

Hamilton Safe Apartment Buildings Program

Building Owner Guide

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Document Version History

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Contact Information

Hamilton Safe Apartment Buildings Program
City of Hamilton, Licensing and By-law Services Division
330 Wentworth Street North
Hamilton, ON L8L 5W3

Phone: 905-546-2782 option 1

Email: SafeApartments@hamilton.ca

For the most up-to-date information, visit: hamilton.ca/SafeApartments

About This Guide

This guide provides apartment building owners and operators with an overview of the [Safe Apartment Buildings By-law 24-054](#), describing how to register an apartment building and how to ensure compliance with the By-law after building registration. Property owners and operators should review the By-law and consider seeking legal or other professional advice with respect to their compliance.

In addition to the requirements of the Safe Apartment Buildings By-law, property owners shall at all times ensure that an apartment building complies with all applicable laws, including, but not limited to, applicable public health regulations, the Ontario Building Code, the Ontario Fire

Code, and the City of Hamilton's Property Standards By-law No. 23-162 and Vital Services By-law 23-161.

In the event of conflict between this handbook and the Safe Apartment Buildings By-law or any other applicable by-law or legislation, the Safe Apartment Buildings By-law or the applicable by-law or legislation applies.

Program Overview / About the By-law

The Safe Apartment Buildings By-law applies to Apartment Buildings in Hamilton with two (2) or more storeys and six (6) or more rental units.

The Safe Apartment Buildings By-law does not apply to:

- Condominiums
- Long-term care homes
- Licensed residential care facilities
- Licensed retirement homes
- Lodging homes
- Housing cooperatives

Program Fees

Registration and renewal fees are due annually as part of the building registration process and must be paid in full upon registration. All fees (including applicable Audit, Evaluation, and Inspection fees) are subject to yearly increases in accordance with the City's User Fees By-law.

Registration Fee

2026 Registration fee per residential unit	\$60 (plus HST)	annual
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Audit Fee

2026 Audit administration fee*	\$2,123 (plus HST)	per audit
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* Audit fees applicable only to buildings which receive an evaluation score of 50% or less

Step 1: Building Registration

How to Register

Under the City of Hamilton's Safe Apartment Buildings By-law 24-054, every apartment building with two (2) or more storeys and six (6) or more rental units must be registered.

The following information or documents must be provided through the Safe Apartment Buildings online registration form:

- Name and contact information (address, email address and telephone) of the Building Owner, Secondary Contact, Building Operator and Property Manager (as applicable);
- Legal description of the property;
- If the building is owned by a partnership,
 - o The registered partnership number;
 - o Business name; and,
 - o Contact information of each partner, including full name, mailing address, email address and phone number.
- If the building is owned by a corporation:
 - o The registered corporation number;
 - o Business name;
 - o Head office address;
 - o Contact information of each director or officer, including full name, mailing address, email address and phone number;
 - o Articles of incorporation;
 - o A copy of the last initial notice or notice of change which has been filed with the provincial or federal government;
 - o A certificate of status issued by the ministry of government and consumer services; and,
 - o Contact information of each partner, including full name, mailing address, email address and phone number.
- A description of the Apartment Building, year of construction, the number of rental units and their sizes or number of rooms, and a summary of other building features or amenities, including security features;
- Proof of general liability insurance for the Apartment Building with a minimum per occurrence limit of \$2,000,000;
- Copies of each Plan (Integrated Pest Management, Waste Management, Cleaning, State of Good Repair, Electrical Maintenance, and Vital Service Disruption) as described in the Safe Apartments Building By-law 24-054; and,
- If the registration is completed by anyone other than the Building Owner, a letter from the Building Owner must be included to confirm the legitimacy of the registration.

A sample registration form is available for reference only at: hamilton.ca/SafeApartments

Questions about the registration process can be sent to: SafeApartments@hamilton.ca

Please note:

- The City will provide written communication about the building registration and schedule the building evaluation using the primary contact's email address provided on the registration form. Ensure the email address is valid and kept up to date.
- If multiple apartment buildings are owned by the same owner, each building must be registered separately.
- Failing to register or providing false, inaccurate, misleading, or incorrect information is a violation of the Safe Apartments Building By-law 24-054 and may result in a fine or penalty.

- The City of Hamilton must be notified in writing of any changes to the building registration details or ownership of the building within seven (7) days.

Paying the Registration Fee

An invoice for the building registration fee (based on the number of rental units in the building) will be generated and emailed to the primary contact after the building registration is complete.

In person payments (credit card, cash or cheque) can be made Monday to Friday, from 8:30 am to 4:30 pm at:

Business Licensing
City Hall, 1st Floor
71 Main Street West
Hamilton, ON

Or Monday and Wednesday, from 8:30 am to 4:30 pm at:

Licensing and By-Law Services
330 Wentworth Street North
Hamilton, ON

Plans

The Safe Apartments Building By-law 24-054 requires Plans to be created for each apartment building to establish minimum maintenance standards and ensure building conditions are adequately sustained or improved over time. The required Plans are:

- Integrated Pest Management
- Waste Management
- Cleaning
- State of Good Repair
- Electrical Maintenance
- Vital Service Disruption

In addition to creating the required Plans, the Safe Apartments Building By-law 24-054 also requires building owners, operators, or landlords to:

- Use or retain the services of a certified tradesperson where required by law for servicing heat, ventilation, air conditioning, plumbing, etc.
- Create and keep records of all maintenance activities to demonstrate the Plans are followed.
- Provide copies of the Plans to tenants upon request or before repairs or treatments are done.

Integrated Pest Management Plan

The building's Integrated Pest Management Plan must outline the responsibilities of both building owner, operators or landlords and tenants in preventing and managing pest infestations. "Pests" include: any mouse, rat, ant, bed bug, flea, wasp, hornet, cockroach or any

other rodent, insect or otherwise that the City of Hamilton considers to be a pest. A domesticated mouse or rat is not considered a pest.

The Integrated Pest Management Plan should include information about:

- Preventative inspections performed on a quarterly basis each year.
- Actions to be taken within 72 hours of receiving a Tenant Service Request related to a suspected infestation.
- Standard treatment activities to be used in the event of an infestation of each type of pest.
- Preventative measures to prevent spread of pests to other units and a re-inspection within 15-30 days after a treatment is completed.
- Record keeping of all inspection and treatment activities.
- How tenants will be provided copies of the Integrated Pest Management Plan before their rental unit or a common area of the building receives treatment for a pest infestation.

Provide a copy of the Integrated Pest Management Plan along with any relevant educational materials to all tenants to ensure they understand their responsibilities in preventing pest infestations.

Building owners, operators or landlords should ensure that tenants:

- Submit Tenant Service Request as soon as they observe or suspect a pest infestation, or conditions likely to cause an infestation.
- Avoid creating conditions that may attract or harbour pests.
- Treat fleas, lice or ticks on any pets or animals under their care.

Waste Management Plan

The building's Waste Management Plan must describe how the City of Hamilton's requirements for garbage, recycling, organic, bulk, and other waste types will be met. The Plan demonstrates how building owners, operators or landlords will comply with the Property Standards By-law 23-162 and the Solid Waste Management By-law 20-221.

The Waste Management Plan must include details about:

- Collection dates and times for garbage, recycling, organic and other types of waste.
Note: City of Hamilton waste collection staff or contactors do not operate before 7am and are usually done by 6pm. Set out waste materials at the designated area between 7pm on the evening before and before 7am on the building's collection day. To comply with the Noise By-law, no loading activities should be conducted after 10pm or before 7am.
- The location of the building's waste sorting areas, bins, and receptacles in and around the building.
- The process for dealing with bulk waste, debris, excess garbage, recycling, or other waste between collections, such as how waste is stored between collections.

Information about the building's other waste management features such as waste chutes and loading areas can also be included in the Plan, if applicable.

Posters must be placed in common areas of the building to show the location of the building's waste sorting areas and how materials should be sorted. Sample materials may be available at hamilton.ca/apartmentwaste.

Buildings constructed or approved for construction after November 2021 must also adhere to the City of Hamilton's Waste Requirements for Design of New Developments and Collection. More information about the City of Hamilton's requirements and guidelines for waste collection is available online at hamilton.ca/apartmentwaste or email wasteeducation@hamilton.ca.

Cleaning Plan

The Cleaning Plan describes how a minimum standard of cleanliness will be maintained throughout the building. The Cleaning Plan must include details about:

- An inspection schedule setting out the nature and frequency of inspections for cleanliness in the apartment building and building common areas.
- A cleaning schedule setting out the nature and frequency of cleaning services for all common areas in and around the apartment building.
- A process to address unexpected health or safety hazards that require cleaning of any part of a building common area.

State of Good Repair Plan

The building's State of Good Repair Plan is a comprehensive five-year forecast of capital and common building element repairs and improvements.

Capital and common elements that should be included in the State of Good Repair Plan are (but are not limited to):

- Roofs
- Elevators
- Building facades
- Windows
- Major mechanical and air treatment systems
- Garages
- Interior flooring and wall finishes
- Balconies
- Guardrails
- Stairwells and stairwell handrails
- Building access and emergency exit doors

Appendix 1 shows a sample State of Good Repair Plan template.

Electrical Maintenance Plan

Create an Electrical Maintenance Plan to be implemented in collaboration with an electrical contractor who has a valid ECRA/ESA Electrical Contractor licence issued by the ESA.

Resources can be found online on the Electrical Safety Authority (ESA) website:
<https://esasafe.com/business-and-property-owners/aging-multi-unit-residential-buildings/>

Vital Service Disruption Plan

The City of Hamilton's Vital Services By-law 23-161 requires property owners or landlords to provide an adequate and suitable supply of Vital Services to each Rental Unit. Vital Services include:

- Hot and cold water (continuous and uninterrupted supply of potable water, of at least 43 degrees Celsius (for the hot water), of sufficient quantity for normal use in kitchen, laundry, and bathroom facilities
- Fuel
- Electricity
- Gas
- Heat (minimum of 20 degrees Celsius between the 15th day of September and the 15th day of May)

A situation where any of the services listed above is unavailable to tenants is considered a vital service disruption. Vital service disruptions may result in:

- Tenants sheltering in place in the building without access to vital services
- A partial or full evacuation of the building

Create a Vital Service Disruption Plan for events where the supply of Vital Services to any rental units is disrupted for planned or unplanned reasons. The Vital Service Disruption Plan should include details about how disruptions will be communicated to tenants and preventative measures and processes to address potential disruptions.

Appendix 2 shows a sample Vital Service Disruption Plan template.

Addition Relevant Information: Fire Safety and Emergency Preparedness

The Ontario Fire Code (O. Reg. 213/07) includes additional requirements that building owners and operators should be aware of depending on the size of the apartment building. **Appendix 3** shows a list of applicable requirements. More information about the Ontario Fire Code, and fire safety and prevention in apartment buildings can be found online hamilton.ca/fireprevention or by emailing fire.prevention@hamilton.ca.

The City of Hamilton also provides resources to assist Hamilton residents prepare for emergencies where regular services and utilities may not be available. Review the online materials and share relevant information with apartment building tenants:
<https://www.hamilton.ca/home-neighbourhood/emergency-services/emergency-preparedness>.

Step 2: Comply with the By-law after Registering

Upon registering an apartment building under the Safe Apartments program, every building owner, operator, and landlord is responsible for ensuring the building remains in compliance with the By-law.

Appendix 4 shows a detailed list of compliance requirements that must be completed after registering the building.

Changes in Ownership

If building ownership or details related to building registration change, the building owner, operator, or landlord must provide written notice to the City within seven (7) days of the change being made.

To update your information, email SafeApartments@hamilton.ca or call 905-546-2782 option 1.

New building owners are required to complete the building registration and pay the required annual fee when they take over ownership of the building.

Restriction on Renting Vacant Units

Before advertising a vacant rental unit or offering the unit to new tenants, the building owner, operator, or landlord must ensure that the rental unit:

- Meets the minimum maintenance standards found in the City of Hamilton's Property Standards By-law 23-162
- Has an adequate and suitable supply of Vital Services
- Is clear and free of pests or suspected pest infestations

Voluntary List of Tenants Needing Special Assistance

Each building owner, operator or landlord must keep a list of tenants who may require additional assistance during building evacuations, elevator disruptions or temporary disruptions of Vital Services. Tenants may choose to voluntarily self-identify as needing assistance.

The existence and purpose of the list must be advertised on the Tenant Notification Board, along with information about how tenants can request to be added to the list. The names and other personal information about tenants who are on the list should not be posted to the Tenant Notification Board.

Appendix 5 shows a sample Tenant Assistance Form template.

Tenant Service Requests

The Safe Apartments Building By-law 24-054 requires the building owner, operator, or landlord to establish a process to receive and respond to Tenant Service Requests. Tenant Service Requests are a tool for tenants to communicate with the Building Owner about any concerns with their rental unit or the apartment building.

Responses or follow-up actions to Tenant Service Requests should be based on the following timeframes:

Type of Request	Description/example	Required Response Time
Urgent	Loss or interruption to Vital Services. Breach of security of a rental unit or the apartment building.	Within 24 hours of the request being made

Non-urgent	Requests relating to repairs, graffiti, long grass and weeds, litter, waste, etc.	Within 5 days of the request being made
Pests	Tenant observed pests or evidence to suspect a pest infestation	Inspection required within 72 hours of the request being made

Appendix 6 shows a sample Tenant Service Request template.

Records of all Tenant Service Requests received, and the actions taken to address the request must be kept for 30 months from the date the record was created.

Implementing the Plans

Failing to implement any of the Plans will result in fines or penalties for non-compliance with the Safe Apartments Building By-law 24-054 or other related municipal by-laws.

Retaining Certified Tradespersons and Licensed Professionals

In addition to creating and implementing the required Plans, the Safe Apartments Building By-law 24-054 also requires building owners, operators, or landlords to:

- Use or retain the services of a certified tradesperson where required by law for servicing heat, ventilation, air conditioning, plumbing, etc.
- Retain a pest management operator or exterminator licensed by the Ministry of Environment to conduct all pest extermination or elimination activity.

In some cases, minor repairs, or maintenance activities for plumbing or electrical issues or some pest prevention activities may be completed without a licensed contractor, tradesperson or professional. Building owners are responsible for reviewing the relevant legislation and seeking legal advice before completing maintenance activities or minor repairs without a licensed contractor, tradesperson or professional.

Record Keeping

The building owner, operator or landlord must create and maintain records of all activities related to implementation and administration of the Plans and Tenant Service Requests. Municipal Law Enforcement Officers will inspect all records as part of the Building Evaluation or Audit to confirm compliance with the Safe Apartments Building By-law 24-054. Records must be kept and stored in a secure and accessible manner for at least 30 months from the date the record was created.

Tenant Notification Board

The building owner, operator or landlord must install a notification board in a central and prominent location inside the apartment building, such as a common area or other area where it is easily viewed by all tenants and prospective tenants. Digital display boards and QR codes can be used to direct tenants to information or resources that are available online.

Tenants must be made aware that they are able to access certain documents or information provided by the City of Hamilton about tenant support resources and City air-conditioned locations in multiple languages. The City of Hamilton's website can be translated into 51 languages using Google Translate. This service makes City information available on Hamilton.ca available to residents and visitors who speak other languages. The City of Hamilton assumes no responsibility for the accuracy of translations provided by Google Translate, as a third-party tool translations may include errors or inconsistencies. For more information, visit: hamilton.ca/translate

A detailed checklist of documents and information that must be posted on the Tenant Notification Board is included in **Appendix 7**.

Building Evaluations

Purpose

Once building registration is complete, Municipal Law Enforcement Officers from the Rental Compliance section will visit the building to inspect:

- The condition of exterior and interior common areas
- Building maintenance and cleaning practices
- Health, safety, and security
- Customer service practices
- Overall compliance with City by-laws

Officers will identify deficiencies and, if required, issue orders to comply identifying the required repairs or modifications.

Scoring

During the evaluation, Officers will assign a score for maintenance practices and standards using evaluation criteria and a scoring formula developed by the City of Hamilton. Building evaluation scores will be posted at each building on the Tenant Notification Board and made available to the public online.

Evaluation scores define when subsequent evaluations will take place:

- Buildings with an evaluation score of 85% or higher will be evaluated 3 years from the evaluation date.
- Buildings with an evaluation score of 51-84% will be evaluated 2 years from the evaluation date.
- An audit is triggered when a building scores 50% or lower.
- An audit can also be triggered independent of the score if determined necessary by a Municipal Law Enforcement Officer.

Scheduling

The primary building contact will be notified in advance of the evaluation date and time. The building owner, property manager, building superintendent or other individual with authority to

act on behalf of the owner must be on-site during the building evaluation to provide building access to Municipal Law Enforcement Officers.

Building Audits

A comprehensive building audit is triggered when a building receives a failing score (50% or lower) during the building evaluation. Building owners and tenants will receive notice of the audit date 30 days before it is scheduled to take place.

A comprehensive audit inspection will take place at the property, and engagement with tenants will occur via “door knocking” and any property standards violations identified in building common areas and in rental units would be subject to progressive enforcement such as Orders to Comply and/or fines.

Related Legislation and By-laws

Municipal By-laws

Search for the current version of each by-law: <https://www.hamilton.ca/city-council/by-laws-enforcement/search-by-laws>.

Adequate Heat By-law 04-091 requires an air temperature of at least twenty degrees Celsius (20°C) in all habitable spaces, by a safe, operable, and permanent heating appliance capable of maintaining that temperature.

Business Licensing By-law 07-170 permits the City to licence and regulate various businesses in Hamilton, including Schedule 29: Trades describing which activities must be completed with a License and which activities or persons do not require a License and Schedule 32: Short-Term Rentals describing the responsibilities of property owners if tenants operate a short-term rental in their rental unit.

Fire Route By-law 01-217 establishes fire routes along private roadways for emergency vehicle access to private property in the event of fire or emergency and prohibits vehicles from stopping or parking on a fire route.

Noise Control By-law 11-285 prohibits unreasonable noise that is likely to disturb residents unless an exemption permit has been granted.

Property Standards By-law 23-162 requires property owners to maintain and repair the interior and exterior of their property to protect the health and safety of building occupants and the public.

Public Nuisance By-law 20-077 prohibits behaviors that constitute a public nuisance, such as anything that is injurious to health, indecent, offensive to any of the senses or results in the loss of enjoyment of normal use of property.

Renovation Licence and Relocation By-law 24-055 requires landlords to apply for a renovation licence within seven days of serving an N13 notice to tenants to vacate their rental

unit for extensive repairs or renovation. More information can be found online at:
www.hamilton.ca/rentalrenollicence.

Responsible Animal Ownership By-law 12-031 describes the responsibilities of animal owners to keep animals in a manner that does not protect people or animals.

Smoking in Public Places and Workplaces By-law 02-054 prohibits smoking and vaping in certain environments including common areas in apartment buildings. Questions can be sent to tobacco@hamilton.ca.

Snow Removal By-law 03-296 requires snow and ice to be removed or cleared from sidewalks surrounding the property within 24 hours following a winter storm event.

Solid Waste Management By-law 20-221 regulates collection of acceptable waste at all eligible property types in the city of Hamilton, including multi-residential properties.

Vital Services By-law 23-161 requires landlords to provide an adequate and suitable supply of Vital Services (fuel, electricity, gas, adequate and suitable heat, adequate and suitable supply of hot water and an adequate and suitable supply of water) to a rental unit unless the tenant has expressly agreed to obtain and maintain Vital Services.

Yard Maintenance By-law 10-118 requires every owner or occupant of property to keep the yard of their property clean and clear of overgrown vegetation, noxious weeds, inoperative vehicles/machinery, graffiti, litter, or waste.

Provincial Legislation

O. Reg. 163/24: Building Code recent updates established new criteria for fire safety, occupant safety, accessibility and other building design elements that may impact apartment buildings. Questions about apartment building owners' responsibilities under the Ontario Building Code can be sent to building@hamilton.ca.

O. Reg. 213/07: Fire Code requires the building's life safety devices to be kept in effective operating condition. The landlord or property owner's responsibilities include regular inspections, testing and addressing problems or complaints when reported by tenants. Tenants are prohibited from the building's disabling life safety devices and must notify the landlord or property owner when they become aware a life safety device is not operating properly. Questions about apartment building owners' responsibilities under the Ontario Fire Code can be sent to fire.prevention@hamilton.ca.

Residential Tenancies Act, 2006 provides protection for residential tenants from unlawful rent increases and unlawful evictions and establish a framework for the regulation of residential rents, balancing the rights and responsibilities of both landlords and tenants and provides processes to resolve disputes. Questions about tenant and landlord rights and responsibilities under the RTA can be sent to tenantsupport@hamilton.ca.

Smoke Free Ontario Act, 2017 prohibits smoking of tobacco and cannabis, and use of electronic cigarettes (containing any substance) in public spaces including Indoor common

areas in condos, apartment buildings and university/college residences. Questions can be sent to tobacco@hamilton.ca.

Accessibility for Ontarians with Disabilities Act, 2005 prohibits smoking of tobacco and cannabis, and use of electronic cigarettes (containing any substance) in public spaces including Indoor common areas in condos, apartment buildings and university/college residences. Questions can be sent to tobacco@hamilton.ca.

Appendices

The sample templates provided in this guide are to be used for guidance purposes only. Existing plans, standard operating procedures, or policies already in place can continue to be used as long as they align with all requirements of the Safe Apartment Buildings By-law. It is recommended that apartment building owners review the complete By-law and seek independent legal advice where required. A copy of the By-law along with other relevant City of Hamilton by-laws can be viewed at <https://www.hamilton.ca/city-council/by-laws-enforcement/search-by-laws>.

Appendix 1: SAMPLE State of Good Repair Plan

Safe Apartment Buildings By-law 24-054 s. 54-58 requires the building owner to have a State of Good Repair for each building that includes a comprehensive 5 year forecast of capital and common element repairs and improvements.					
APARTMENT BUILDING INFORMATION					
ADDRESS:					
CITY:					
PROVINCE:		POSTAL CODE:			
PLAN DETAILS					
DATE PLAN CREATED:					
CAPITAL OR COMMON ELEMENT:	YEAR INSTALLED:	DESCRIBE CURRENT CONDITION:	MOST RECENT INSPECTION OR REPAIR DATE:	NEXT INSPECTION OR REPAIR DATE:	ANTICIPATED ACTIVITIES:
Roof					
Elevators					
Building façade					
Windows					
Major mechanical and air treatment systems					
Garage					
Interior flooring					
Interior wall finishes					
Balconies					
Guardrails					
Stairwells and stairwell handrails					
Building access and emergency exit doors					
OTHER CONSIDERATIONS					
INFORMATION FOR THE PERSON COMPLETING THIS PLAN					
NAME:					
ADDRESS:					
CITY:					
PROVINCE:		POSTAL CODE:			
EMAIL:		PHONE #:			
ROLE (CHECK ONE):	BUILDING OWNER				
	BUILDING OPERATOR				
	OTHER:				

Appendix 2: SAMPLE Vital Service Disruption Plan

<i>Safe Apartment Buildings By-law 24-054 s. 62-66 requires the building owner to have a Vital Services Disruption plan that shall include preventative measures and processes to address any potential disruptions to Vital Services.</i>			
APARTMENT BUILDING INFORMATION			
ADDRESS:			
CITY:			
PROVINCE:		POSTAL CODE:	
BUILDING CONTACTS IN CASE OF VITAL SERVICE DISRUPTION			
PRIMARY CONTACT			
NAME:			
ADDRESS:			
CITY:			
PROVINCE:		POSTAL CODE:	
EMAIL:		PHONE #:	
SECONDARY CONTACT			
NAME:			
ADDRESS:			
CITY:			
PROVINCE:		POSTAL CODE:	
EMAIL:		PHONE #:	
PREVENTATIVE MEASURES			
WHAT ACTIONS WILL BE TAKEN TO PREVENT PLANNED OR UNPLANNED DISRUPTIONS OF VITAL SERVICES?			
PROCESSES TO ADDRESS POTENTIAL DISRUPTIONS TO VITAL SERVICES			
WHAT ACTIONS WILL BE TAKEN TO RESTORE VITAL SERVICES AS SOON AS POSSIBLE WHEN A PLANNED OR UNPLANNED DISRUPTION OCCURS?			

(continued on next page)

COMMUNICATIONS BEFORE OR DURING DISRUPTIONS			
THE BUILDING OWNER/OPERATOR MUST PROVIDE TENANTS WITH INFORMATION ABOUT PLANNED AND UNPLANNED VITAL SERVICE DISRUPTIONS. PROVIDE CONFIRMATION THAT:			
	NOTICE WILL BE POSTED TO THE TENANT NOTIFICATION BOARD WITHIN TWENTY-FOUR (24) HOURS OF AN UNPLANNED VITAL SERVICE DISRUPTION.		
	NOTICE WILL BE POSTED TO THE TENANT NOTIFICATION BOARD A MINIMUM OF TWENTY-FOUR (24) HOURS PRIOR TO A PLANNED VITAL SERVICE DISRUPTION.		
ADDITIONAL COMMUNICATION METHODS TO UPDATE TENANTS DURING A VITAL SERVICE DISRUPTION:			
	EMAIL		
	PHONE		
	TEXT MESSAGE		
	SOCIAL MEDIA		
	OTHER:		
HOW FREQUENTLY WILL TENANT RECEIVE UPDATES DURING A DISRUPTION AND WHAT DETAILS WILL UPDATES INCLUDE?			
TENANT SUPPORTS			
WHAT SUPPORTS WILL BE PROVIDED TO IMPACTED TENANTS IN THE CASE OF SHELTER-IN-PLACE (WITHOUT ACCESS TO VITAL SERVICES), PARTIAL, OR FULL EVACUATION OF THE BUILDING?			
WHAT ACCOMODATIONS WILL BE MADE AVAILABLE TO TENANTS ON THE VOLUNTARY LIST OF TENANTS REQUIRING ADDITIONAL ASSISTANCE DURING VITAL SERVICE DISRUPTIONS?			
OTHER CONSIDERATIONS			
INFORMATION FOR THE PERSON COMPLETING THIS PLAN			
NAME:			
ADDRESS:			
CITY:			
PROVINCE:		POSTAL CODE:	
EMAIL:		PHONE #:	
ROLE (CHECK ONE):		BUILDING OWNER	
		BUILDING OPERATOR	
		OTHER:	
DATE PLAN CREATED:			

Appendix 3: O. Reg. 213/07: Fire Code

The list below provides a breakdown of applicable requirements that multi-residential building owners would typically need to be aware of depending on the size of their building.

Navigate to the to the indicated Part, Section, Subsection or Article of the Ontario Fire Code to obtain more information: <https://www.ontario.ca/laws/regulation/070213>

Fire Safety Plans

- Subsection 2.8.2 - Fire Safety Plan

Smoke Alarms

- Section 2.13 - Installation of Smoke Alarms
- Article 6.3.2.6. - Testing of interconnected Smoke Alarms
- Subsection 6.3.3. Smoke Alarms — Maintenance and Testing

Carbon Monoxide Alarms

- Section 2.16 - Installation of Carbon Monoxide Alarms
- Subsection 6.3.4. Carbon Monoxide Alarms — Maintenance and Testing

Portable Fire Extinguishers

- Section 6.2 - Portable Extinguishers

Fire Alarm and Voice Communications Systems

- Section 6.3 - Alarm and Voice Communication Systems for Life Safety
- Article 6.3.2.2. - Fire Alarm Systems
- Article 6.3.2.4. - Voice Communication Systems

Standpipe and Hose Systems

- Section 6.4 – Standpipe and Hose Systems

Sprinkler Systems

- Subsection 6.5.1 – Sprinkler Systems - Maintenance and Testing

Emergency Power Systems

- Section 6.7 Emergency Power Systems

Integrated Fire Protection and Life Safety Systems

- Section 6.10 - Integrated Fire Protection and Life Safety Systems

High Buildings (Buildings over 6 storeys)

- Part 7 – Checking, Inspection, Testing, Notification and Maintenance of Fire Emergency Systems in High Buildings

Appendix 4: Compliance Checklist

Upon successfully registering an apartment building with the Safe Apartments program, each building owner, operator, or landlord is responsible for ensuring the building remains in compliance with the By-law.

Check to acknowledge	Owner/Operator's requirement	Relevant section of the By-law
	Notify the City of any change to any information related to building registration or ownership within seven (7) days	11
	Do not rent or offer to rent any vacant units if: - The condition of the rental units does not conform to the minimum maintenance standards prescribed under the City's Property Standards By-law - There are property standards orders issued against that unit - If there is a discontinuance of any Vital Services to that unit - If there is a known presence of pests in that unit	19, 77, 78, 79
	Establish a process for managing Tenant Service requests, including: - A means of receiving requests - A means of maintaining a record of all Tenant Service Requests - Prioritize urgent requests (situations where there is a loss/interruption to Vital Services or a breach of security of a rental unit or apartment building) - Respond to urgent Tenant Service Requests within 24 hours of the request being made - Respond to non-urgent Tenant Service Requests within five (5) days of the request being made	20, 21, 22, 23, 24
	Maintain a contact list of Tenants who have voluntarily chosen to self-identify as requiring assistance	30
	Install a Tenant Notification Board in a central and prominent location in a common area within the building and post recent information on the Tenant Notification Board related to the By-law requirements (see Appendix 7 for detailed requirements)	26, 27, 42, 64
	Use certified tradespersons for servicing heat, ventilation, air conditioning and plumbing systems and licensed pest management operators or exterminators for pest elimination	33, 38, 60
	Follow the Plans created when registering for the Safe Apartment Buildings program: Integrated Pest Management; Waste Management; Cleaning; State of Good Repair; Electrical Maintenance; and, Vital Service Disruption Plan	34, 35, 36, 48, 49, 50, 52, 54, 55, 56, 59, 62, 63, 66
	Create, maintain, and retain records (for at 30 months from the record creation date) of all activities related to Tenant Service Requests or planned and unplanned activities undertaken as part of the Plans	37, 51, 53, 57, 61, 65, 67, 68, 72
	Provide copies of the Plans and the most recent Building Evaluation to any Tenant upon request or whenever a planned or unplanned activity is undertaken as part of a Plan	41, 58, 70, 71
	Provide City staff with access to areas of the apartment building for the purpose of completing an inspection, evaluation, audit or to confirm compliance with any issued orders	73, 74, 75, 76
	Complete registration requirements annually	12, 13

Appendix 5: SAMPLE Voluntary List of Tenants Requiring Special Assistance

<i>Safe Apartment Buildings By-law 24-054 s. 30-31 requires apartment building owners or operators to have and maintain a list of Tenants who may require additional assistance during periods of evacuation, elevator disruption or temporary discontinuance of Vital Services.</i>			
TENANT INFORMATION			
NAME:			
ADDRESS:		UNIT #:	
CITY:			
PROVINCE:		POSTAL CODE:	
EMAIL:			
PHONE #:			
PREFERRED CONTACT METHOD:		PHONE CALL	
		TEXT MESSAGE	
		EMAIL	
		IN PERSON VISIT AT MY RENTAL UNIT	
		OTHER:	
DESCRIPTION OF REQUESTED SUPPORTS OR ASSISTANCE:			
BUILDING OWNER TO COMPLETE THE SECTION BELOW			
WHAT SUPPORTS OR ASSISTANCE WILL BE PROVIDED TO THE TENANT DURING PERIODS OF EVACUATION, ELEVATOR DISRUPTION OR TEMPORARY DISCONTINUANCE OF VITAL SERVICES:			
SIGNATURES			
DATE TENANT ADDED TO THE LIST:			
TENANT SIGNATURE:			
BUILDING OWNER OR OPERATOR SIGNATURE:			
SECTION BELOW TO BE COMPLETED WHEN TENANT IS REMOVED FROM THE VOLUNTARY LIST			
REASON FOR REMOVAL:		DUE TO TERMINATION OF OCCUPANCY	
		OTHER:	
REMOVAL DATE:			
TENANT SIGNATURE:			
BUILDING OWNER SIGNATURE:			

Appendix 6: SAMPLE Tenant Service Request Form

Safe Apartment Buildings By-law 24-054 s. 20-25 requires apartment building owners or operators have a process for managing Tenant Service Requests and a means of maintaining a record of all Tenant Service Requests.

TENANT INFORMATION			
NAME:			
ADDRESS:			UNIT #:
CITY:			
PROVINCE:		POSTAL CODE:	
EMAIL:			
PHONE #:			
PREFERRED CONTACT METHOD:	☐	PHONE CALL	
	☐	TEXT MESSAGE	
	☐	EMAIL	
	☐	IN PERSON VISIT AT MY UNIT	
	☐	OTHER:	
DOES THE REQUEST RELATE TO:	☐	GENERAL REPAIR OR MAINTENANCE (RESPONSE REQUIRED WITHIN 5 DAYS)	
	☐	BUILDING OR UNIT SAFETY OR SECURITY (RESPONSE REQUIRED WITHIN 24 HOURS)	
	☐	LOSS OF ELECTRICITY, HOT/COLD WATER, HEAT, GAS, ETC. (RESPONSE REQUIRED WITHIN 24 HOURS)	
	☐	PESTS (INSPECTION REQUIRED WITHIN 72 HOURS)	
PROVIDE DETAILS RELATED TO THIS REQUEST:			
DATE SUBMITTED:			
TENANT SIGNATURE:			
BUILDING OWNER TO COMPLETE THE SECTION BELOW			
FIRST INSPECTION DATE:			
DESCRIBE HOW THIS REQUEST WILL BE RESOLVED:			
STAFF OR CONTRACTOR ASSIGNED TO COMPLETE THE WORK:			
OTHER NOTES/COMMENTS:			
RESOLUTION DATE:			
BUILDING OWNER AND TENANT TO COMPLETE THE SECTION BELOW			
I CONFIRM THAT THE REQUEST HAS BEEN RESOLVED:			
TENANT	NAME:		
	SIGNATURE:		
	DATE:		
BUILDING OWNER	NAME:		
	SIGNATURE:		
	DATE:		

Appendix 7: Tenant Notification Board Requirements Checklist

The following documents or information must be available to tenants on the Tenant Notification Board.

Check to confirm	Required documents or information
	A copy of the Safe Apartment Buildings By-law registration where it is visible at all times *
	Information about the Safe Apartments Buildings By-law 24-054 (poster) *
	How to request copies of each Plan required by the By-law
	The building's emergency contact person that is available on a 24-hour basis (name and contact information)
	Information about the voluntary list of tenants needing special assistance, including the purpose of the list and how to request to be added to the list.
	Instructions on how to submit and follow up on Tenant Service Requests and how to submit unresolved issues to the City by emailing safeapartments@hamilton.ca , calling 905-546-2782 option 1, or filling out the online By-law complaint form
	A copy of the most recent building evaluation results *
	Notice of any upcoming building audits to be completed by the City ^
	Information about planned or unplanned disruptions to Vital Services, including: nature of the disruption, expected length of disruption, and impacted rental unit numbers (if any).
	Information about major capital projects that are being planned or are underway, including: nature of the project, expected length of the project, and impacted rental unit numbers (if any).
	Any Property Standards or Vital Services orders or notices issued by the City ^
	Any notice of appeal to an order
	Information about any violations of the Ontario Fire Code ^
	Information provided by the City of Hamilton in common areas/notice board about tenant rights, eviction prevention, and tenant support resources, and how to access this information in multiple languages *
	Information on City air-conditioned locations available online: hamilton.ca/heatlandlord , and how to access this information in multiple languages *

* indicates documents that will be provided by the City or are available to download from the City's website.

^ indicates documents that may be issued to the building (or building owner) if the situation or need arises.