



## Rental Housing Licensing Inquiry: Waterloo

### Organization/advocate survey

The Ontario Human Rights Commission (OHRC) is inquiring into whether the new rental housing licensing bylaw in Waterloo creates discriminatory barriers to housing for people, contrary to the Ontario *Human Rights Code*. The OHRC has prepared surveys for landlords, tenants, and organizations (community groups, advocates, service providers, etc.) to complete. They are available online at: **[www.ohrc.on.ca](http://www.ohrc.on.ca)**.

Surveys must include your name, city and contact information (either a telephone number or email address). This lets us follow up on the information collected. Anonymous submissions cannot be accepted, but all personal information will be kept confidential as required by the *Freedom of Information and Protection of Privacy Act*. Only your survey responses may be included in a public report.

**NOTE: By completing this survey, you are agreeing to our collection and use of your survey responses, while protecting your personal information, as described above.**

#### The Waterloo bylaw

As of April 1, 2012, rental housing will be subject to licensing. Bedrooms in rental units must have seven square metres per person. Any rental unit with more than four bedrooms will be classified as a lodging house. Lodging houses must be at least 150 metres apart. In rental units with four (4) or fewer bedrooms, no more than 40% of the unit's gross floor area can be bedrooms (or no more than 50% in the case of owner-occupied units.) Some types of housing are exempt from licensing, such as student residences, apartment buildings and group homes.

1. Name (**required**): \_\_\_\_\_  
Alternate contact (if any): \_\_\_\_\_
2. Organization name (**required, if applicable**):  
\_\_\_\_\_
3. Contact information (**required**) – telephone and/or email:  
\_\_\_\_\_

4. What is your organization's mandate?

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5. Does your organization help clients to find housing? ☐ YES ☐ NO

6. People who rent housing are protected from discrimination and harassment based on their age, family status, disability, race, sexual orientation, receipt of public assistance, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy and gender identity) and marital status.

- **Please describe the clients that you serve in relation to the grounds listed above** (for example, seniors, persons with disabilities, Aboriginal people, immigrants and refugees, youth, etc.)

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7. What age group(s) do your clients belong to? (check all that apply)

- ☐ 18 – 30 years
- ☐ 31 – 54 years
- ☐ 55 years or older

8. Which range most accurately describes your clients' annual incomes:

- ☐ Under \$22,000
- ☐ \$22,001 – \$40,000
- ☐ Over \$40,000

9. List your clients' source(s) of income (paid work, ODSP, OSAP, Ontario Works, etc)

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10. What kind(s) of housing are your clients/service users renting now (for example, house, sublet room, basement apartment, apartment in a subdivided house, room in house or lodging house, student residence, etc.)?

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11. Has your organization heard any reports of changes in rental accommodations because of the new licensing bylaw? For example:
- a. Someone will have to move out because they can't have as many people sharing an apartment or house? ☐ YES ☐ NO
  - b. One of the rooms in an apartment or a house can no longer be used as a bedroom? ☐ YES ☐ NO
  - c. Someone shares a bedroom now, but can't in future? ☐ YES ☐ NO
  - d. People have to move out because their landlord can't get a licence?  
☐ YES ☐ NO
  - e. People risk losing their housing because they have to pay more in rent?  
☐ YES ☐ NO
  - f. Other (please explain): \_\_\_\_\_

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12. Comparing this year to last year, have you noticed that it is more challenging:
- a. For 2 people to find rental housing where they can share a bedroom?  
☐ YES ☐ NO
  - b. For people to find rental housing in lodging houses (houses with more than 5 rooms for rent)? ☐ YES ☐ NO
  - c. For people to find rental housing in houses with 5 bedrooms or less?  
☐ YES ☐ NO
  - d. For university students to find rental housing close to their school?  
☐ YES ☐ NO
  - e. For people to find new housing in the neighbourhood of their choice?  
☐ YES ☐ NO
  - f. For people to remain in housing in the neighbourhood of their choice?  
☐ YES ☐ NO

13. What factors (cost, availability, etc.) make the tasks that you selected in question 12 more challenging:

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14. Have you heard that your clients are having difficulty getting housing based on one of the grounds listed in the Ontario *Human Rights Code*? (See question 6). If yes, please describe:\_\_\_\_\_

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15. Have you heard negative comments about renters, or your client group(s) specifically as renters, from landlords, neighbours or elsewhere? Please describe:\_\_\_\_\_

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16. Were you aware of the licensing bylaw before you received this survey?

☐ YES

☐ UNSURE

☐ NO (Skip to Question 19)

- If yes, how/where did you hear about it?

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17. If yes, did you understand how it would impact the people your organization serves?      ☐ YES      ☐ NO      Comments?

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18. Did the city consult with you before enacting the bylaw?

☐ YES    ☐ NO

- If yes, how and when were you consulted?

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19. Do you have any other experiences or thoughts about the licensing bylaw that you would like to share?

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We may wish to contact you for more information. Please check this box if you DO NOT wish us to do so

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**Thank you for completing this survey.**

**Please return your completed survey by April 15, 2012 to:**  
**Rental Housing Licensing Inquiry**  
**Ontario Human Rights Commission**  
**180 Dundas Street West, 9th Floor**  
**Toronto, Ontario,**  
**M7A 2R9**

This inquiry and survey are authorized under sections 29 and 31 of the *Human Rights Code*. If you have any questions about this survey, please contact Jacquelin Pegg, OHRC Inquiry Analyst, telephone 416-326-9501.

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