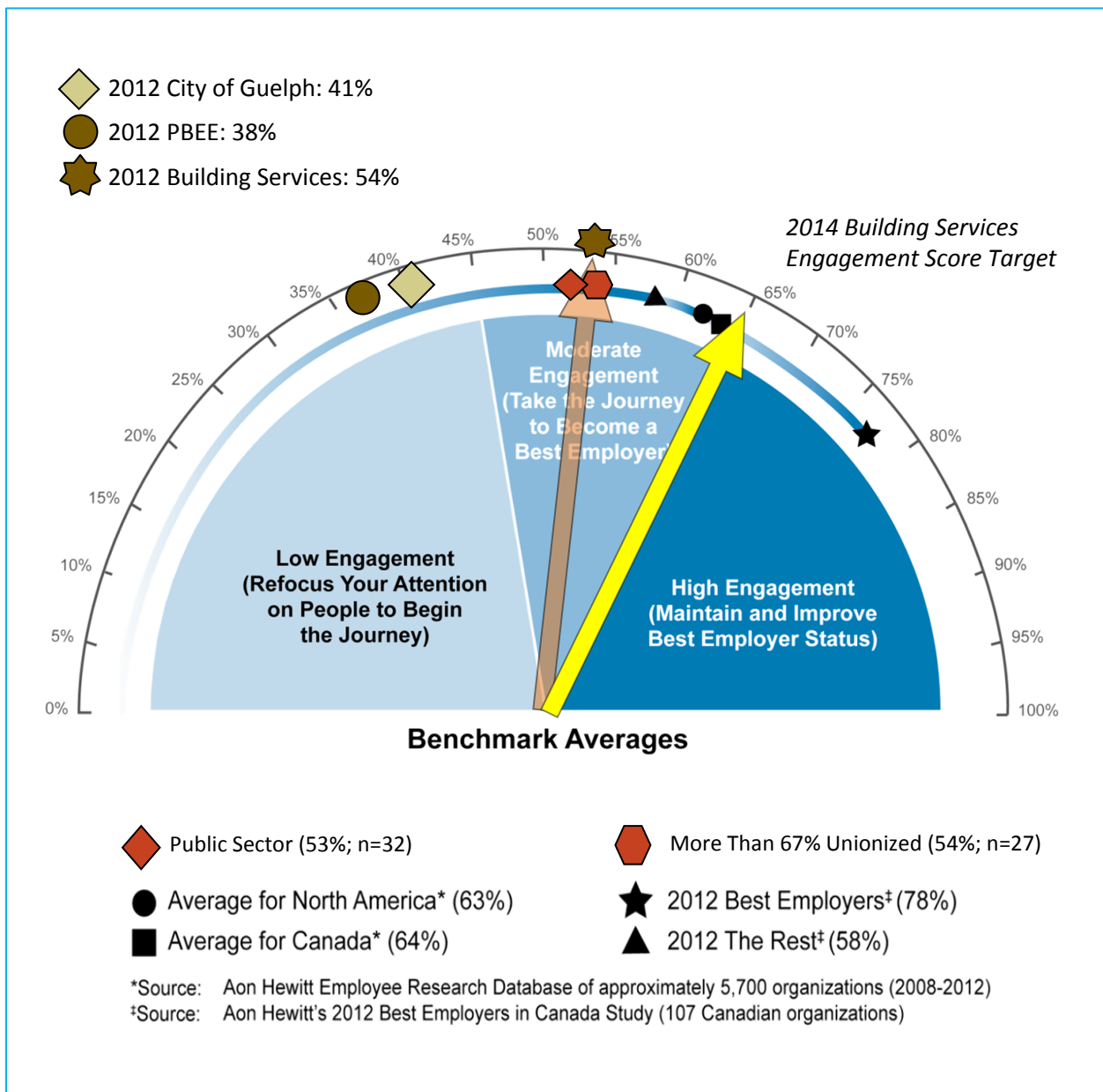
Bruce Poole, Chief Building Official
T 519-837-5615 x 2375
E bruce.poole@guelph.ca

guelph.ca

Employee Engagement

In 2012, Building Services scored a 54 percent rating in the City of Guelph’s first Employee Engagement Survey, which is considered *moderate engagement*. Our goal for the 2014 survey is to reach a 65 percent rating, which would be considered *high engagement*.

SCORECARD:



Building Services 2013 Goals and Accomplishments

The following goals and accomplishments have been categorized under the three Strategic Focus Areas of the Corporate Strategic Plan.

ORGANIZATIONAL EXCELLENCE:

- Active role on the CAO Roundtable Team that focused on the results of the Organizational Assessment.
- Active role on the interdepartmental Group of 22 who focused on a corporate response to the Employee Engagement Survey results.
- Implemented a Succession Plan (created in 2012) which involved the retirement of two senior management staff, internal appointments to four management positions and one senior technical position and the recruitment of two new technical staff.
- Active involvement by all non-management staff on the Employee Engagement Survey Action Teams, with the goal to increase employee engagement from the current 54 percent in 2012 to 65 percent in the 2014 Employee Engagement Survey.
- Recruitment of a Supervisor of Inspections has provided much needed support to the Manager of Inspection Services including, but not limited to, assisting with staff training and development, workload analysis, management of mobile computing equipment needs and employee performance assessment in the field.
- The Building Services Training and Development Manual was further enhanced and presented to the Executive Team. This important resource, which includes core competency skills, computer software skills, technical skills and leadership skills, is a useful and efficient tool for staff and management to use when determining available training opportunities.

INNOVATION IN LOCAL GOVERNMENT:

- Active role on the DRLT 2014 Budget Sub-Committee that developed and presented effective Operating and Capital budgets to the Executive Team.
- Significant involvement by several staff in the corporate assessment and upgrade of the AMANDA Operating System.
- Continue with the transfer of the existing Backflow Prevention Software Program to the corporate AMANDA Operating System. This project commenced in 2011.

- Significant involvement by several staff in the corporate Integrated Operational Review Implementation Plan.
- City Council approved staff recommendations to adopt the CRINS-SINRC protocol for Telecommunication Towers to provide professional review and notice services without costs to the City of Guelph.
- Implementation of mobile technology in the field has resulted in greater efficiencies and improved customer service through real time updating and information sharing.

CITY BUILDING:

- Significant involvement by several staff in the corporate review of the City wide Shared-Rental Housing project.
- Implementation of an Inactive Permits Program to address unclosed/dormant building permits with a focus on high risks permit types such as woodstoves and swimming pools.
- Active role in the interdepartmental Source Water Protection Initiative – led by Water Services, Engineering Services and Planning Services.
- Evaluated impending Ontario Building Code changes effective January 2014, and educated external stakeholders on significant changes to previous Code requirements. Changes include accessibility, energy efficiency, environmental protection, fire protection and water conservation.
- Pre-permit issuance meetings (2013) along with pre-construction meetings (2008) are now being held with building owners, tenants, designers and contractors in the Central Business District to gather information and to mitigate building permit and inspection problems associated with these unique buildings.
- City Council approved an Administrative Amendment Package to the Zoning By-law in response to internal and external concerns and requests.
- Successful completion of the 2013 Termite Control Program which resulted in an overall termite population decline in the City to its lowest level, the steepest rate of annual decline (51 percent suppression from 2012 to 2013) and the entire Emma-Pine Management Area being inactive for the first time in 2013.
- Discovery of the new (fourth) King Street Termite Management Area required a timely and effective response. There were visual surveys of approximately 450 properties, which revealed 12 infested properties. A total of 193 exterior termite monitoring traps were installed, indoor inspections were carried out, a yard wood clean-up was organized in the neighbourhood and an information session was attended by residents.

Building Services 2014 Goals

The following goals have been categorized under the three Strategic Focus Areas of the Corporate Strategic Plan.

ORGANIZATIONAL EXCELLENCE:

- Complete the 2013 Employee Engagement Survey Implementation Plan, which has 27 recommendations that apply directly to Building Services, and 21 recommendations that have been referred to other service areas.
- Launch a review, and develop an effective Legal Proceedings Program which will assist in the enforcement of the Ontario Building Code and various by-laws. This will include such areas as training, reporting, document retention, evidence gathering and issuing penalties.
- Transformation of the Zoning Services Team, which includes a new solely dedicated Program Manager of Zoning Services as well as the internal movement of three staff members, resulting in increased job functions, as well as the filling of an existing Proactive Zoning Inspector vacancy.
- Transformation of the Permit Services Team, which includes a new solely dedicated Program Manager of Permit Services, as well as the filling of an existing Plans Examiner vacancy.
- Completion of a Customer Satisfaction Survey Strategy Plan, with a pilot survey to run in the fall. This will enable us to keep a constant pulse on how we are doing and to address identified areas that require improvement.
- Roll out of an Internal Communications Survey, sent out to all Building Services staff, which will enable various improvements to be made in how we share information with other service areas of the organization. This will support organizational awareness while encouraging more effective operations.

INNOVATION IN LOCAL GOVERNMENT:

- Active role on the DRLT 2015 Budget Sub-Committee that will develop and present effective Operating and Capital budgets to the Executive Team.
- Continue significant involvement by several staff in the corporate assessment and upgrade of the AMANDA Operating System.
- Complete the entire transfer of the existing Backflow Prevention Software Program to the corporate AMANDA Operating System. This project commenced in 2011.
- Continue significant involvement by several staff in the corporate Integrated Operational Review Implementation Plan.

- Complete the entire transfer of Committee of Adjustment staff, duties and responsibilities from Building Services to the City Clerk's Office. The existing Assistant Secretary-Treasurer will assist in the training of City Clerk's staff on duties and responsibilities.
- Development of a plan, which will enable Building Services to operate as a paperless office as much as reasonably possible in the future. The plan will include review of all current paper-based processes, evaluation of automation solutions and security of information/encryption. Piloting of some of these solutions will commence in 2014.

CITY BUILDING:

- Continue significant involvement by several staff in the corporate review of the City wide Shared-Rental Housing project.
- Complete a review and recommend amendments to the Property Standards By-law, Yard Maintenance By-law and Backflow Prevention By-law.
- Participate in the review of Donation Boxes on Public and Private Property – led by By-law Compliance, Security & Licensing.
- Active role in the interdepartmental Source Water Protection Initiative – led by Engineering Services.
- Facilitate and enforce all new Ontario Building Code changes effective January 1st, 2014 and continue to assist external stakeholders. Significant changes include accessibility, energy efficiency, environmental protection, fire protection and water conservation.
- Prepare a separate business case for a dedicated Building Inspector to aggressively work on the implementation of the Inactive Permits Program and for a Resource Conservation Inspector/Plans Examiner to enhance the review and inspection of resource conservation requirements of the Ontario Building Code.
- Develop and present a Zoning Seminar to the local Real Estate Board which will enhance stakeholder education in relation to regulations, the availability of online resources and expectations.
- Conduct best practice reviews of other municipalities regarding policies, procedures, service levels and general day to day operations related to zoning, shared-rental housing and sign by-law administration.
- Successful completion of the 2014 Termite Control Program which will result in a further decline in the overall termite population and active properties. An additional focus is required on the new King Street Management Area and a new round of yard wood clean-up events in all four management areas will be organized due to the large amount of wood debris brought down by the recent ice storm.

Building Services Bulletin

Building permits and inspections

When do I need a building permit?

- Home renovations (additions, heating, plumbing, basements)
- Building a deck, shed or accessory building
- Installing a pool
- Adding a chimney or woodstove
- Demolition projects

Why do I need a building permit and inspections?

- Make sure that your project is safe for you, your family and visitors
- Get assistance from Building Services staff regarding proper methods of construction
- Ensure your project, and the people hired to complete it, comply with the Ontario Building Code and other relevant Codes and Bylaws
- Prevent legal complications when selling or re-financing your property

How do I get a building permit?

- Building Permit Applications are available at City Hall or online. Your application must include:
- Scaled working drawings (completed by homeowner or qualified designer)
- Up-to-date site plan or survey (for pools, additions, decks, sheds, or porches)
- Estimated cost of construction
- Name, address and telephone numbers of contractor(s)
- Any applicable fees

When can I start construction?

You can start construction when your permit is issued.
NOTE: an application for a permit does not authorize you to begin construction.

What inspections do I need?

Your building permit will include a schedule of required inspections for your project. When calling to arrange an inspection please give 24 hours notice so we can accommodate your request.



Building Services Bulletin

Decks, sheds and accessory buildings

Before you order wood and other building materials to build your deck, porch, shed or garage, there are a few things you need to know.

Building permits

- Generally, a building permit is required for
- **Decks** – if the floor of the deck is higher than 0.6 metres (2 feet) above ground (finished grade) at any point
 - **Sheds** – if the building is larger than 10 square metres (107 square feet)

Zoning regulations

Zoning regulations can impact the design or location of your deck or shed, even when a building permit is not required.

- Regulations for decks vary depending on
- property zoning
 - yard
 - design (e.g. height, roof)

- Regulations for detached sheds and garages include
- height
 - lot and yard coverage
 - distance from property and lot lines
 - structures are not permitted on easements or rights of way

Contact us and we can help with your next building project.

For more information

Building Services, City Hall, 1 Carden Street
T 519-837-5615 • E building@guelph.ca

PERMITS

Introduction

The Permit Services Team is responsible for accepting, reviewing and issuing permits for all construction and demolition projects within the City of Guelph. In 2013, this function within Building Services had eight full-time staff and one summer Plans Examiner.

The Building Services Team processed over 11,000 in-person, telephone and email inquiries at their customer service counter in 2013, in addition to daily inquiries received by individual staff members.

The Ontario Building Code is a regulation made under the Building Code Act. The focus of this provincially legislated program is to ensure that the technical requirements of the Code are met. The Code contains minimum provisions respecting the safety of buildings with reference to public safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building permit applications are reviewed by the Permit Services Team to confirm Code compliance, and to ensure that these minimum requirements are met.

Building permits are issued for all sizes and types of projects from a new deck or shed, to a new high-rise residential or large commercial/industrial building. The Provincial Government mandates that permit applications be reviewed within set time frames that vary from 10 to 30 working days.

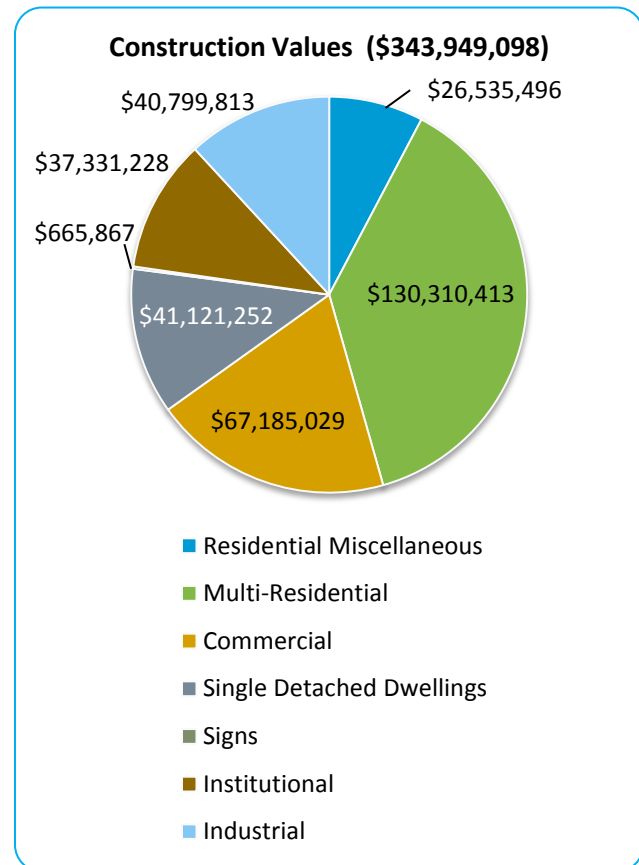
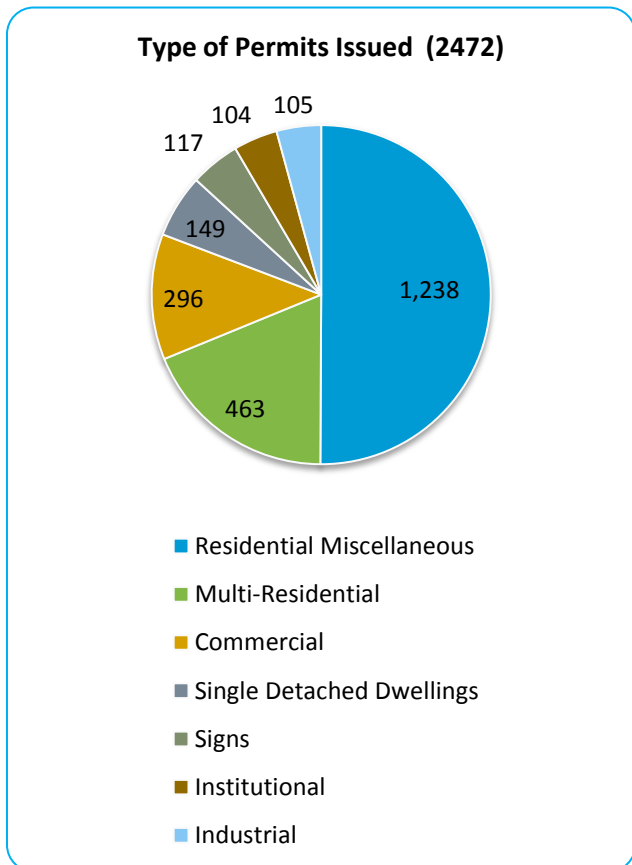
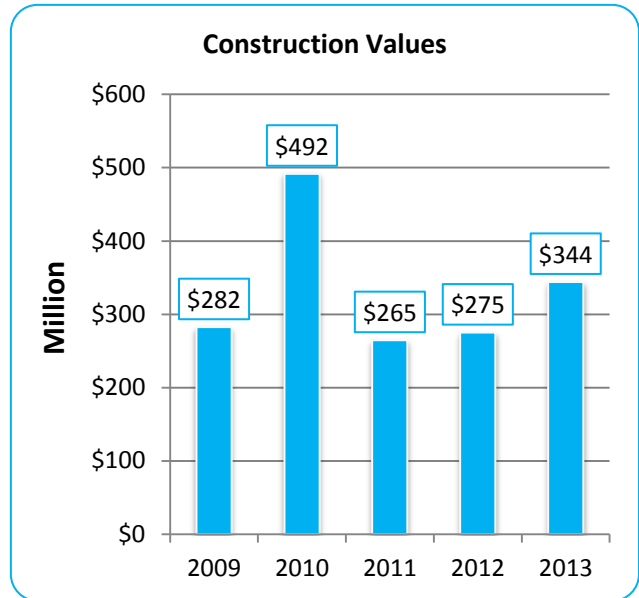
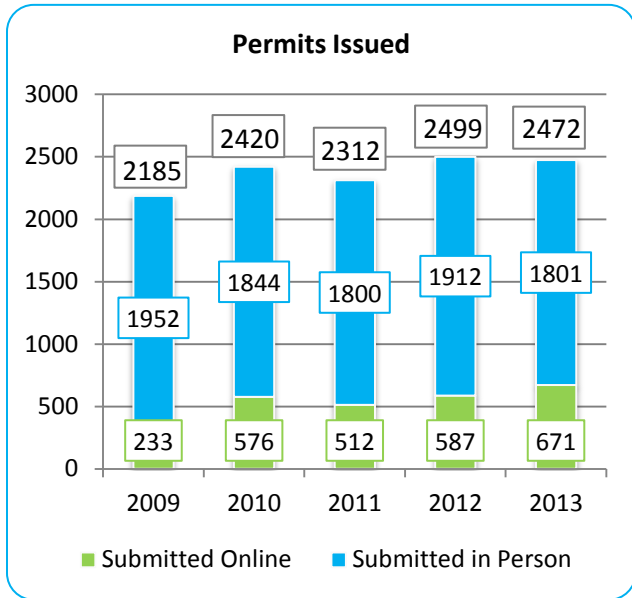
Permit Services also collects applications, fees and deposits on behalf of other service areas of the City, including curb cut applications, development charges and damage deposits. Damage deposits are required to be paid prior to a construction project in order to protect City property (i.e.: curbs, sidewalks & paved boulevards) from any damages caused by heavy construction machinery.

The Permit Services Team works closely with community partners to ensure that they're aware of any changes or revisions to the applicable legislation, and to address any of their needs.

In 2009, Building Services Online was launched. The City of Guelph was one of the first municipalities in Ontario to pioneer this innovative service, which was primarily developed to enhance our customer service. Building Services Online allows all types of residential building permit applications to be submitted at any time, day or night, and allows our customers to review the status of their permits when it is convenient for them.

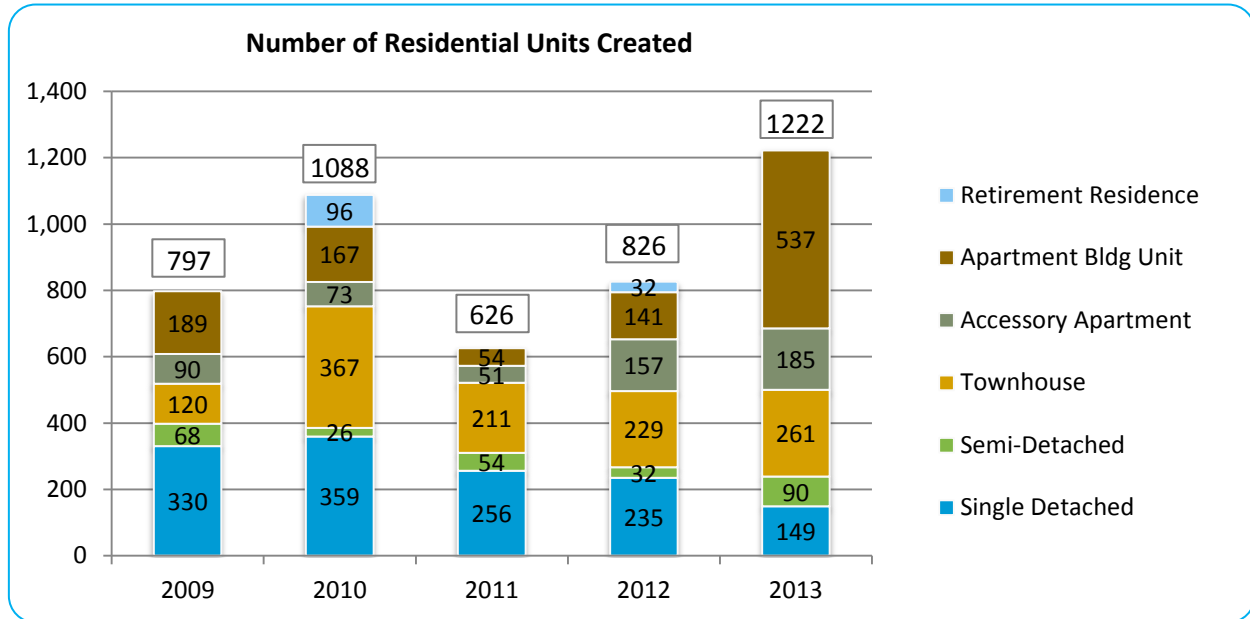
Performance Measurements

DASHBOARD:



DASHBOARD:

As the popularity of residential intensification continues to grow, the number of multi-residential units continues to increase, and the number of single detached dwellings continues to decrease.








MAJOR BUILDING PROJECTS - 2013:

Address	Description	Value
160 MacDonell St.	Superstructure for 18 Storey Apartment Building, with Main Floor Commercial and Underground Parking Structure – 130 units	\$35,000,000
345 Hanlon Creek Blvd.	Two Storey Office / Warehouse / Hazardous Storage Facility <i>Wurth Canada</i>	\$12,000,000
108 College Ave E.	Interior and Exterior Renovations <i>University of Guelph, Lambton Hall Building</i>	\$11,500,000
19 Elmira Rd S.	One Storey Retail Warehouse Building <i>Costco</i>	\$11,250,000
32 Bayberry Dr.	Superstructure for Four Storey Apartment Building – 76 Units <i>Village by the Arboretum</i>	\$8,955,318
5 Gordon St.	Six Storey Apartment Building, with Main Floor Commercial and Underground Parking Structure – 55 Units	\$8,865,000
1077 Gordon St.	Superstructure for Four Storey Apartment Building, with Main Floor Commercial and Underground Parking Structure – 168 Units	\$8,410,000
25 Lee St.	Two Storey Elementary School <i>Lee Street Public School</i>	\$8,019,875
80 Waterloo Ave.	Three Storey Office Building <i>Trellis Mental Health & Development Services</i>	\$7,000,000
67 Kingsbury Sq.	Superstructure for Four Storey Apartment Building – 54 Units	\$6,500,000

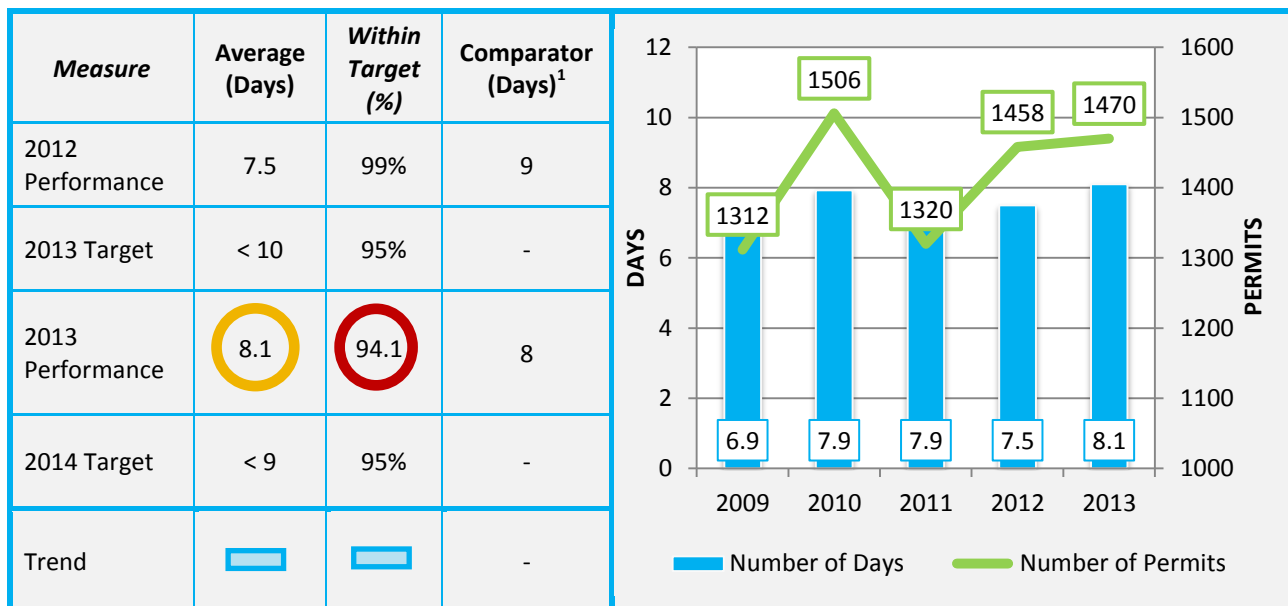
SCORECARD:

The following scorecards provide a graphical representation of the Permit Services Team’s overall performance associated with the review of building permit applications. The targets for each permit type reflect the Provincial Government’s legislated timelines based on the type of building, which varies from 10 to 30 working days.

The turnaround times for all three categories reported in the following scorecards (10-, 15- and 20-day permit applications) depict slight increases in 2013. This was primarily due to a transition period within the Permit Services Team comprised of two temporary vacancies, including the retirement of the Manager of Permits Services, and a six month vacancy of one Plans Examiner position.

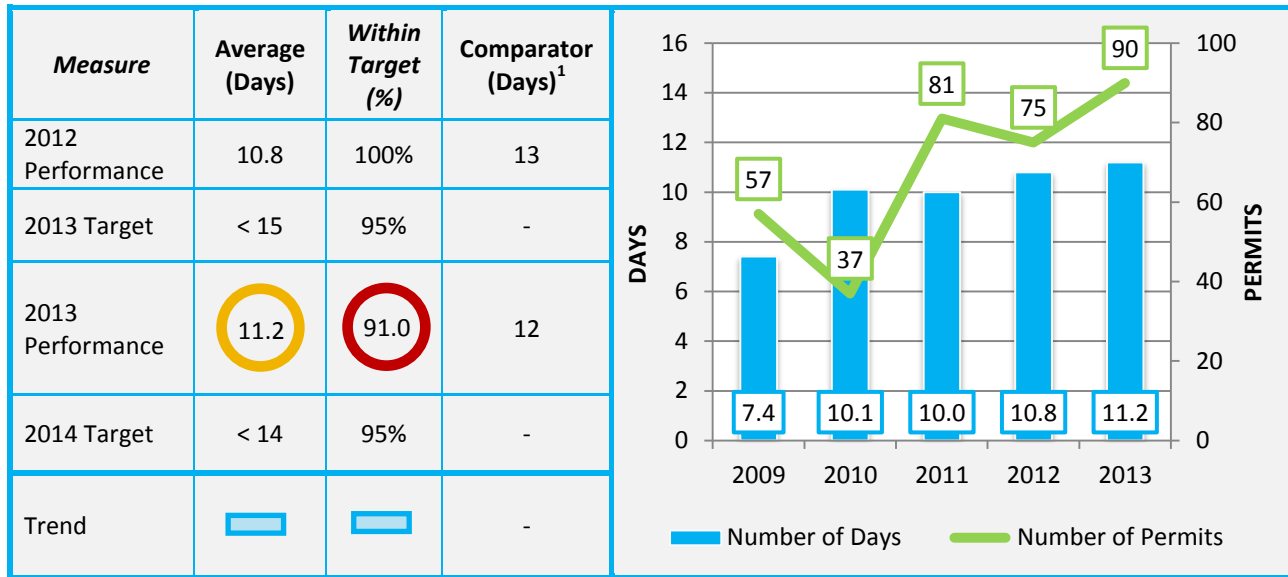
Legend		
Performance Measurements		
 Positive Stay the course	 Caution In range but may be moving in the wrong direction	 Negative Corrective actions and / or initiatives may be required
Trends		
 Positive trend towards target	 Negative trend away from target	

The following scorecard reflects 10-day permit turnaround time targets, which applies to typical residential housing including single detached houses, semi-detached houses and townhouses, as well as most associated accessory buildings. Tents and signs regulated under the Building Code also fall within the 10 day review period.



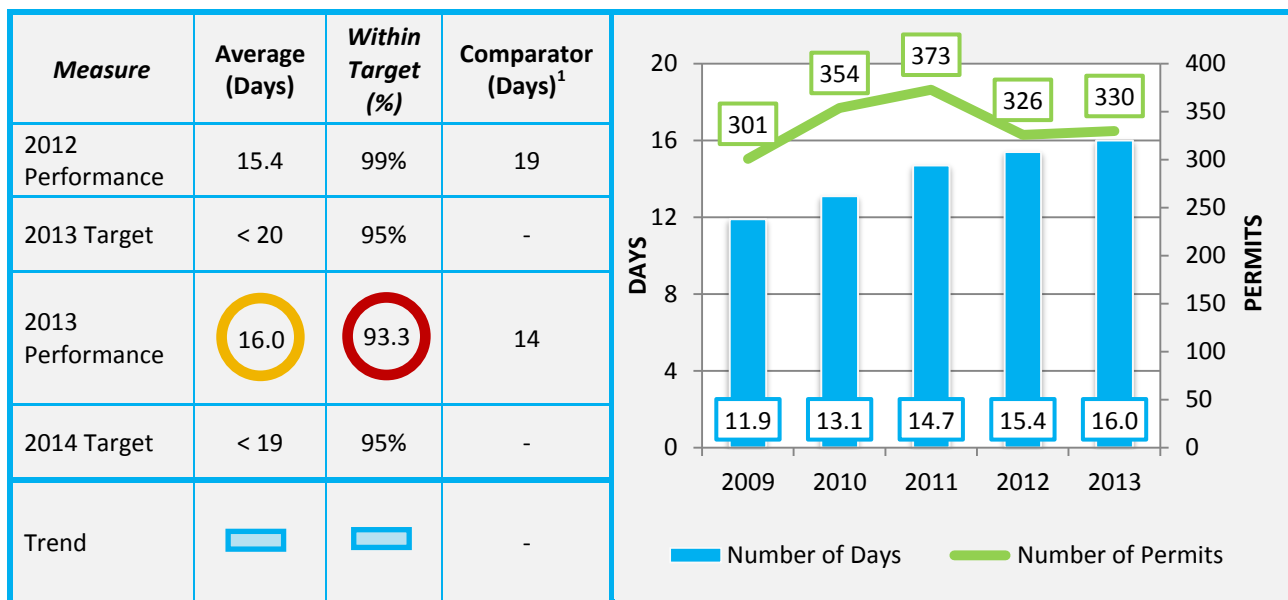
¹ Data from Large Municipal Chief Building Officials group (LMCBO) is for general information only, and cannot be guaranteed accurate.

The following scorecard reflects 15-day permit turnaround time targets, which applies to smaller² multi-residential buildings, some smaller² commercial buildings such as offices and retail establishments and smaller² low and medium hazard industrial buildings.



² Not more than three storeys in building height and not more than 600m² in building area

The following scorecard reflects 20-day permit turnaround time targets, which applies to larger³ multi-residential buildings, larger³ commercial buildings and all assembly buildings, care or detention buildings and high hazard industrial buildings.



³ More than three storeys in building height or more than 600m² in building area

NOTE: Post-disaster buildings, such as hospitals and police stations, as well as buildings that exceed six stories in height are required to be reviewed within 30 business days. There were only two 30-day building permits issued in 2013, with an average turnaround time of 18.5 days

INSPECTIONS

Introduction

The Inspection Services Team is responsible for the administration and enforcement of all construction and demolition inspection related activity regulated by the Ontario Building Code. In addition to inspecting the construction of buildings, Inspection Services is also responsible for plumbing and heating inspections. In 2013, this function within Building Services had 12 full-time staff.

The Ontario Building Code is a regulation made under the Building Code Act. The focus of this provincially legislated program is to ensure that the technical requirements of the Code are met. The Code contains minimum provisions respecting the safety of buildings with reference to public safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building inspections are performed by the Inspection Services Team to confirm Code compliance, and to ensure that these minimum requirements are met.

In addition to inspecting construction and demolition projects, Inspections Services also provides swimming pool, hot tub, liquor license and business license inspections, as well as miscellaneous property inspections such as grow operations and buildings damaged by fire.

In 2009, Building Services Online was launched. The City of Guelph was one of the first municipalities in Ontario to pioneer this innovative service, which was primarily developed to enhance our customer service. Building Services Online allows all residential building inspections to be requested at any time, day or night, and allows our customers to review the status of their inspections when it is convenient for them.



Performance Measurements

DASHBOARD:

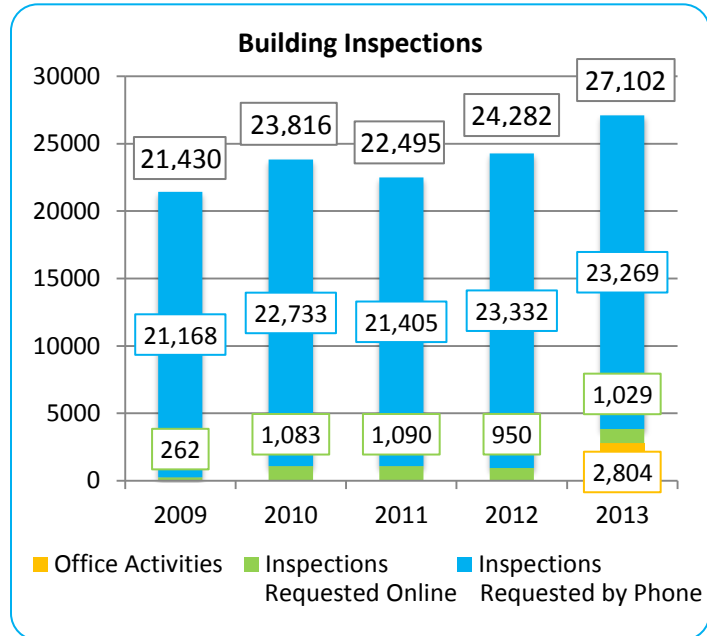
The number of building inspections carried out increased substantially in 2013. This was due in large part to an additional Building Inspector being hired in July 2013 to address a projected increase in inspections from:

- new mandatory air barrier & occupancy inspections commenced in 2012
- implementation of the Inactive Permits Program commenced in Fall 2013
- an increase in number of building inspections associated with proactive shared rental housing enforcement

Although the provincial government legislates that building inspections be carried out within two business days, essentially all building inspections are carried out within one business day.

NOTES:

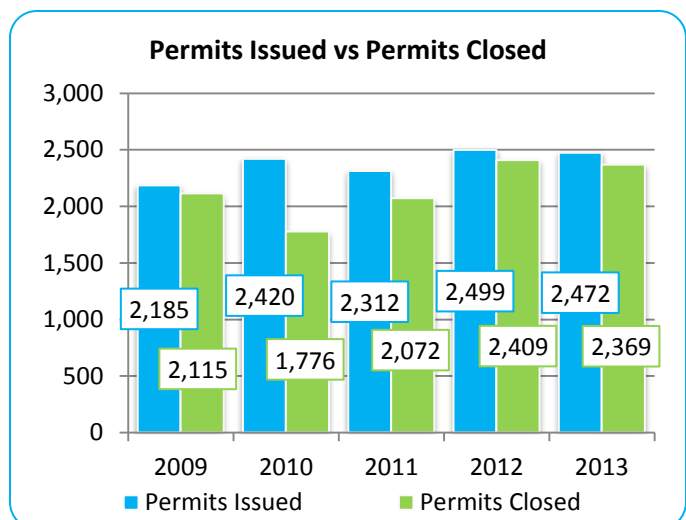
- The separate tracking of office activities commenced in 2013 to accurately illustrate all associated office work directly related to building permits such as phone calls, emails, etc.
- The number of field inspections indicated from 2009-2012 includes both field inspections and office activities.



In the fall of 2013, the concerted effort by all building inspection and clerical staff helped reduce the number of open high risk building permits by up to 66 percent in some key areas.

Although the gap between permits issued and permits closed has tightened in the last couple of years, more permits are still being issued annually than are being closed. This data reinforces the recommendations made in the 2012 Inactive Permits Program which include:

- Using software to automate follow up processes when building permits become inactive
- Allocation of additional dedicated inspection resources to rapidly reduce inactive permits
- Policies and actions to reduce the number of open low risk permits



It is anticipated that more permits will be closed than issued in 2014.

COMPARABLE STATISTICS

Introduction

The Large Municipalities Chief Building Officials group (LMCBO) has been a strong advocate of building regulatory reform since its inception in 1990. LMCBO is comprised of the Chief Building Officials in Ontario municipalities with populations over 50,000. LMCBO gathers and releases annual municipal Building Department statistics for information purposes, primarily related to construction and building permit activity.

DASHBOARD:

LMCBO 2013	AREA SERVICED		CONSTRUCTION VOLUME				REVENUE	
Municipality	Population	Area, km ²	Permit Applications	Construction Value of Permits Issued	New Residential Units		2013 Total Permit Fees	Minimum Fee
					Sfd, Semi & Townhouse	Apartments & Others		
Ajax	109,600	67	1,306	\$367,172,665	822	272	\$2,488,686	\$80.00
Barrie	140,000	101	*	*	*	*	*	*
Burlington	175,800	187	*	*	*	*	*	*
Cambridge	131,000	115	1,294	\$152,405,644	239	207	\$2,176,982	\$108.00
Guelph	126,000	88	2,472	\$343,949,098	500	722	\$3,267,957	\$90.00
Kingston	124,000	450	2,067	\$191,550,000	297	3	\$2,407,777	\$35.00
Milton	100,000	381	1,399	\$296,752,120	537	6	\$2,089,658	\$124.00
Oakville	187,500	143	2,605	\$812,726,228	1,046	187	\$8,213,649	\$200.00
Oshawa	152,000	143	1,304	\$369,150,000	427	593	\$2,934,026	\$115.00
Richmond Hill	197,938	98	2,398	\$250,301,771	812	0	\$3,895,216	\$100.00
St. Catherines	131,400	99	1,278	\$219,796,809	167	111	\$1,464,280	\$110.00
Waterloo	120,800	145	*	*	*	*	*	*
Whitby	127,403	147	858	\$130,618,348	225	39	\$763,725	\$50.00
AVERAGE	137,674	166	1,698	\$313,442,268	507	214	\$2,387,590	\$101.20

NOTES:

- Table includes all southern Ontario cities in the 2013 LMCBO survey with a population between 100,000 and 200,000.

- Only Guelph's information is considered to be accurate.

* Information not available.

LMCBO 2013	REVENUE			TIME FRAMES				
Municipality	Current Fee Scale \$/m			% Complete Applications	Median Days - Houses	Median Days – Small Buildings	Median Days – Large Buildings	Median Days – Complex Buildings
	Single Dwelling	One Store Plaza Shell	Industrial Warehouse					
Ajax	\$9.00	\$7.80	\$6.60	37%	10	35	n/a	n/a
Barrie	*	*	*	*	*	*	*	*
Burlington	*	*	*	*	*	*	*	*
Cambridge	\$13.46	\$11.95	\$9.36	100%	6	15	17	27
Guelph	\$12.59	\$11.09	\$8.72	100%	9	13	18	18.5
Kingston	\$12/\$1,000 of construction value (portion of industrial over 100,000 ft ² drops to \$6)			34%	6	10	16	20
Milton	\$11.60	\$8.61	\$6.57	80%	9	17	17	17
Oakville	\$14.50	\$14.51	\$7.11 – \$12.61	65%	9	15	19	29
Oshawa	\$11.25	\$10.32	\$10.90	75%	5	14	12	24
Richmond Hill	\$13.50	\$11.30	\$13.20	n/a	n/a	n/a	n/a	n/a
St. Catherines	\$11.73	\$13.23	\$9.68	64%	9	10	10	n/a
Waterloo	*	*	*	*	*	*	*	*
Whitby	\$10.22 + \$400.00	\$14.00	\$9.68	89%	5	8	10	n/a
AVERAGE	\$11.69	\$11.48	\$9.36	72%	7.6	15.3	14.75	22.6

BACKFLOW PREVENTION

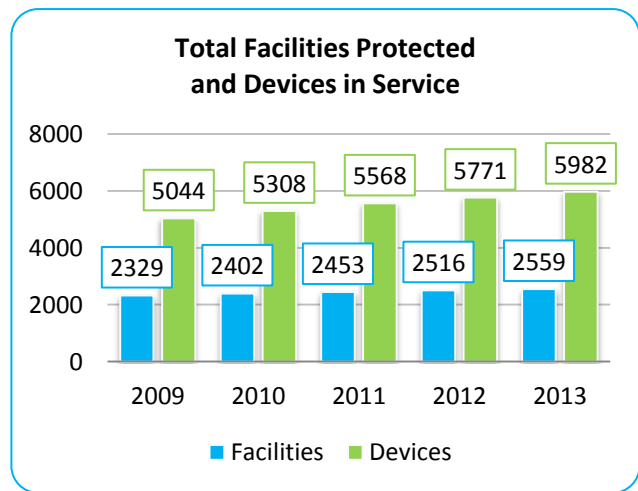
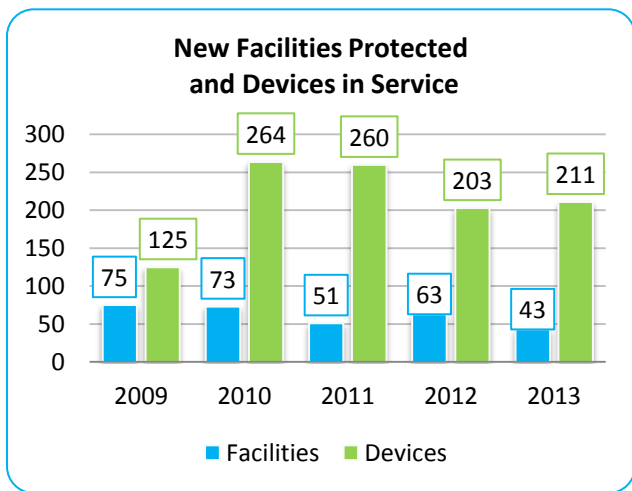
Introduction

The City of Guelph’s Backflow Prevention Program was implemented in 2000. The intent of the program is to assist in providing a supply of safe drinking water to all City residents. This program, which is funded by Water Services, had two full time staff within Building Services in 2013.

All industrial, commercial, institutional and larger multi-residential buildings are required to install backflow prevention devices on water services entering the building, as well as protecting all interior cross-connections that are possible areas of contamination. Once installed, property owners are to have all testable backflow prevention devices tested annually, and the results are reviewed by Building Services.

Performance Measurements

DASHBOARD:



Reduced Pressure Backflow Assembly used for the protection of potable water systems at the entrance to a building.



COMPARATIVE MUNICIPALITIES:

<i>Municipality</i>	<i>Population</i>	<i>Program Initiated</i>	<i>Program Completion (%)</i>	<i>Number of Facilities</i>	<i>Number of Devices</i>
Barrie	140,000 ¹	2008	35%	747	2420
Cambridge	131,000 ¹	2001	95%	1761	3378
Guelph	126,000	2000	100%	2559	5982
London	369,941 ¹	1998	25%	2156	7008
Markham	323,804 ¹	2007	60%	1305	2642
Peterborough	76,000 ¹	2007	95%	1581	3092
Thunder Bay	110,000 ¹	2009	63%	3200	6400
Waterloo	120,800 ¹	2010	75%	1000	1200
AVERAGE	172,172	-	70%	1660	3815

¹ Populations provided by Large Municipalities Chief Building Officials (LMCBO)

NOTES:

- Accuracy of information provided cannot be guaranteed.
- Comparative municipalities identified have a Backflow Prevention Program similar to that of Guelph.
- Statistics reflect information collected up to end of 2013.

Full flow double check valve assembly, made in valves 3" or larger, primarily used on sprinkler systems to provide a minimal amount of pressure loss when valve is fully open.



ZONING - ADMINISTRATION & ENFORCEMENT

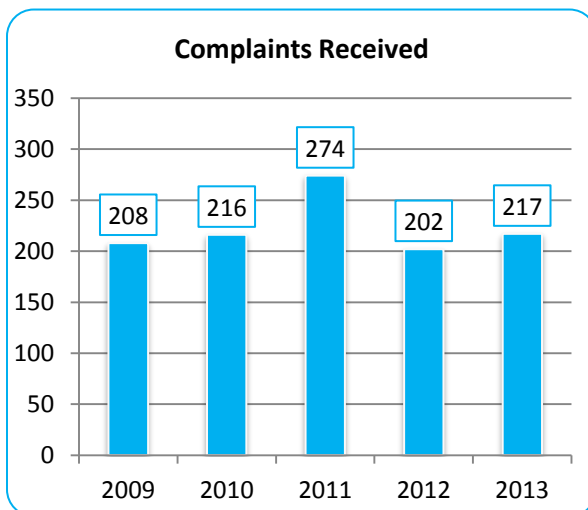
Introduction

Although Zoning Services is responsible for the administration and enforcement of numerous by-laws and programs, their primary focus is the Guelph Zoning By-law. The Zoning By-law provides regulations concerning the identification of land use zones within the City to control and regulate the location and use of buildings and structures for residential, business, industrial and other specified uses. In 2013, this function within Building Services had five full-time staff.

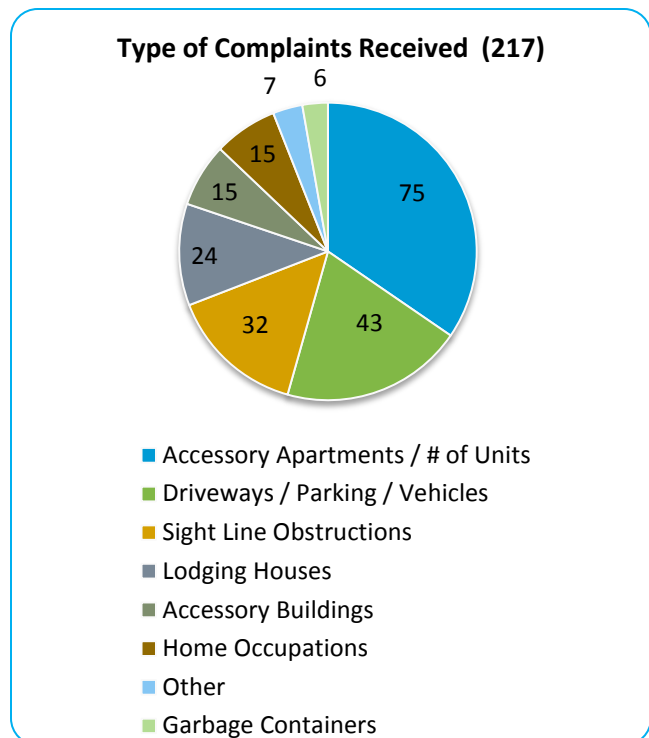
Another key role of the Zoning Services Team is their responsibility for issuing permits and enforcing the location and size of all signs on private property (including mobile signs), as regulated by the Sign By-law. Zoning Services also has various levels of involvement in two unit house registrations (accessory apartments), lodging house certifications, the regulating of telecommunication towers, Committee of Adjustment applications (review, comment and inspections as required), property information reports for real estate transactions, encroachment applications and business & liquor licenses.

Performance Measurements

DASHBOARD:

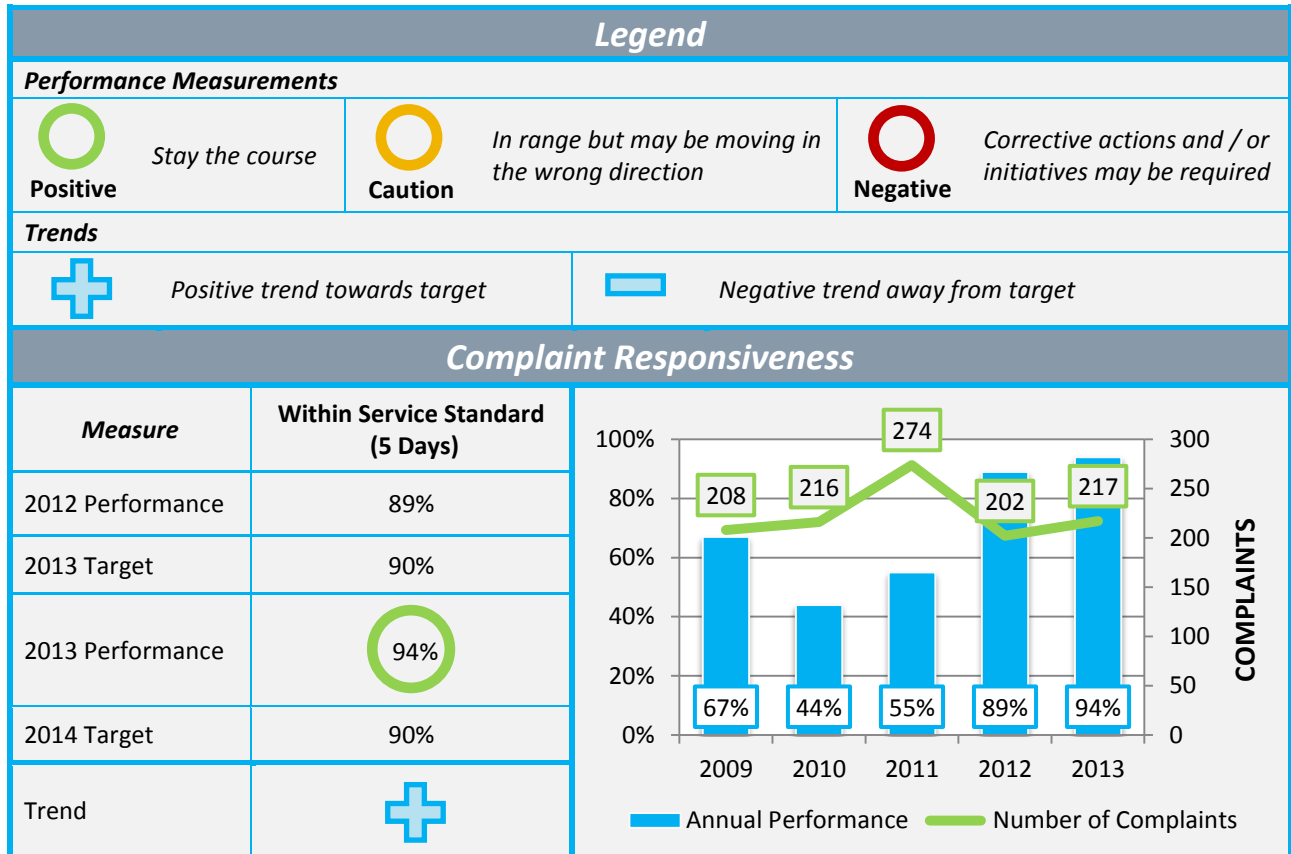


Note: An additional 227 zoning complaints were received and responded to by the By-law Compliance, Security & Licensing department in 2013, all of which were parking related complaints on private property.

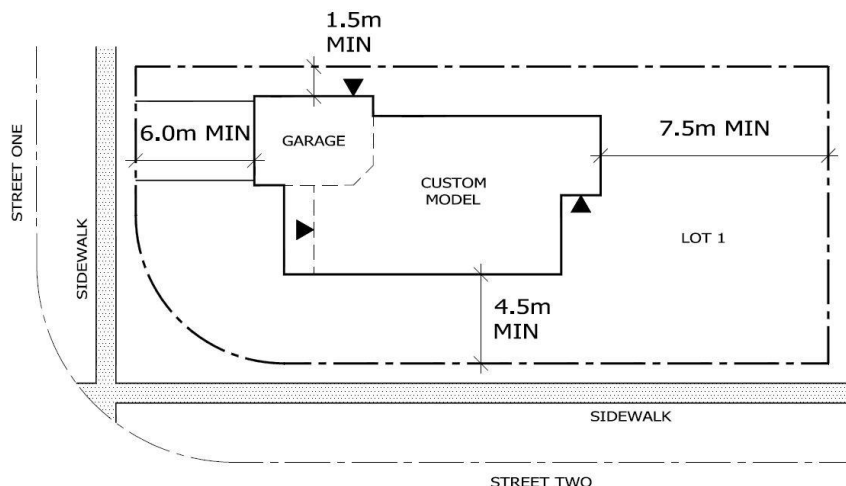


SCORECARD:

Changes to work processes with a focus on utilizing more of the tools offered in the AMANDA operating system, greater flexibility between Zoning Inspectors and an increased focus on performance measurements continue to result in measurable improvements.



The sample site plan illustrated to the right indicates the required setbacks for standard R.1B residential zones. Refer to Zoning By-law No. (1995) – 14864 for a complete set of requirements.



Zoning By-law No. (1995) - 14864

4.15 RESIDENTIAL INTENSIFICATION

4.15.1 For the purposes of Section 4.15, the following terms shall have the corresponding meaning:

“**Floor Area**” means the total **Floor Area** of the **Building** measured from the exterior face of outside walls, or centre line of common walls, including **Cellars** and **Basements** with a floor to ceiling height of at least 1.95 metres. **Floor Area** does not include stairs, landings, cold **Cellars**, **Garages** and **Carports**. Section 2.7 does not apply to the floor to ceiling height of 1.95 metres.

“**Service Meter**” shall mean any equipment essential to the provision, operation and metering of electricity, gas, water, sewage, telephone service, telecommunications or cable television.

Any **Accessory Apartment** shall be developed in accordance with the following provisions:

4.15.1.1 The external appearance of all **Building** facades and outdoor **Amenity Areas** shall be preserved except dual service meters are permitted.

4.15.1.2 An **Accessory Apartment** shall only be permitted within a **Single-Detached Dwelling** or **Single-Detached Dwelling**.

4.15.1.3 A maximum of one **Accessory Apartment** shall be permitted within a **Single-Detached Dwelling** provided that the **Single-Detached Dwelling** is a conforming **Use Intensity**.

4.15.1.4 Parking for the **Accessory Apartment** shall be provided in accordance with Section 4.13.



ZONING - PROACTIVE ENFORCEMENT

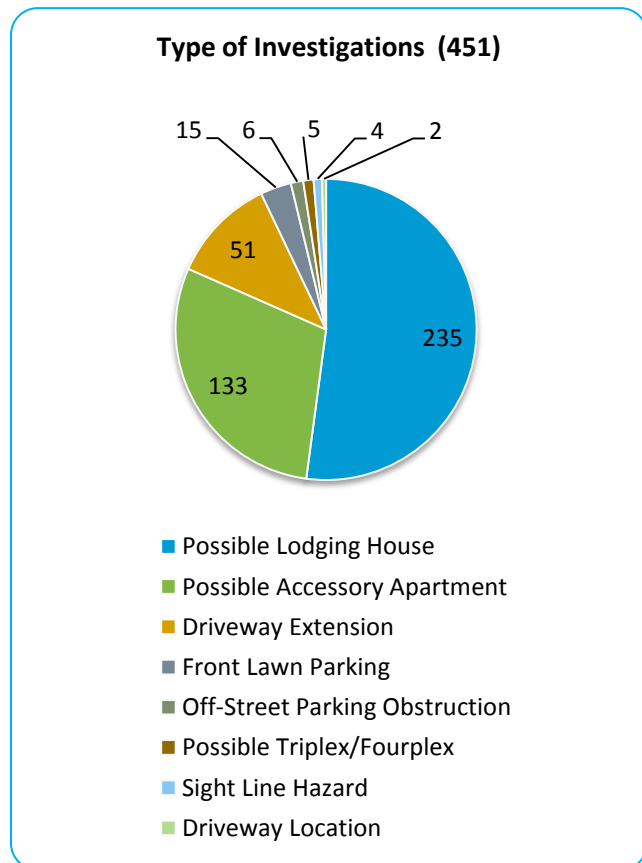
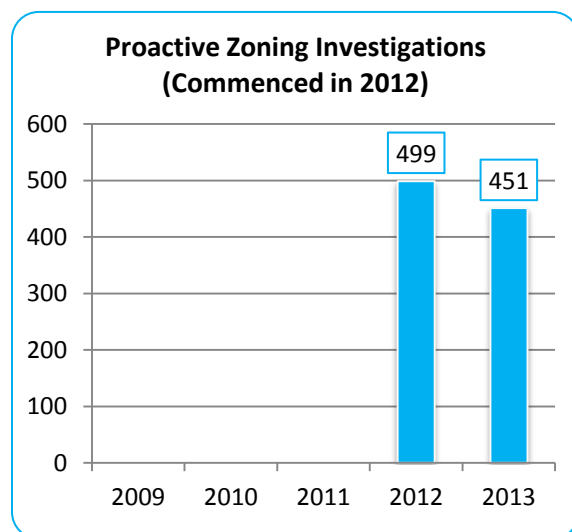
Introduction

Due to an increase in the number of zoning complaints, primarily related to shared-rental housing, City Council endorsed the hiring of a proactive zoning inspector as part of the 2011 budget process. In 2013, this function within Building Services had one full-time staff member.

Performance Measurements

DASHBOARD:

Proactive Zoning enforcement proved to be less effective during the summer months of 2012 due to a high level of rental units being vacant. Subsequently, proactive Zoning enforcement was suspended during the summer of 2013. This allowed for staff resources to assist in managing the higher level of service requests experienced annually in the summer months in the general zoning enforcement area.



PROPERTY STANDARDS

Introduction

The Property Standards Team is responsible for the administration and enforcement of various municipal by-laws including Property Standards, Yard Maintenance, Poultry and Standing Water. In 2013, this function had three full time staff and one summer proactive inspector, plus additional assistance from Building Inspectors as necessary.

These by-laws prescribe minimum standards for the health, safety, maintenance and occupancy of all existing buildings and properties within the City.

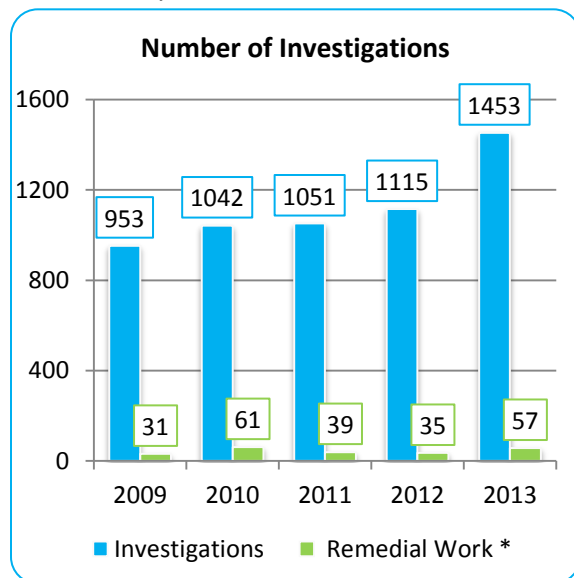
In addition to the enforcement of the aforementioned by-laws, the Property Standards Team also coordinates the activities of the Council appointed Property Standards Committee who hear appeals on Orders issued under the Property Standards By-law.

Performance Measurements

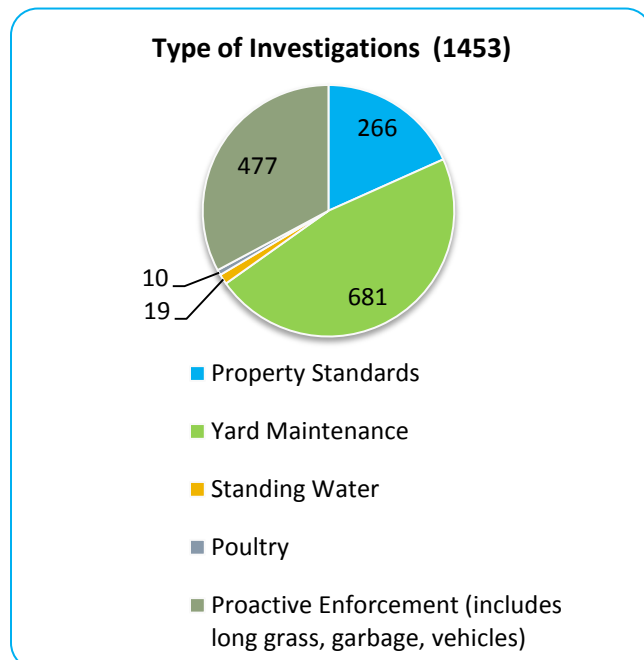
DASHBOARD:

The significant increase of property standards investigations in 2013 was primarily due to the hiring of a proactive property standards inspector during the summer months. Proactive property standards inspections include long grass and weeds, exterior debris & garbage and derelict vehicles.

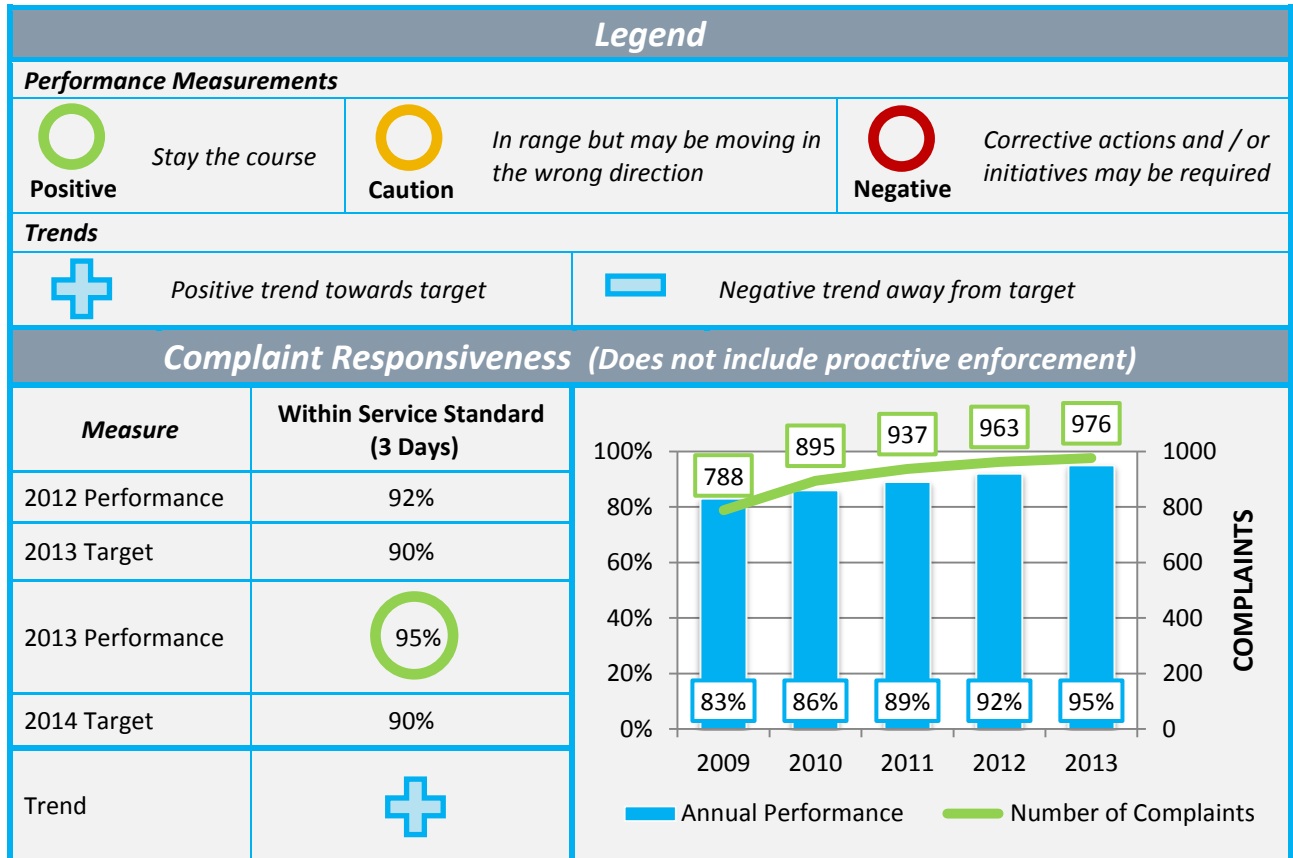
There were two Orders appealed to the Property Standards Committee in 2013, with both Orders being confirmed by the Committee.



* Properties that required on-site remedial action by the City in order to gain compliance.



SCORECARD:



Long grass and weeds continue to be near the top of the annual list of investigations under the Yard Maintenance By-law, which was put in place to regulate the general maintenance of all properties located within the City and to enhance the quality of neighbourhoods.



TERMITES

Introduction

Following the recommendations of a public Termite Task Force, the City hired a full time Termite Control Officer to develop a comprehensive termite control program. Dr. Tim Myles, previously the Director of the Urban Entomology Program at the University of Toronto, and a pioneering researcher in area-wide management of termites, was hired for the position in June 2007.

In 2007, Dr. Myles oversaw the installation of an array of nearly 3,000 termite monitoring traps and delimited the termite infestations in the City's termite management areas. In 2008 and 2009, he used habitat removal and parasitic nematodes as the primary methods of area-wide control, achieving by these methods, modest population suppression. After two years of lab testing and applying for research permits from the federal Pest Management Regulatory Agency, in 2010 Dr. Myles was granted Experimental Research Authorization to test zinc borate using a treatment method which he developed called Trap-Treat-Release (TTR).

Dr. Myles was granted a five year extension of this research authorization in 2012 for an amended zinc borate formulation with less resin. Tim has now completed two full years using the modified formulation with very encouraging results.

At its maximal extent, the termite infestation within the City included four management areas and encompassed over a thousand properties and 55 affected blocks, including active and buffer zones.

In 2013, this function within Building Services had one full-time staff member and two summer field assistants.

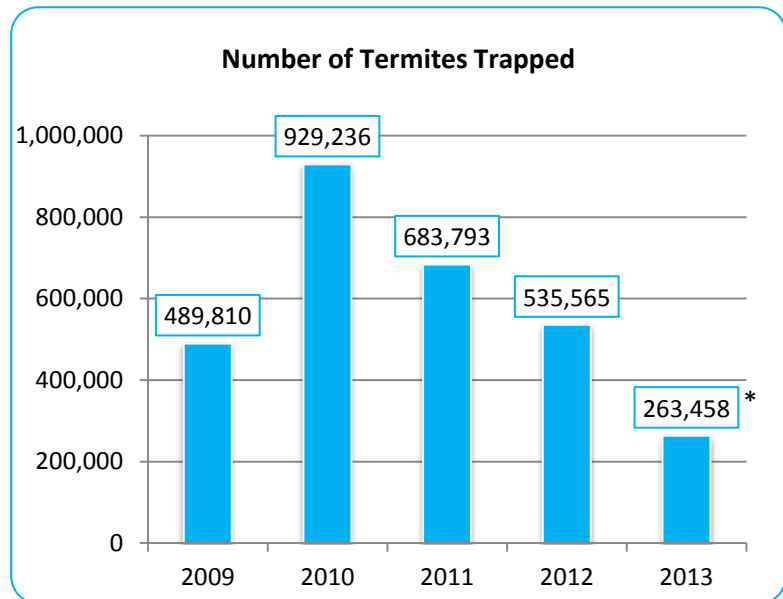
Subterranean termites are non-native invasive insects that can cause serious structural damage to buildings and structures, and can be difficult and expensive to control. Termites are wood destroying insects that live in large colonies numbering several million. They forage through the soil and expand the colony's territory as they encounter new wood items to feed on.



Performance Measurements

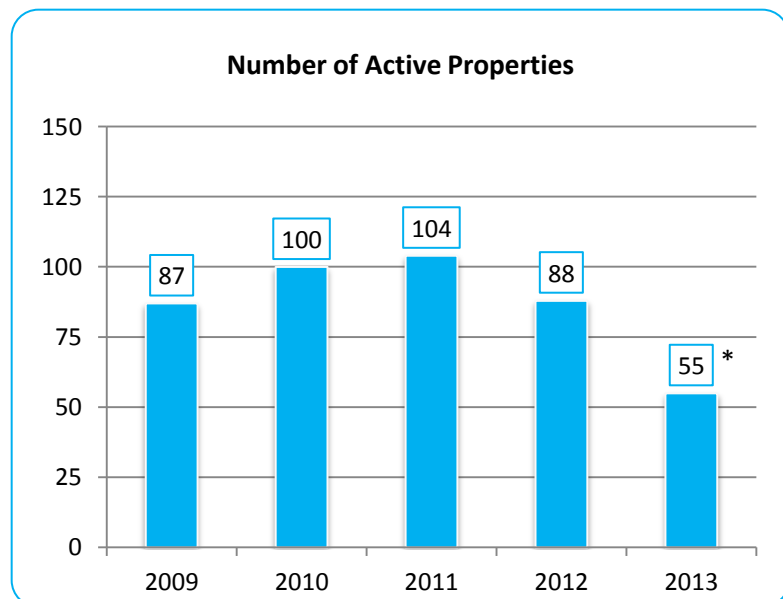
DASHBOARD:

The total number of termites trapped in all sectors is the best tool to measure the size of Guelph's termite population. The year over year decline in the number of termites trapped during the last four years of zinc borate treatments (2010-2013) attests to the effectiveness of this treatment system for population suppression.



* Includes 8,793 within the new King Street Management Area

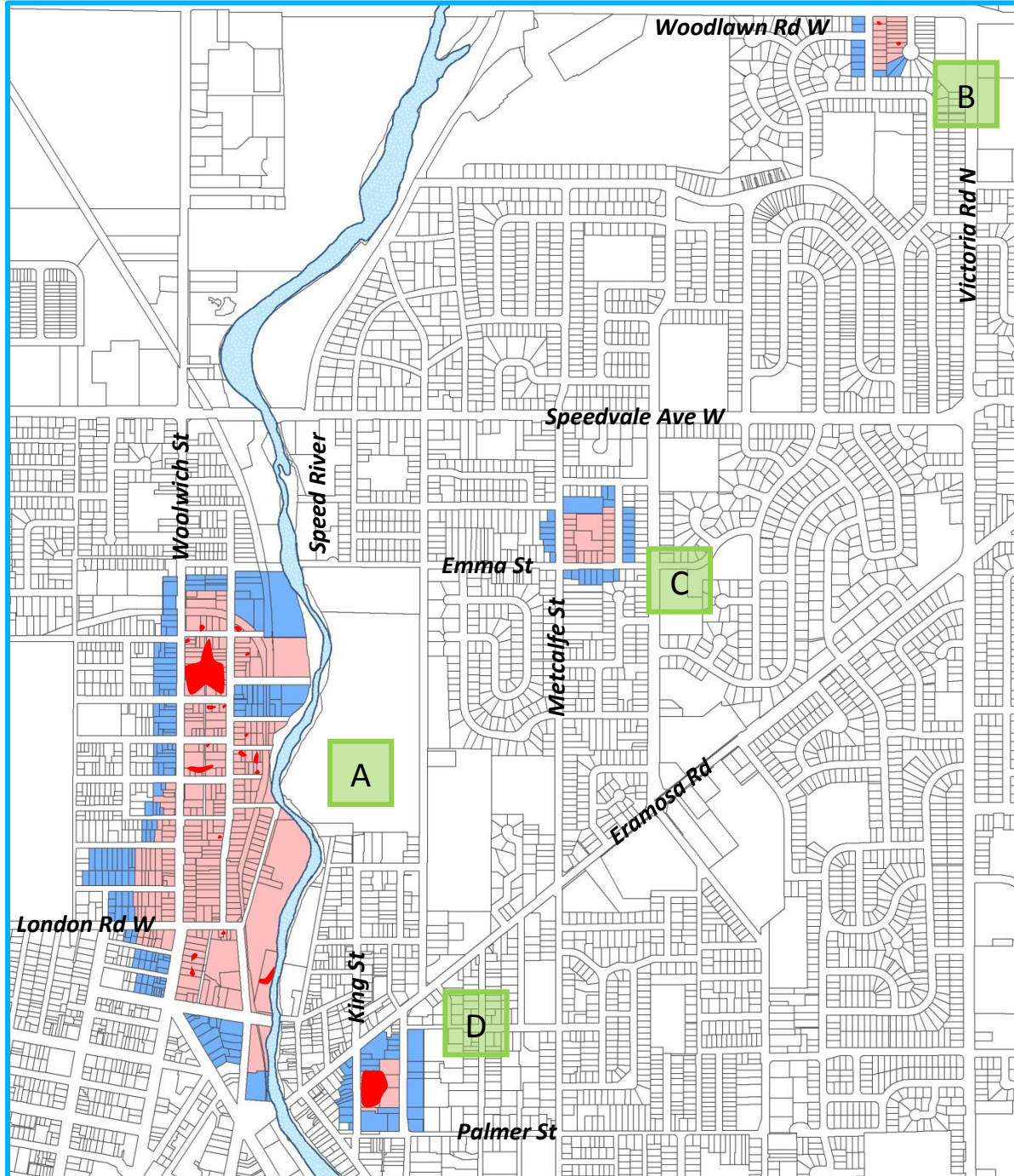
The modified formulation used over the past two years also coincides with a fairly sharp decline in the number of active properties.






* Includes 12 within the new King Street Management Area

TERMITE ACTIVITY - 2013:

The following map illustrates all boundaries and active properties in 2013.

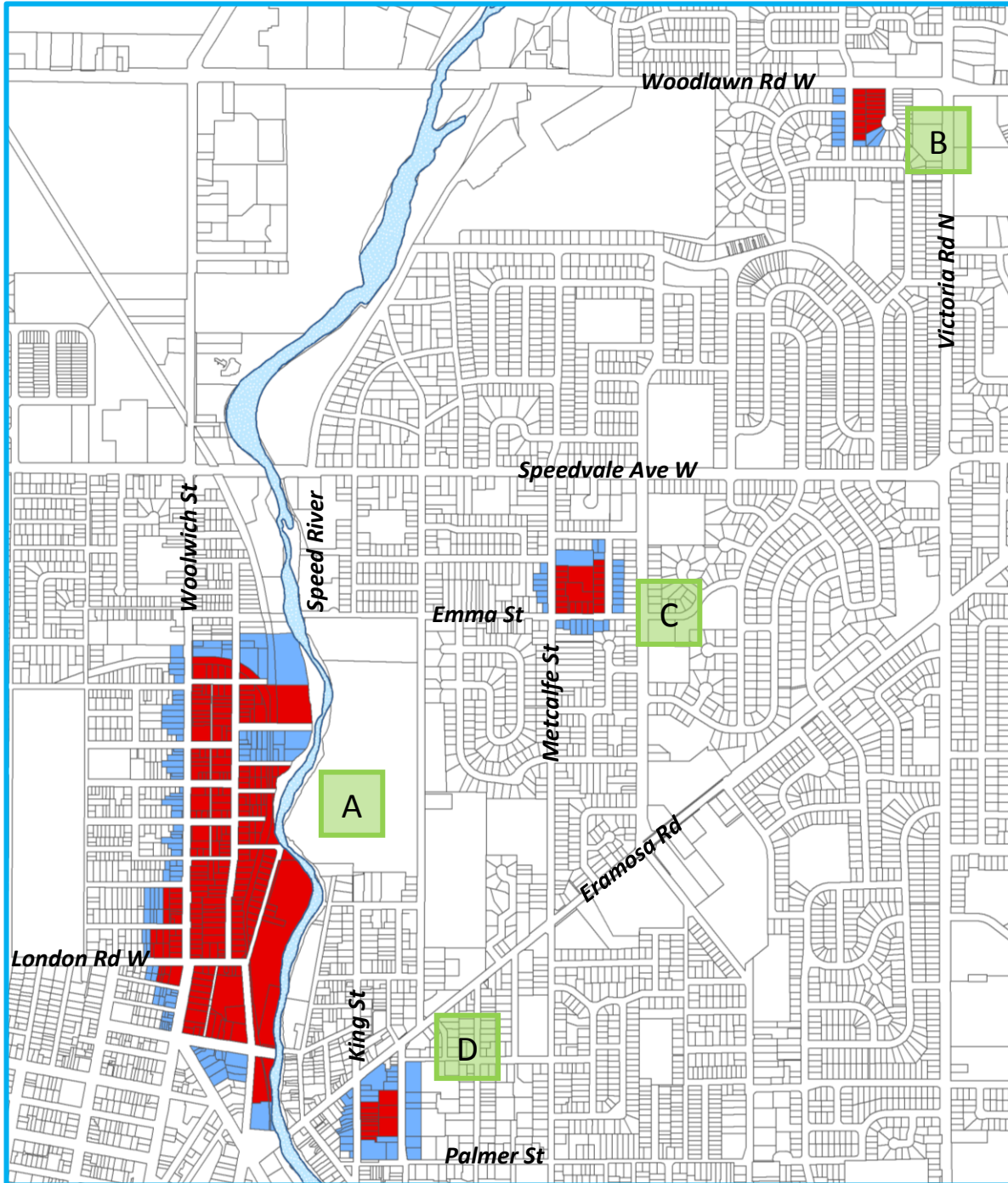


LEGEND:

A = Woolwich Management Area	 = Active Properties in 2013
B = Windermere Management Area	 = Previously or Currently Active Properties
C = Emma-Pine Management Area	 = Adjacent to Previously or Currently Active Properties
D = King Street Management Area	

TERMITE MANAGEMENT AREAS - 2014:

The following map illustrates a reduction in the overall zone boundaries from 2013 to 2014.



LEGEND:

- | | |
|---------------------------------|--|
| A = Woolwich Management Area | = Previously or Currently Active Properties |
| B = Windermere Management Area | = Adjacent to Previously or Currently Active Properties |
| C = Emma-Pine Management Area | |
| D = King Street Management Area | |

COMMITTEE OF ADJUSTMENT

Introduction

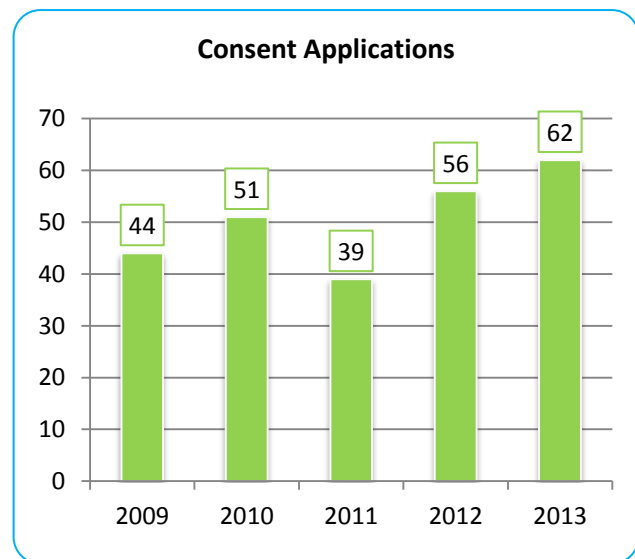
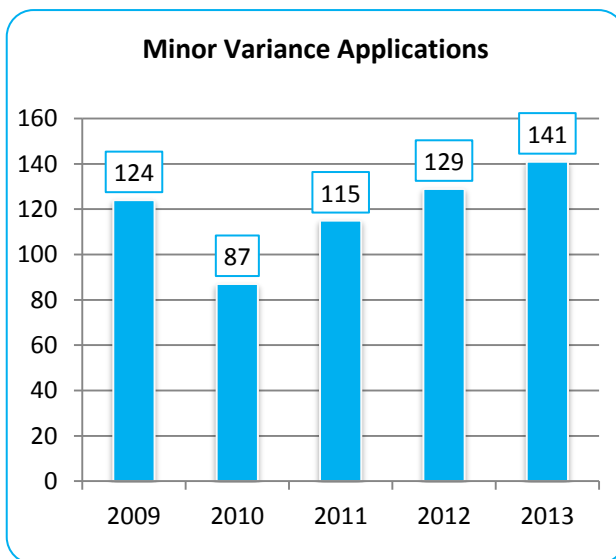
The Committee of Adjustment is an independent quasi-judicial committee of seven citizens appointed by Guelph City Council. The Committee of Adjustment hears applications under the Planning Act. In 2013, Building Services provided two full-time staff members, which included a Secretary-Treasurer and an Assistant Secretary-Treasurer to the Committee.

There are two major types of applications to the Committee of Adjustment: Applications for minor variances to the municipal zoning by-law requirements or for permission to extend land uses that have existed prior to the passing of the current By-law, and applications for consent to create new lots or to adjust existing boundaries.

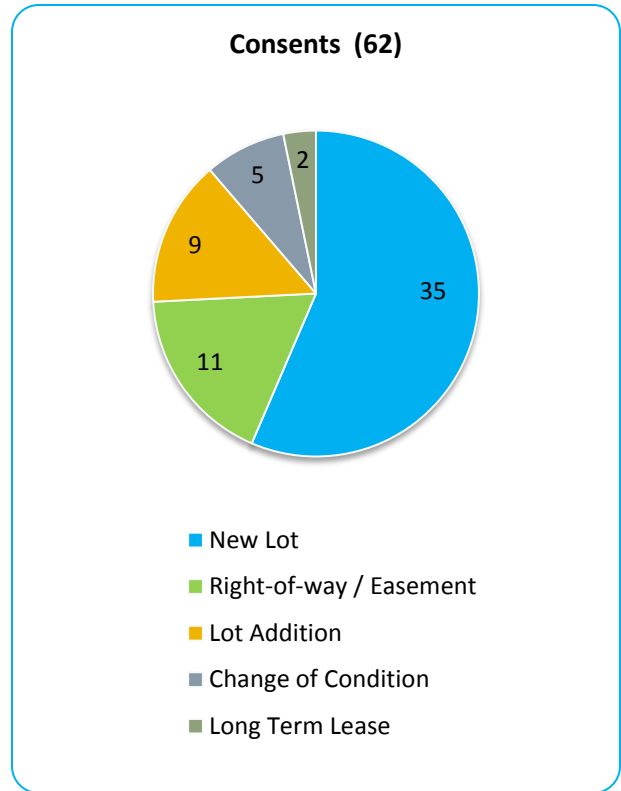
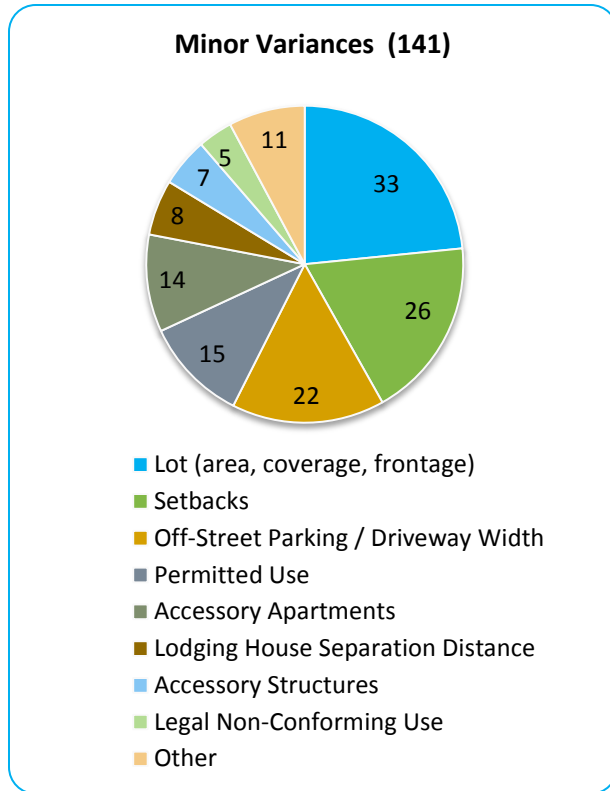
Performance Measurements

DASHBOARD:

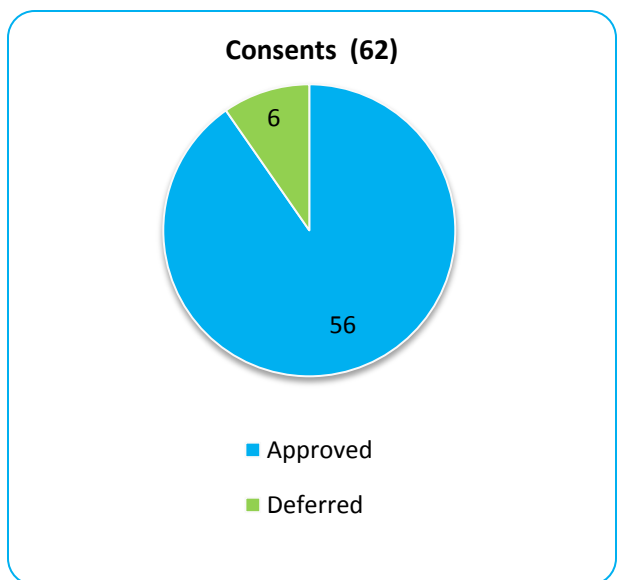
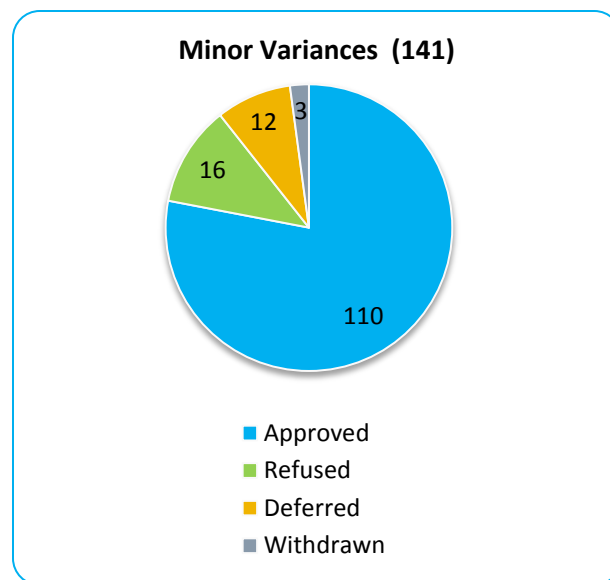
The volume of minor variance applications continues to increase – up 9 percent from the previous year (from 129 to 141) – primarily due to proactive enforcement of Shared-Rental Housing related issues such as the maximum size of accessory apartments, off-street parking violations, driveway widths and lodging house separation distances.



TYPE OF APPLICATIONS:



DECISIONS:

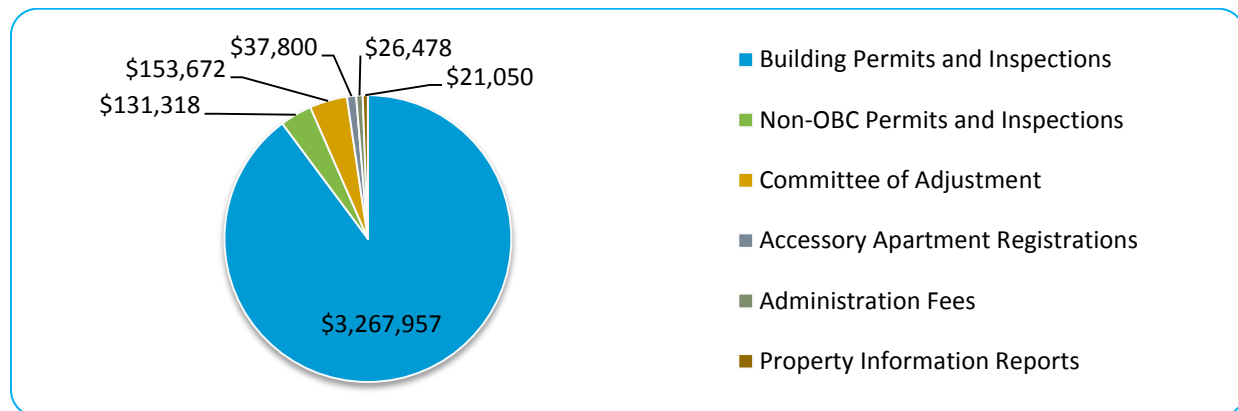


A total of 12 decisions were appealed to the Ontario Municipal Board in 2013, with some appeals still pending decisions.

FINANCIAL RESPONSIBILITIES

Introduction

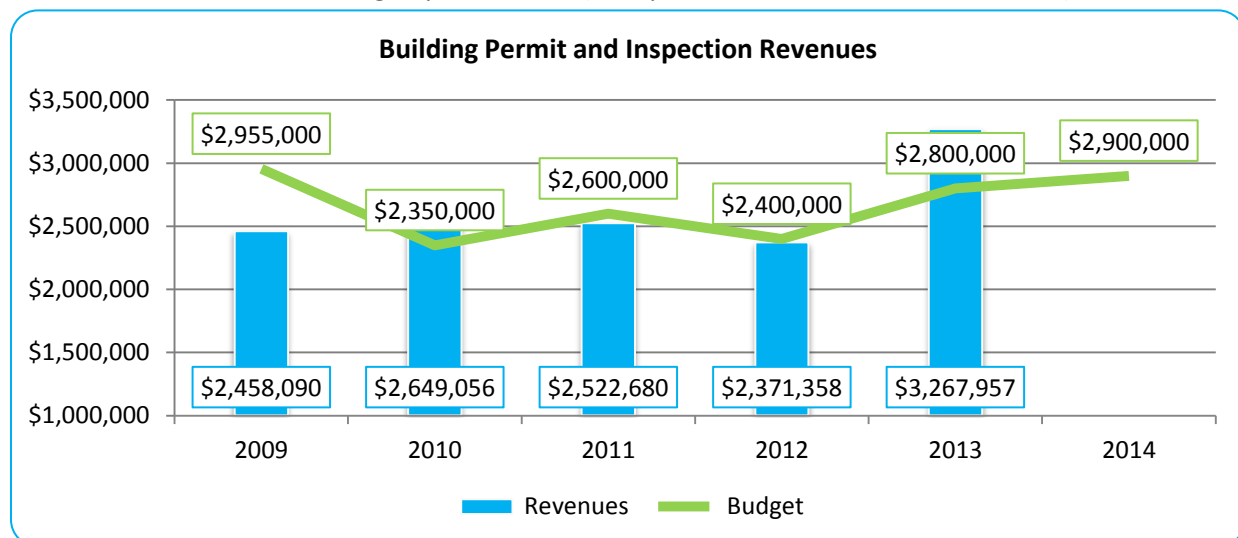
In 2013, the Building Services Team was responsible for the administration of an operating budget of \$1.4 million, an enterprise budget of \$2.6 million, approximately \$3.64 million in revenues and an OBC stabilization reserve fund of almost \$2 million. The following chart illustrates the services and associated revenues produced in 2013.



Building Permits and Inspections

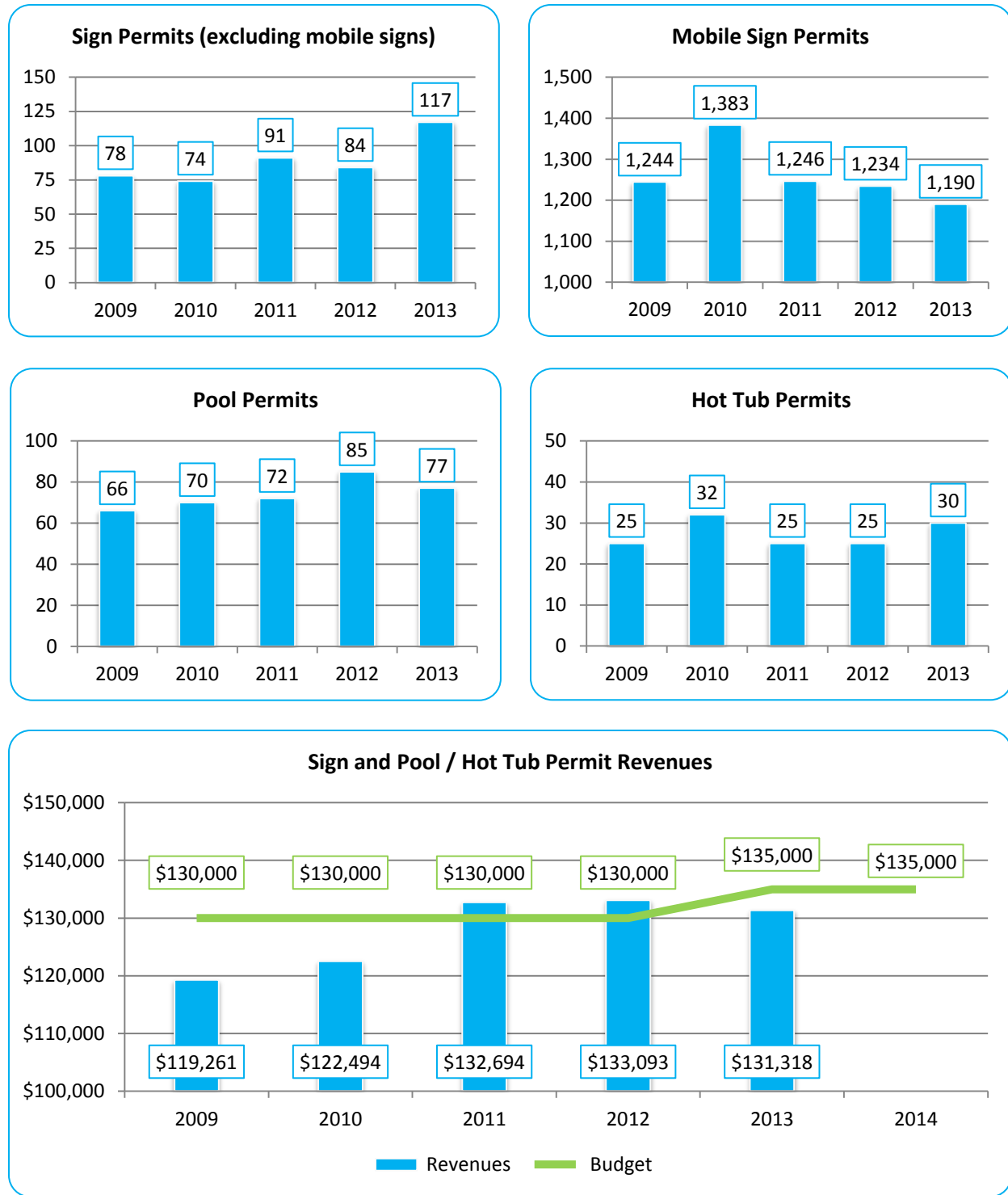
Building and demolition permit fees are set annually at the start of June every year. The automatic calculation is the annual tax rate, plus 20 percent. On June 1st of 2014, the existing fee schedule will see an increase of 2.86 percent (2.38 percent, plus 20 percent).

The increase of almost \$1 million over 2012 is largely due to a jump in large-scale construction projects, as well as the automatic setting of permit fees. (3.56 percent increase on June 1st, 2013)



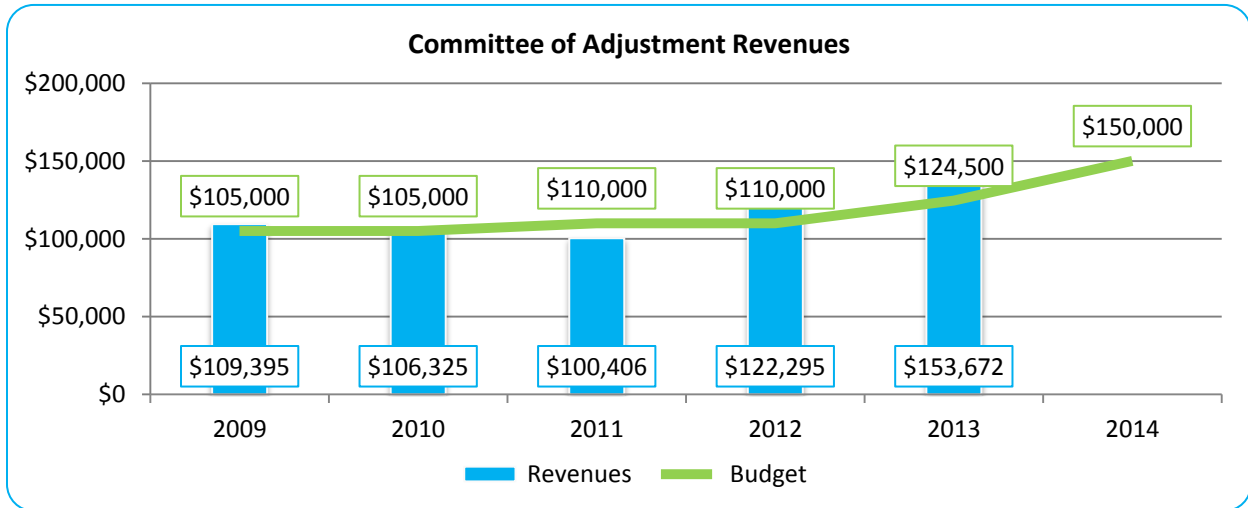
Non-Ontario Building Code Permits and Inspections

The annual revenues generated by all sign permits – including building signs, mobile signs and a-frame signs – and all private pool and hot tub permits are illustrated in the chart at the bottom of this page.



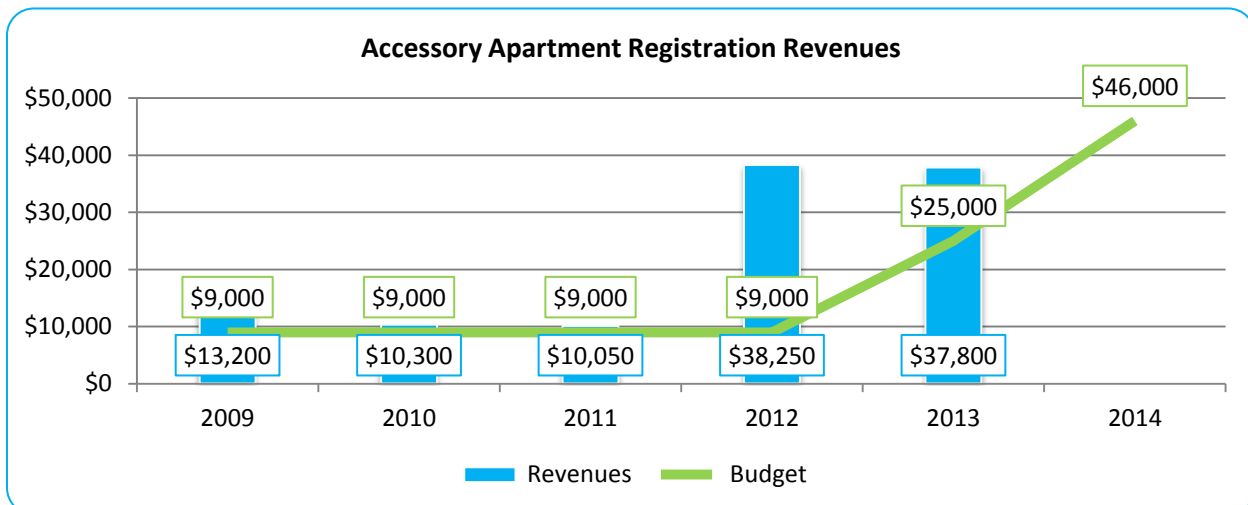
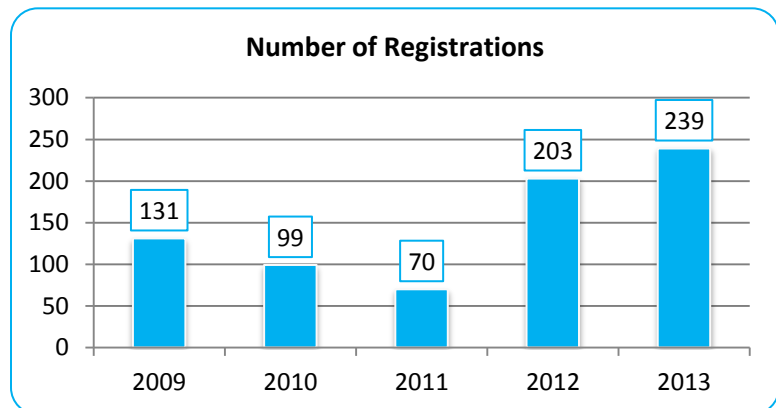
Committee of Adjustment

The continued annual increase in Committee of Adjustment revenues is primarily due to the proactive enforcement of Shared-Rental Housing related issues.



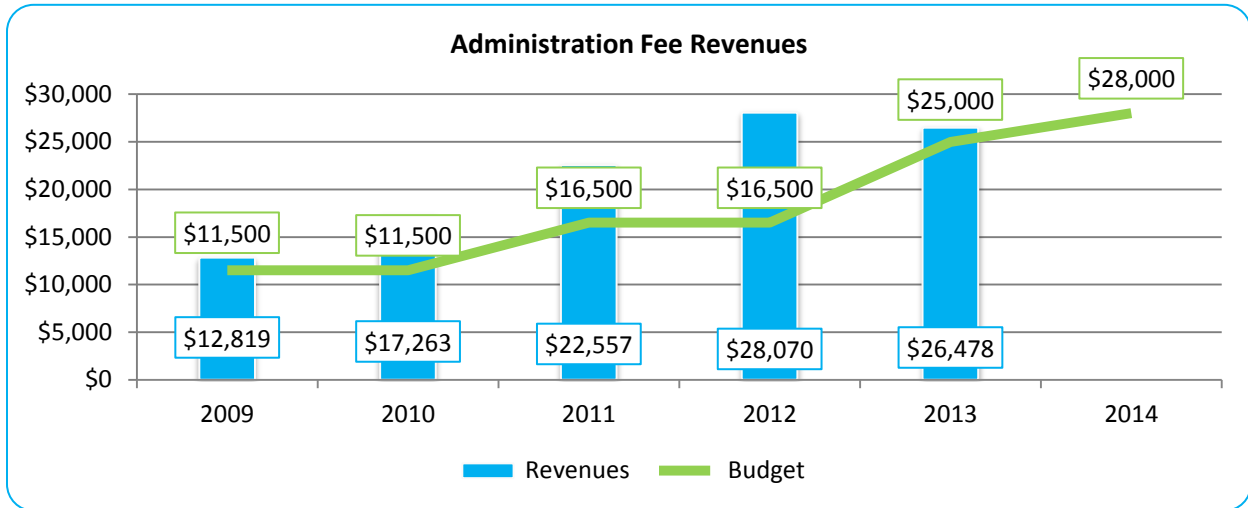
Accessory Apartment Registrations

With the addition of a full-time staff member in late 2011, dedicated to the proactive enforcement of shared-rental housing issues, accessory apartment registrations have significantly increased.



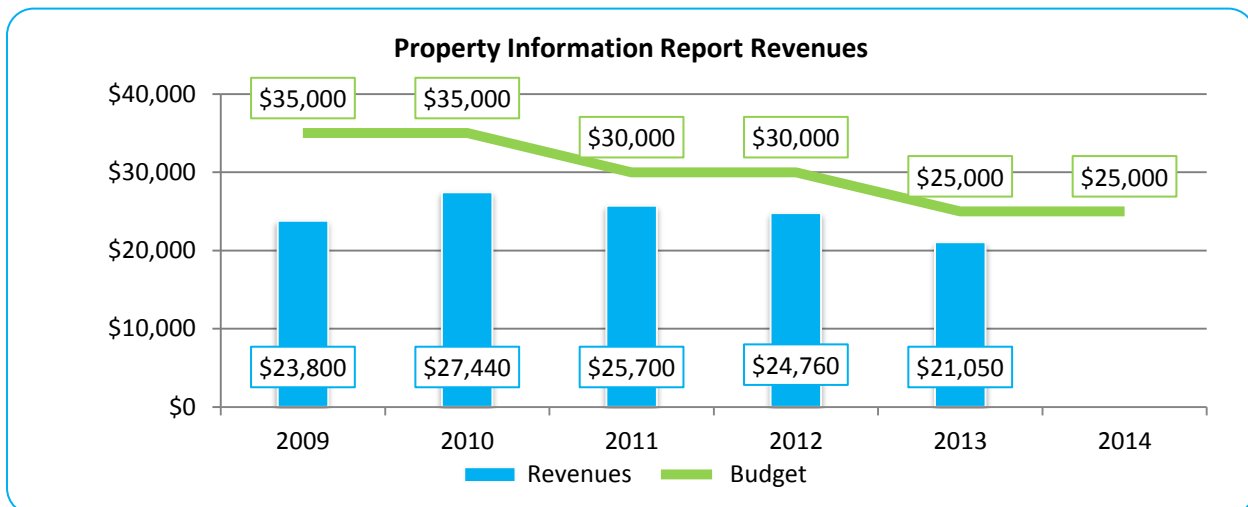
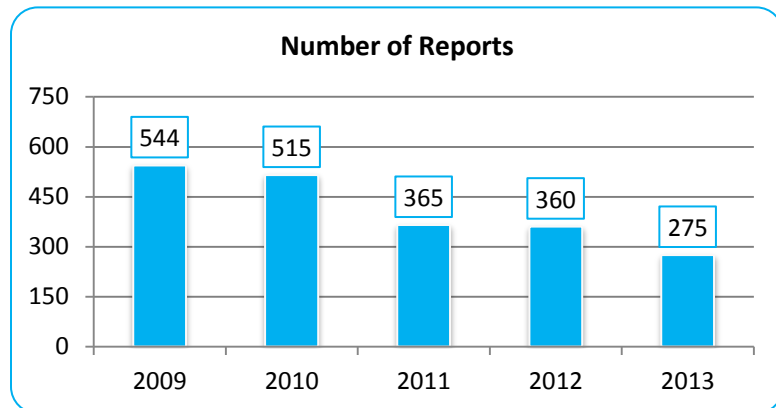
Administration Fees

Administration fees are collected for various services such as zoning opinion letters, sign by-law variance applications and telecommunication tower approval requests.



Property Information Reports

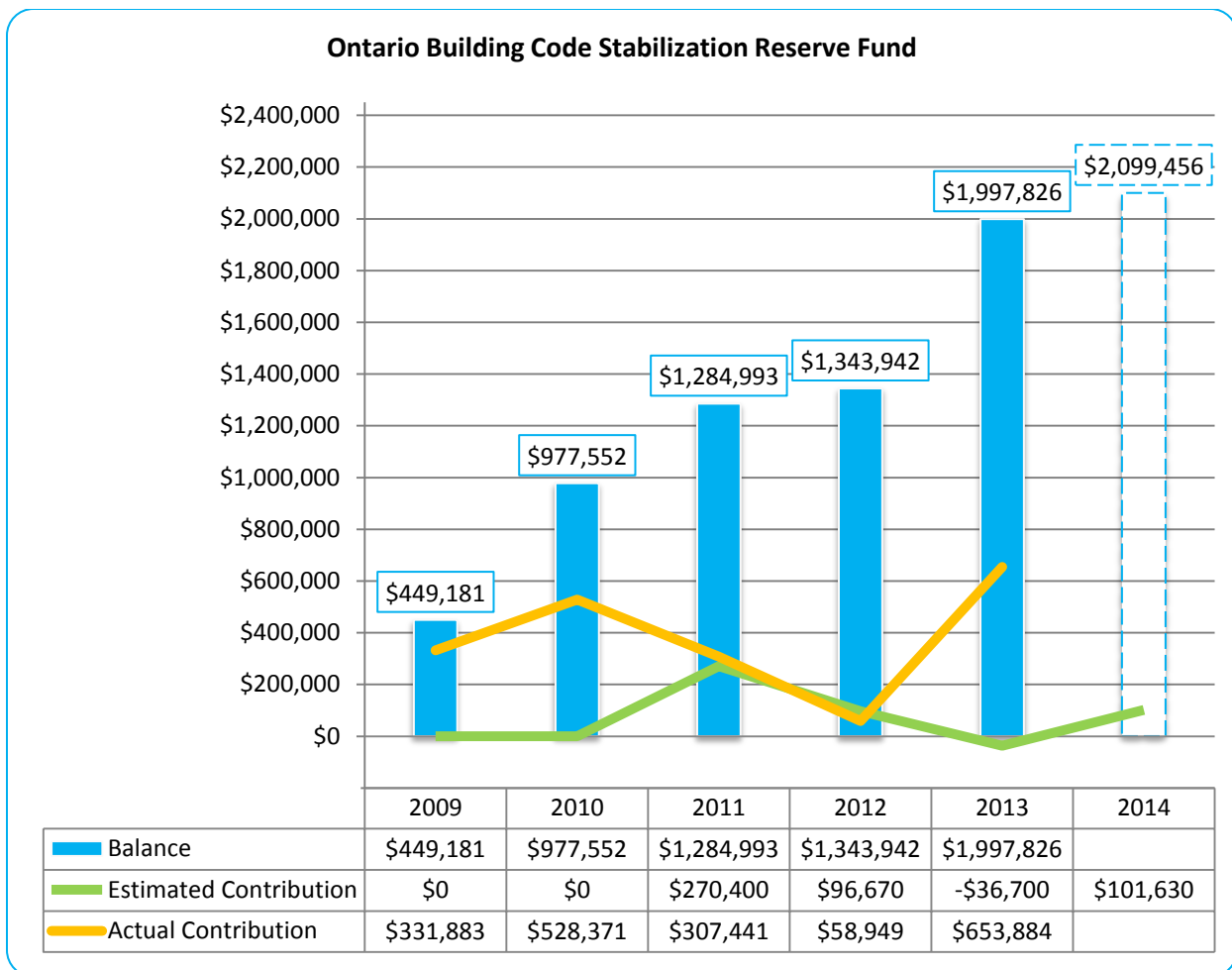
The volume of Property Information Reports has continuously decreased since the late 1990's when Title Insurance was first introduced.



Ontario Building Code Stabilization Reserve Fund

The Building Code Act allows permit fees to be set to cover only the costs associated with the administration and enforcement of the Building Code Act, as well as reasonable contributions to a reserve fund. The reserve fund can be used to offset lean years, implement service enhancements and to cover unexpected expenses related to the administration and enforcement of the Building Code Act.

The balance of the reserve fund shall not exceed the anticipated funding for approximately one year of operation of Building Services for the administration and enforcement of the Building Code Act only (\$2,633,420.26 in 2013). This balance will provide staff with an upper limit to freeze automatic increases and the ability to maintain a healthy reserve fund.



The reserve fund has been utilized in recent years to fund the development of Building Services Online, to offset a deficit situation in the Building Services Enterprise Budget and to fund an Operational Review.