



**The Corporation of the City of Cornwall**  
**Regular Meeting of Council**  
**Report**

Department: CAO  
Report Number: 2021-08-CAO  
Prepared By: Emma Meldrum, Public Information Coordinator  
Meeting Date: April 26, 2021  
Subject: Residential Rental Licensing Public Consultation Results

**Purpose**

To provide Council with the survey results from the Residential Rental Licensing Public Consultation.

**Recommendation**

That Council receive Report 2021-08-CAO.

**Financial Implications**

Advertising, promotion, printing, and mailing cost approximately \$5,000 and was shared by the Public Information, Building and By-law, Social and Housing Services, and Fire Services budgets.

**Strategic Priority Implications**

Council's 2019-2022 strategic priorities identified growing the community's quality of housing stock, including affordable housing, and the strategic plan identifies the creation of a "rental licensing registry to enable a database and adherence to applicable by-laws and standards" as an action item for this goal.

## **Background / Discussion**

On June 8, 2020, Council directed Administration to engage in public consultation regarding a residential rental licensing program and approved the public consultation plan.

On October 13, 2020, Council received a report which included the survey questions, budget, and public consultation timeline.

## **Accessibility Impact**

Engagement opportunities were promoted in both English and French using a variety of formats, in print, by email, and online. The survey was created using plain language. Due to COVID-19 restrictions, no in-person sessions took place. The City's website makes information accessible and available to people who have vision loss, learning disabilities or difficulty getting to public meetings.

## **Survey Details**

The Residential Rental Licensing Survey launched on Monday, October 26, 2020 and remained open until Monday, December 23, 2020 (an extension of one week from the original closure date).

A total 1,457 responses were completed, including 1,426 in English and 31 in French.

The survey was made available online through Cornwall.ca, on social media, and via the City's email newsletter. It was widely shared by news organizations, the Chamber of Commerce, and landlord/tenant groups. Full surveys were printed in the Standard-Freeholder on Saturday, October 31 and in the Seaway News on Wednesday, October 28. Some Social and Housing Services clients received a copy of the survey directly in the mail. Paper copies of the survey were available at City Hall and by request.

Responses:

- 1,415: online
- 37: newspaper
- 5: mailers

The majority of responses were received within the first five days of the survey's launch: 1,086 responses were received from October 26 to 30, 2020.

An in-person engagement event was not possible due to COVID-19 gathering limits.

The link to the City Council report was inaccessible directly via SurveyMonkey. A PDF version of the report was made available on the City's website. Fewer than five residents emailed the City about this, and each was provided with a PDF copy.

Some survey respondents assumed the registry would be a public listing of available rental units.

## Residential Rental Licensing

The City of Cornwall is exploring a Residential Rental Licensing program.

This program would allow the City of Cornwall to register rental units in this community. There is currently limited data on rental units in Cornwall.

Residential Rental Licensing will...

- Assist the fire department's emergency response to multi-unit buildings,
- Assist the by-law department's property standards enforcement response,
- Assist City administration to better understand the availability of housing, and the community's housing needs,
- Ensure residents are benefitting from safe, high-quality housing,
- Ensure landlords meet certain standards to ensure the health and safety of residents is protected,
- Ensure rental units include required essentials such as smoke alarms, plumbing, heating, and water

Your feedback will help City of Cornwall Council and administration. Your answers will be anonymous and considered for internal decision-making efforts only.

Council's 2019-2022 [strategic priorities](#) include creating a "rental licensing registry to enable a database and adherence to applicable by-laws and standards."

Residential Rental Licensing was brought to Council on Monday, June 8, 2020. [Click here to read the report to council.](#)

OK

## Survey Responses

Are you a...

- 451: Landlords with rental units in the City of Cornwall
- 19: Property managers with rental units in the City of Cornwall,
- 698: Tenants residing in the City of Cornwall,
- 289: Residents of the City of Cornwall

The survey was then broken down into three categories, to allow for feedback specific to the respondent type.

### What are the postal codes of your rental units? / What is your postal code?

Postal codes were provided and will be used for internal context only.

Landlords/property managers were asked to indicate the location of their rental units.

### Are you in support of a rental registry?

|        | Landlords/<br>property managers |       | Tenants |       | Other (residents) |       | Total |       |
|--------|---------------------------------|-------|---------|-------|-------------------|-------|-------|-------|
| Yes    | 27                              | 7%    | 237     | 61.2% | 123               | 31.8% | 387   | 36.1% |
| No     | 250                             | 55.8% | 130     | 29%   | 68                | 15.2% | 448   | 41.8% |
| Unsure | 55                              | 23.3% | 146     | 61.9% | 35                | 14.8% | 236   | 22.1% |
| Total  | 332                             | 31%   | 513     | 47.9% | 226               | 21.1% | 1,071 |       |

### Please explain. (see attached)

|                      | Landlords/<br>property managers |       | Tenants |       | Other (residents) |       | Total |       |
|----------------------|---------------------------------|-------|---------|-------|-------------------|-------|-------|-------|
| Cost                 | 159                             | 50%   | 96      | 22.6% | 37                | 17.9% | 292   | 30.7% |
| Time/<br>bureaucracy | 25                              | 7.9%  | 0       | 0%    | 0                 | 0%    | 25    | 2.6%  |
| More info<br>needed  | 23                              | 7.2%  | 70      | 16.5% | 19                | 9.1%  | 112   | 11.8% |
| Negative**           | 76                              | 23.9% | 26      | 6.1%  | 34                | 16.3% | 136   | 14.3% |
| Positive*            | 16                              | 5%    | 185     | 43.5% | 110               | 52.9% | 311   | 32.7% |
| Undefined            | 19                              | 6%    | 48      | 11.3% | 8                 | 2.8%  | 75    | 7.9%  |
| Total                | 318                             | 33.4% | 425     | 44.7% | 208               | 21.9% | 951   |       |

\*Positive = in support of rental registry

\*\*Negative = against a rental registry

### How would you rate the quality of your rental unit?

|                                   | Landlords/<br>property managers |       | Tenants |       | Total |       |
|-----------------------------------|---------------------------------|-------|---------|-------|-------|-------|
| Very safe and well-maintained     | 319                             | 96%   | 253     | 49.3% | 572   | 67.7% |
| Somewhat safe and well-maintained | 13                              | 4%    | 190     | 37%   | 203   | 24%   |
| Very unsafe and poorly maintained | 0                               | 0%    | 70      | 13.7% | 70    | 8.3%  |
| Total                             | 332                             | 39.3% | 513     | 60.7% | 845   |       |

### Would you object to a small administrative fee for registration in the rental registry?

|        | Landlords/<br>property managers |       |
|--------|---------------------------------|-------|
| Yes    | 272                             | 81.9% |
| No     | 43                              | 13%   |
| Unsure | 17                              | 5.1%  |
| Total  | 332                             |       |

### Please suggest an appropriate fee.

|           | Landlords/<br>property managers |       |
|-----------|---------------------------------|-------|
| 0         | 222                             | 71.9% |
| 1-99      | 31                              | 10%   |
| 100+      | 4                               | 1.3%  |
| Undefined | 52                              | 16.8% |
| Total     | 309                             |       |

### How many units are in your building(s)? Check all that apply if you have multiple buildings.

|       | Landlords/<br>property managers |       |
|-------|---------------------------------|-------|
| 1-2   | 230                             | 62.3% |
| 3-6   | 92                              | 24.9% |
| 7-10  | 21                              | 5.7%  |
| 11+   | 26                              | 7.1%  |
| Total | 369                             | %     |

### What is the average length of residency by your tenants?

|                      | Landlords/<br>property managers |       |
|----------------------|---------------------------------|-------|
| One year or less     | 12                              | 3.6%  |
| One to three years   | 142                             | 42.8% |
| More than four years | 178                             | 53.6% |
| Total                | 332                             |       |

### How long have you been in your current rental?

|                      | Tenants |       |
|----------------------|---------|-------|
| One year or less     | 113     | 22%   |
| One to three years   | 188     | 36.7% |
| More than four years | 212     | 41.3% |
| Total                | 513     |       |

**Please provide any additional feedback here regarding Residential Rental Licensing.** (see attached)

### Next Steps

Administration's recommendations on next steps will follow in a future report. Staff have been meeting regularly to consolidate information and discuss options, which will be outlined in the upcoming report.

|                      |  |
|----------------------|--|
| Document Title:      | Residential Rental Licensing Public Consultation Results - 2021-08-CAO.docx  |
| Attachments:         | <ul style="list-style-type: none"><li>- English - residents.pdf</li><li>- English - tenants_Redacted.pdf</li><li>- English - landlords-managers_Redacted.pdf</li><li>- French - all responses_Redacted.pdf</li></ul> |
| Final Approval Date: | Apr 21, 2021   |

This report and all of its attachments were approved and signed as outlined below:

**Mark A. Boileau - Apr 21, 2021 - 4:23 PM**

**Maureen Adams - Apr 21, 2021 - 5:34 PM**