

Rental Renovation Licence By-law Review

What We Learned Report

Public Policy Development Services
City of Ottawa
January 2026



Emergency and Protective Services
Services de protection et d'urgence

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1.0 Project Overview

1.1 Background

In January 2025, [City Council directed](#) staff to undertake a by-law review for the development of a Rental Renovation Licence By-law. As part of this review, staff is considering the scope and impact of unlawful evictions for renovations and repairs in Ottawa, and any potential mitigation within the City's authority. Staff will also consider the approaches taken to address such unlawful evictions in other jurisdictions, as well as any existing or planned legislation, programs, and services at other levels of government and how they might complement this review.

1.2 Purpose

To assist in this review, staff sought resident feedback through a questionnaire that was open from September 15 to October 31, 2025 on the City of Ottawa's [Engage Ottawa](#) website. The feedback received through this questionnaire will help inform policy recommendations that will be presented to Committee and Council in Spring 2026. This report summarizes the responses received.

1.3 Methodology

Responses to the questionnaire were anonymous to promote candid feedback and to encourage respondents to express their views and experiences with evictions due to renovations or repair work. While these responses will help inform policy recommendations, their anonymity means that any information provided cannot be independently verified. As participation was also optional, these results are not considered representative of city-wide public opinion. Staff will consider these results as well as other consultations, research and data in developing policy recommendations.

Not every question applied to every respondent and none of the questions were mandatory. Therefore, not all questions received the total number of questionnaire responses.

2.0 Key Findings

2.1 Who participated?

The questionnaire received 619 responses, with respondents identifying as a:

- Tenant – 372
- Homeowner – 152
- Landlord or property management company on behalf of a landlord – 47
- None of the above – 13
- Tenant advocate or representative – 10
- Community or social services agency – 8
- Legal aid or legal community services – 5
- Developer or builder – 4
- Landlord advocate or representative – 3

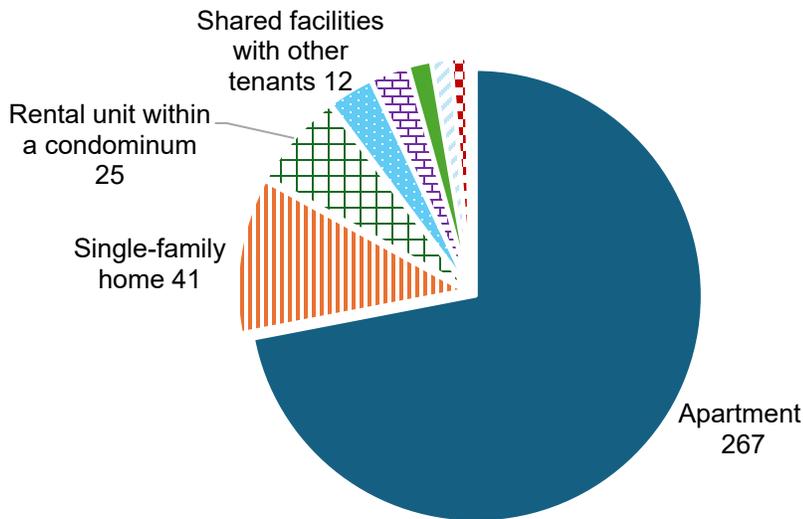
- Non-profit or co-operative housing provider – 2
- Professional engineer or architect – 2
- Other – 1

Additional demographic information can be found in Section 2.6.

2.2 Tenants

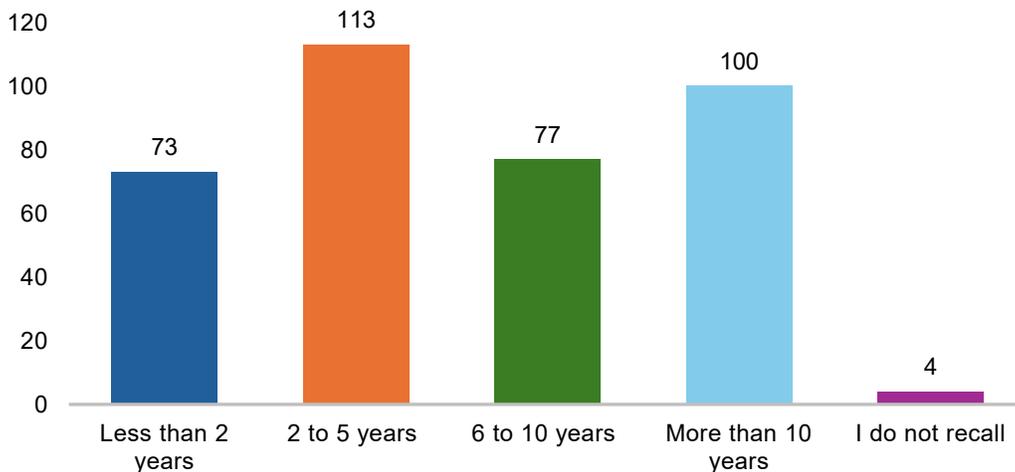
2.2.1 Rental characteristics

Figure 1. Rental unit type



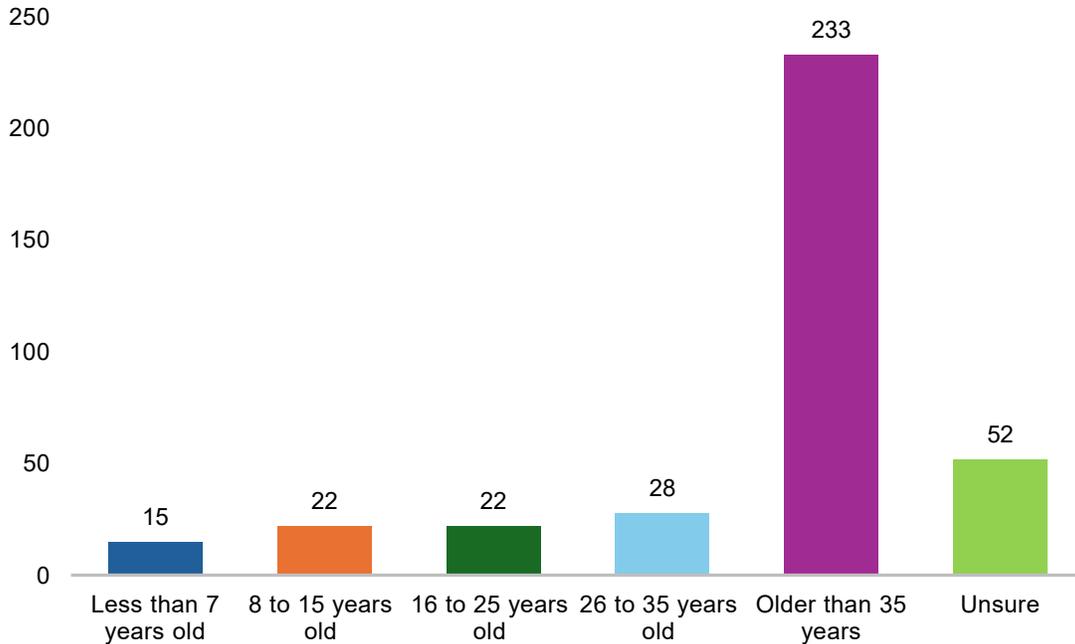
Most tenants indicated that they rent apartments, making this by far the most common housing type. Tenants responding to the survey indicated that they rented single-family homes or rental units within condominiums much less frequently, while all other housing types such as shared facilities with other tenants (12), supportive or social housing (10), secondary or basement suites (six), shared facilities with the landlord (five), and townhouses (four) represented only a small portion of responses.

Figure 2. Duration of current tenancy



Many tenants have lived in their current rental for a long time, with nearly half reporting six or more years of tenure. Shorter tenures of five or less years were equally common while a very few respondents were unsure of how long they had lived at their current address.

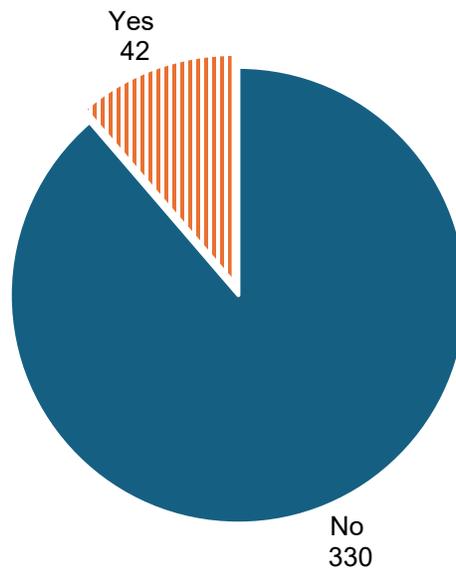
Figure 3. Age of current rental unit



The vast majority of tenants reported living in older rental units, particularly those more than 35 years old. More recently built rentals made up only a small share of the responses, with relatively few tenants living in units built within the past fifteen years. A notable portion of respondents were unsure of their unit's age.

2.2.2 Experience with evictions for renovation or repair work

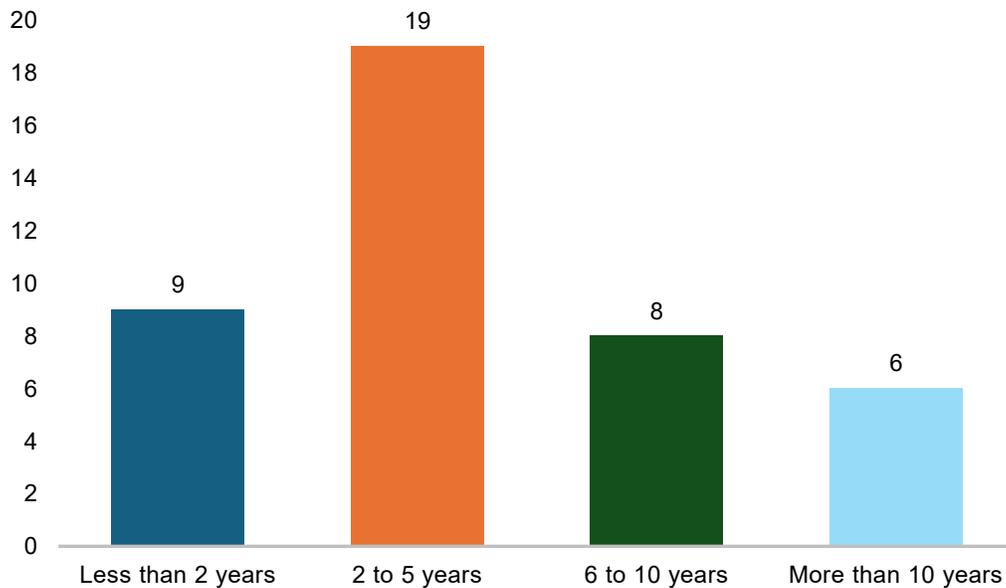
Figure 4. Have you been evicted for renovation or repair work?



A minority of tenant respondents had previously experienced an eviction due to renovation or repair work.

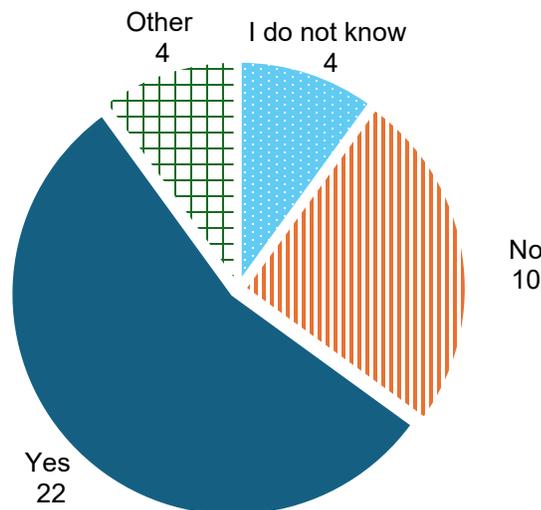
Based on the demographic responses, summarized in Section 2.6, most individuals who experienced an eviction for renovation or repair identified as a woman, as a non-Indigenous person, as a non-visible minority, as a person with one or more disabilities, and were between 35 and 54 years of age, with an average annual income of between \$20,000 and \$49,999.

Figure 5. How long did you live in this unit prior to being evicted for renovation or repair work?



The duration of tenancy varied for respondents who experienced an eviction for renovation or repair work. Most had lived in their rental for between two and five years, with a near equal amount for the remaining time periods.

Figure 6. Was the eviction process carried out with an N13 notice?



Most evictions for renovation or repair work were carried out with an N13 notice. Four respondents indicated that although the notice was delivered, it did not contain the required notice period, nor were they eventually provided with either financial compensation or a different unit in accordance with provincial law.

Ten respondents reported that an N13 notice was not delivered, and there were four instances where the respondents did not know. From the four respondents who answered 'other', they were given a form other than an N13 or were not provided any form.

Figure 7. Did you indicate you wished to return to your original unit?

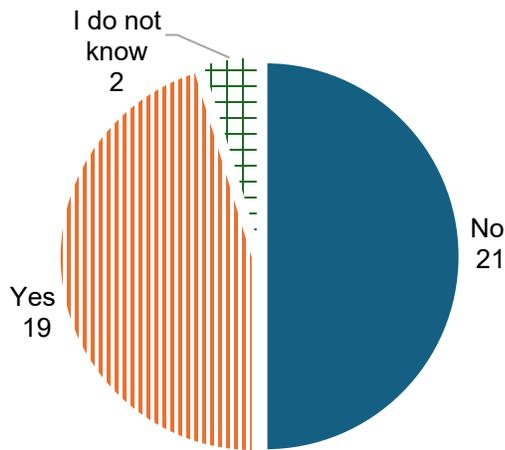
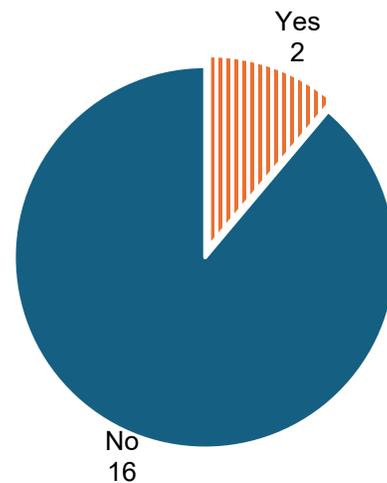


Figure 8. Were you able to return to your original unit?



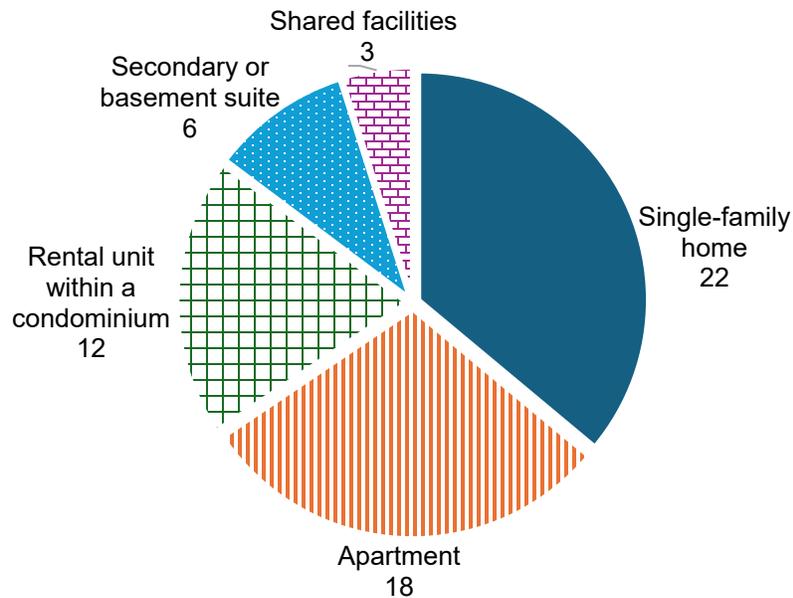
The number of respondents who indicated that they wished to return to their original unit after the renovation or repair work finished was nearly even with those who did not. Most respondents who did wish to return were not able to do so.

Respondents were provided with the opportunity to share anything about their experience with eviction for renovation or repair work. Responses highlighted their belief that the landlord had unlawful and bad-faith intention when not providing the correct notice or timeline and the tenant's perception that they were coerced to accept the eviction.

2.3 Landlords or property managers on behalf of landlords

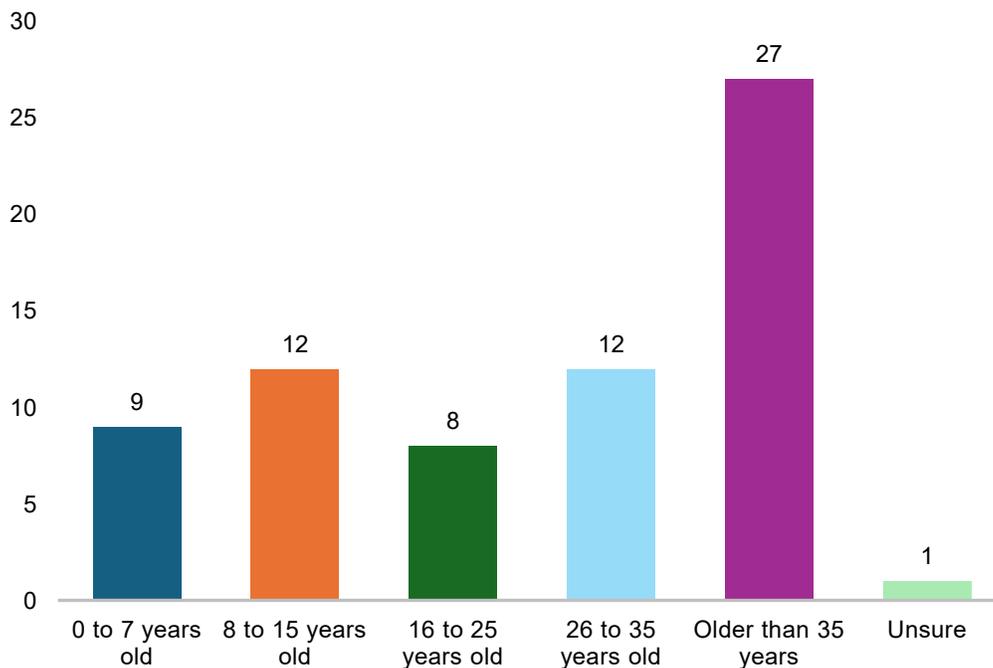
2.3.1 Rental characteristics

Figure 9. Rental unit(s) type



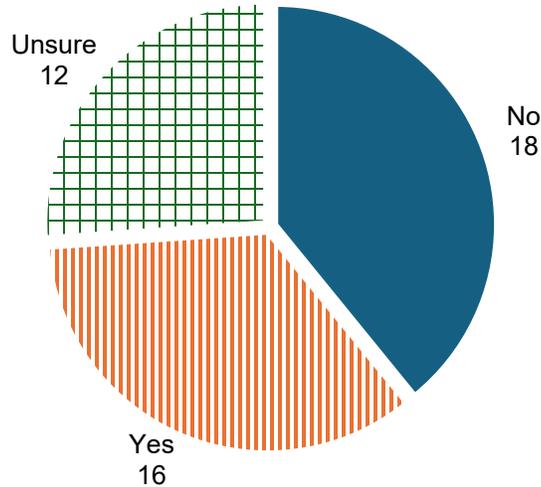
Landlords rent a variety of units, with the most being a near equal number of single-family homes or apartments. Fewer landlords own a rental within a condominium, a secondary or basement suite or a shared facility.

Figure 10. Age of current rental unit(s)



Most rental units owned by landlords were 35 years or older, with a near equal amount at every other age category.

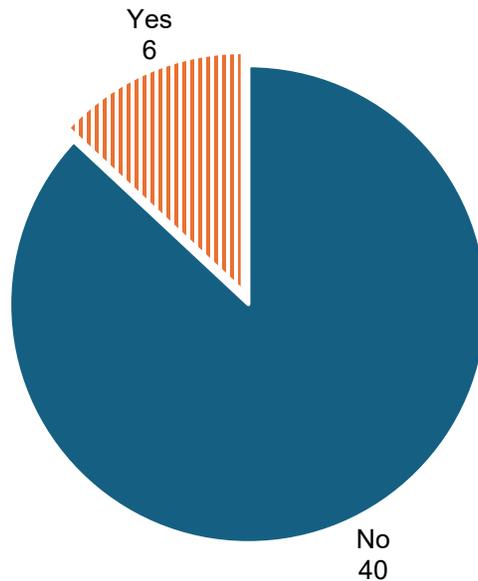
Figure 11. In your opinion, will your rental unit(s) require major renovations in the next five years?



Landlords indicated a close to equal likelihood of their rental unit(s) requiring major renovations or repairs in the next five years, with a sizeable percentage indicating they were unsure.

2.3.2 Experience with evictions for renovation or repair work

Figure 12. Have you evicted a tenant for renovation or repair work?



Most landlords indicated they have never evicted a tenant for renovation or repair work. Of the six instances where an eviction was reported, three indicated the N13 notice process was followed and three did not. Of the three who did follow the process, they indicated they provided the written notice

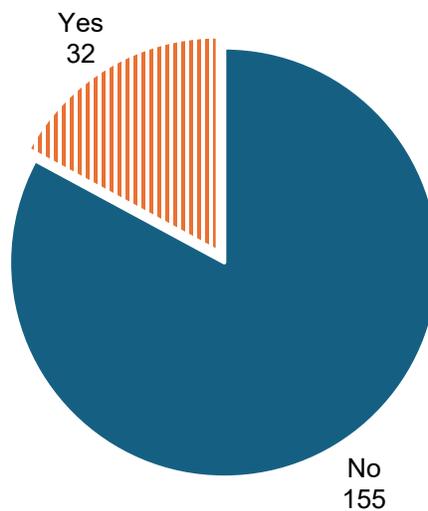
portion only and not the compensation and relocation components. Respondents with eviction experience highlighted that any new policy should consider scale of ownership, that single-unit landlords often bear economic uncertainty and are disproportionately impacted by regulation.

The three landlord respondents who did not follow the N13 notice process indicated that the tenants either chose to leave voluntarily before the process could begin, that tenants accepted temporary accommodations from the landlord for the duration of the work, or did not provide a reason for why they did not follow the N13 notification process.

2.4 Other questionnaire participants

2.4.1 Experience with evictions for renovation or repair work

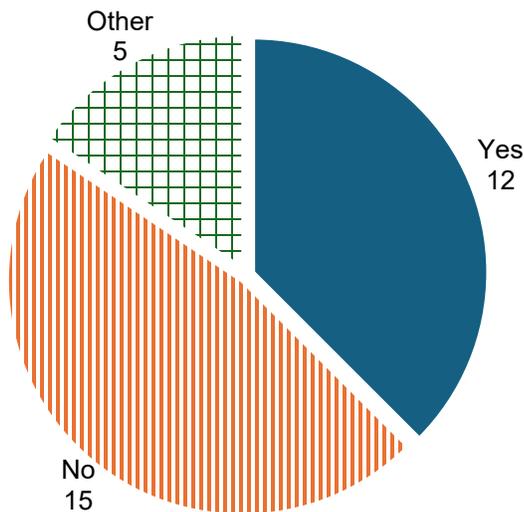
Figure 13. Have you ever been involved with an eviction for renovation or repair work?



For all respondents who did not identify as either a tenant or landlord, a minority have had experience with an eviction for renovation or repair while the majority have not. Of the 32 respondents who experienced an eviction, they identified as the following:

- Homeowner – 16
- Tenant advocate or representative – 6
- Community or social services agency – 5
- Non-profit or co-operative housing provider – 2
- Landlord advocate or representative – 2
- Legal aid or legal community services – 1

Figure 14. Was the eviction process carried out through the N13 notice process under the *Residential Tenancies Act*?



For respondents who had previous experience with an eviction for renovation or repair work, a close to equal amount indicated it was carried out with the N13 notice process while the remainder did not. Of the five who indicated 'other', they primarily experienced multiple instances of these evictions where some landlords followed the process and others did not, or they could no longer recall.

Experiences with these evictions varied, with the most common theme being the belief that coercive or aggressive tactics were used to evict, including physical and psychological harassment, or issuing the N13 notice but never filing it with the Landlord and Tenant Board. Respondents also expressed concerns with the Landlord and Tenant Board's resources and processes.

2.5 Policy feedback

2.5.1 Rights and responsibilities

Figure 15. How well do tenants and landlords understand their rights and responsibilities related to evictions for renovation or repair



All respondents were asked to rate how well they believed tenants and landlords understood their rights and responsibilities related to evictions for renovations or repair outlined under the *Residential Tenancies Act*. Overall, respondents believed that landlords have a better understanding than tenants.

Figures 15a and 15b evaluate the responses from the perspective of landlord and tenant respondents only. In Figure 15a, landlords generally rated tenants with having a better understanding of the rules and responsibilities than tenants rated themselves. In Figure 15b, tenants and landlords generally rated landlords as having a better understanding than tenants.

Figure 15a. How well do tenants understand their rights and responsibilities from the perspective of tenants and landlords

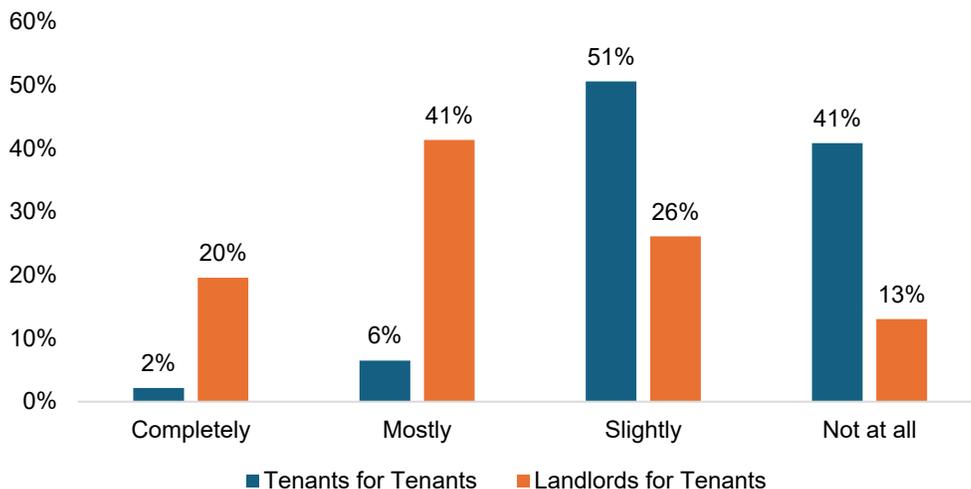
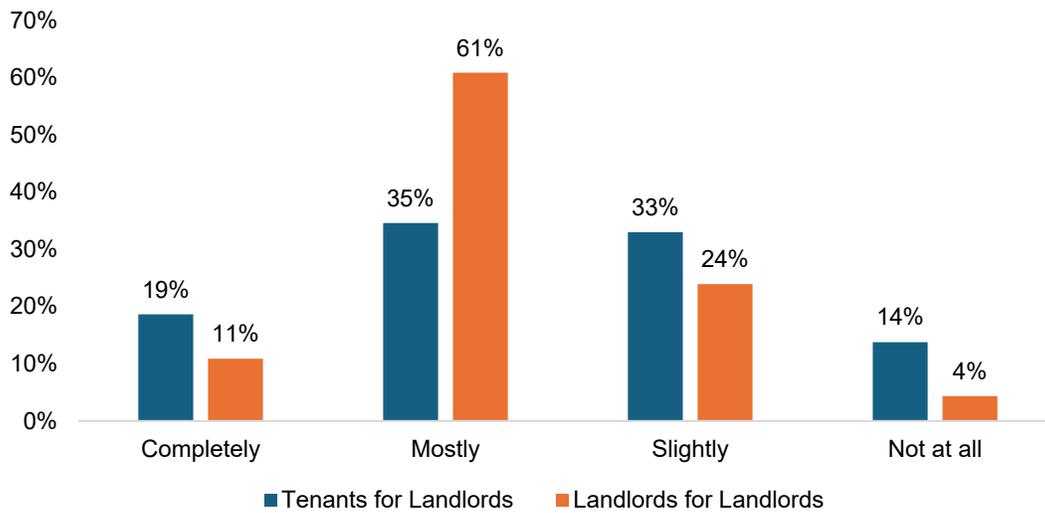
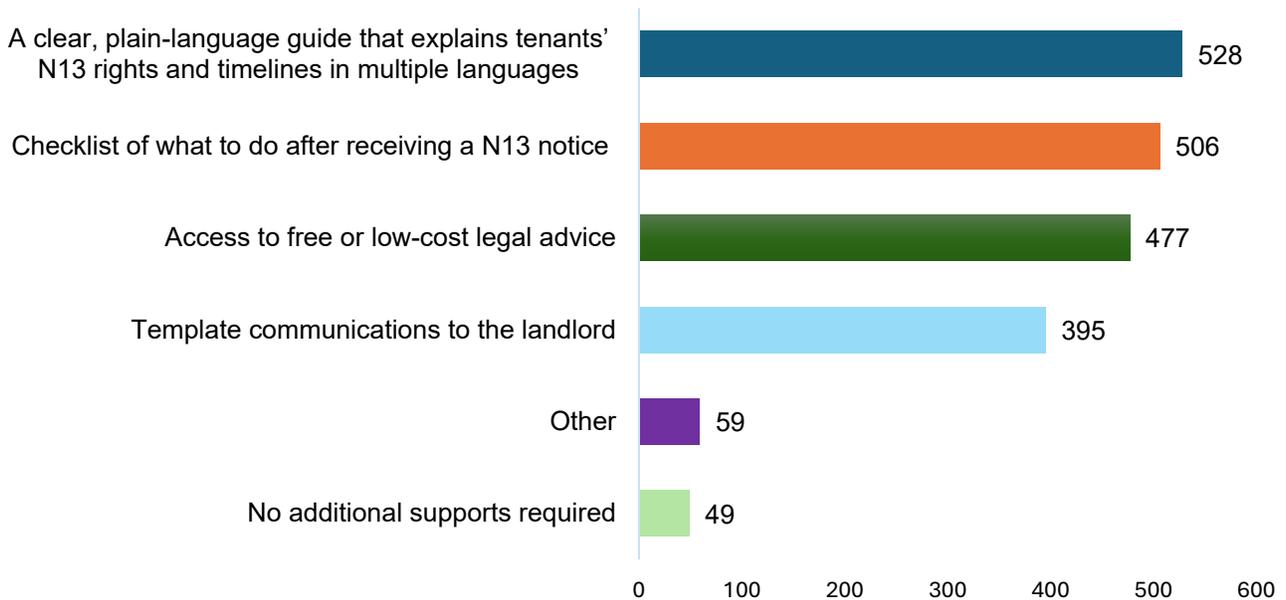


Figure 15b. How well do landlords understand their rights and responsibilities from the perspective of tenants and landlords



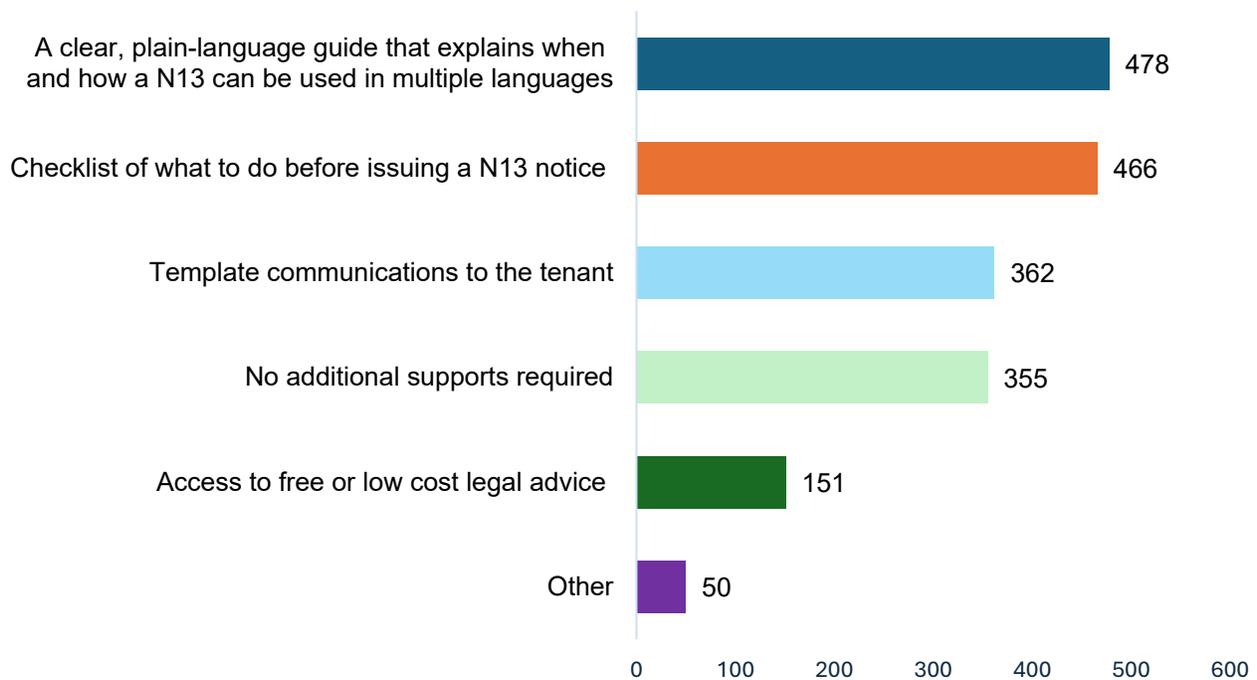
2.5.2 What supports could help clarify the existing provincial process?

Figure 16. What supports could tenants use to better understand their rights and responsibilities?



Most supports were selected by most respondents. Those who included “other” indicated that tenant resources are already available at the Landlord and Tenant Board, that individual case workers should be assigned to tenants, that there are issues with resourcing and timelines at the Landlord and Tenant Board, and that the format of the guide should be expanded to include video, phone numbers and emails.

Figure 17. What supports could landlords use to better understand their rights and responsibilities?



Most supports were again selected by most respondents, with a notably higher number indicating no additional supports required. Those who included “other” indicated that the consequences of not following the provincial process should be made clear, that education should be mandatory and, similar to the tenant response, that there are issues with resourcing and timelines at the Landlord and Tenant Board.

2.5.3 What can the City of Ottawa do to clarify and improve the provincial process?

Respondents were asked to identify how they believed the rules for eviction due to renovation or repair work could be made clearer.

- Tenants indicated that a simple guide for the use of all parties would be beneficial, pointing to existing education materials produced by other municipalities as examples. They also highlighted that additional regulation in the form of a municipal by-law should be established and that there should be greater burden of proof for these types of evictions.
- Landlords indicated that no additional clarity was required and that this was an area of provincial jurisdiction. If regulations were to be introduced, landlord feedback focused on ensuring the process was simple and efficient, that it include clear information about the provincial and municipal rules, that it be balanced and that it should distinguish good- and bad-faith actors.
- From the remaining respondents, feedback focused on ensuring broader supports for tenants and landlords and that any education materials about existing and new processes be in plain language and published in multiple formats.

Respondents were also asked to identify how the existing N13 notice process could be improved from their point of view. The feedback varied widely. The most common themes were:

- Introduce a municipal by-law – 108
- More education and broader supports for tenants and landlords – 50
- Unsure – 49
- No improvements needed – 21
- This area is the exclusive jurisdiction of the province – 15
- More Landlord and Tenant Board resources required – 15
- Proper monitoring and enforcement resources required – 13
- Increased penalties and enforcement for bad-faith actors – 13
- Tenants have too many rights – 8
- Landlords should have to prove good faith intention of renovation beforehand – 8
- Increase the N13 notice period beyond 120 days – 6

2.5.4 Level of agreement with elements of other municipalities' by-laws

Respondents were asked to indicate their level of agreement with various regulatory elements present in other Ontario municipal by-laws that address evictions for renovation or repair. The following Figures 18 to 24 indicate responses from the perspective of landlords or property managers, tenants and homeowners only. These three groups were selected because they were the only groups with large individual sample sizes and jointly represented over 93 per cent of all responses.

There was little variability in the level of agreement across these three groups for each of these regulatory elements. Landlords and property managers disagreed with each element at a range of approximately 70 and 80 per cent. Homeowners agreed with each element at a range of approximately 50 to 70 per cent. Tenants agreed with each element at a range of approximately 85 to 90 per cent.

Figure 18. Level of agreement with the landlord obtaining a licence within seven days of issuing their tenant an N13 notice

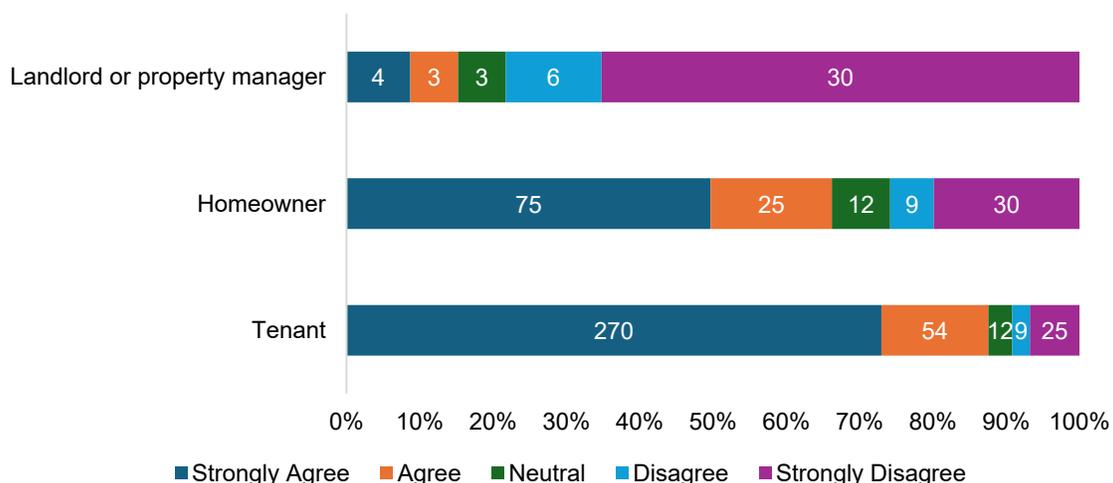


Figure 19. Level of agreement with the landlord providing the municipality with copy of the building permit required to conduct the renovations or repair work

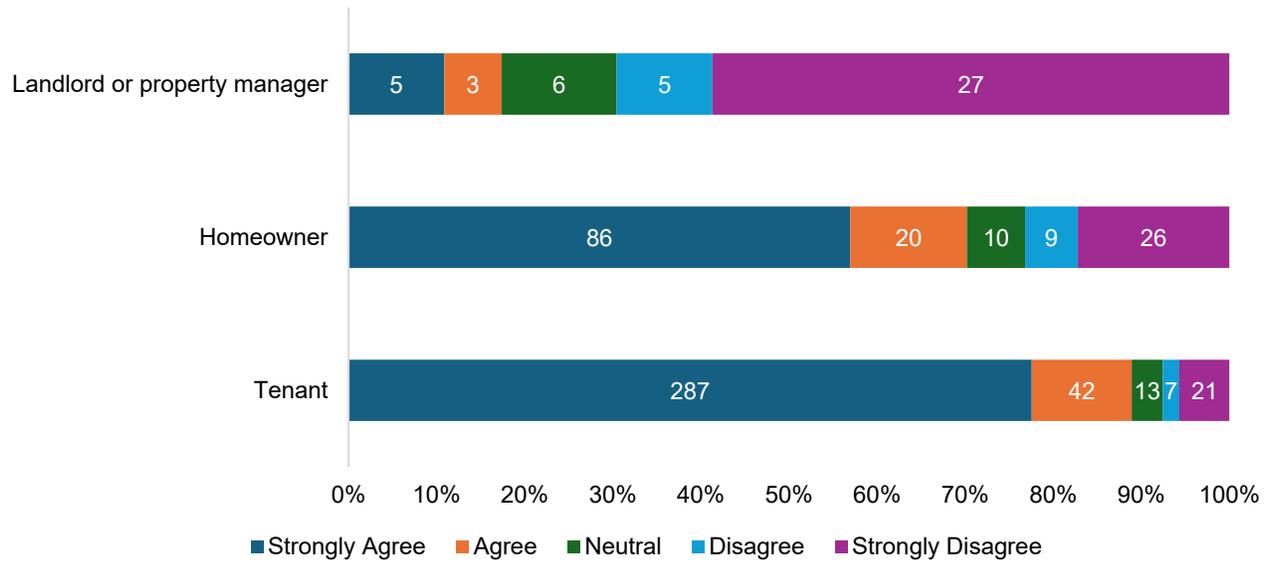


Figure 20. Level of agreement with the landlord providing the municipality with a report from a qualified individual attesting that vacant access is required for the renovation or repair work

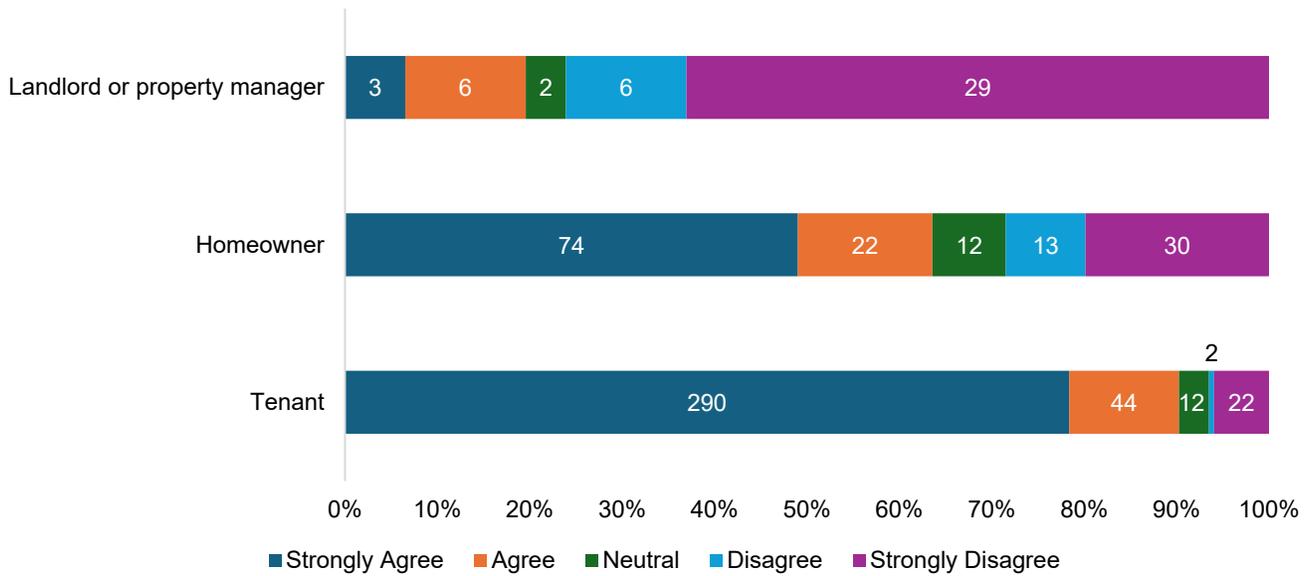


Figure 21. Level of agreement with the landlord providing their tenant with a comparable housing plan during the renovation or repair work

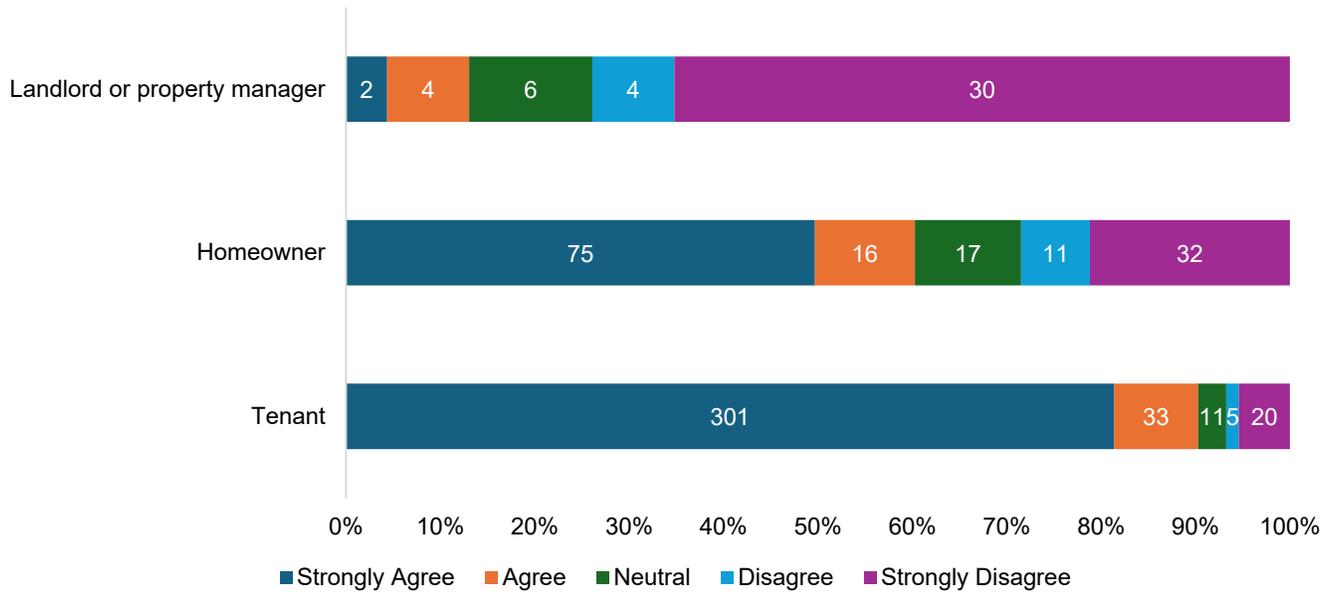


Figure 22. Level of agreement with the landlord providing their tenant with additional compensation for the duration of the renovation or repair work

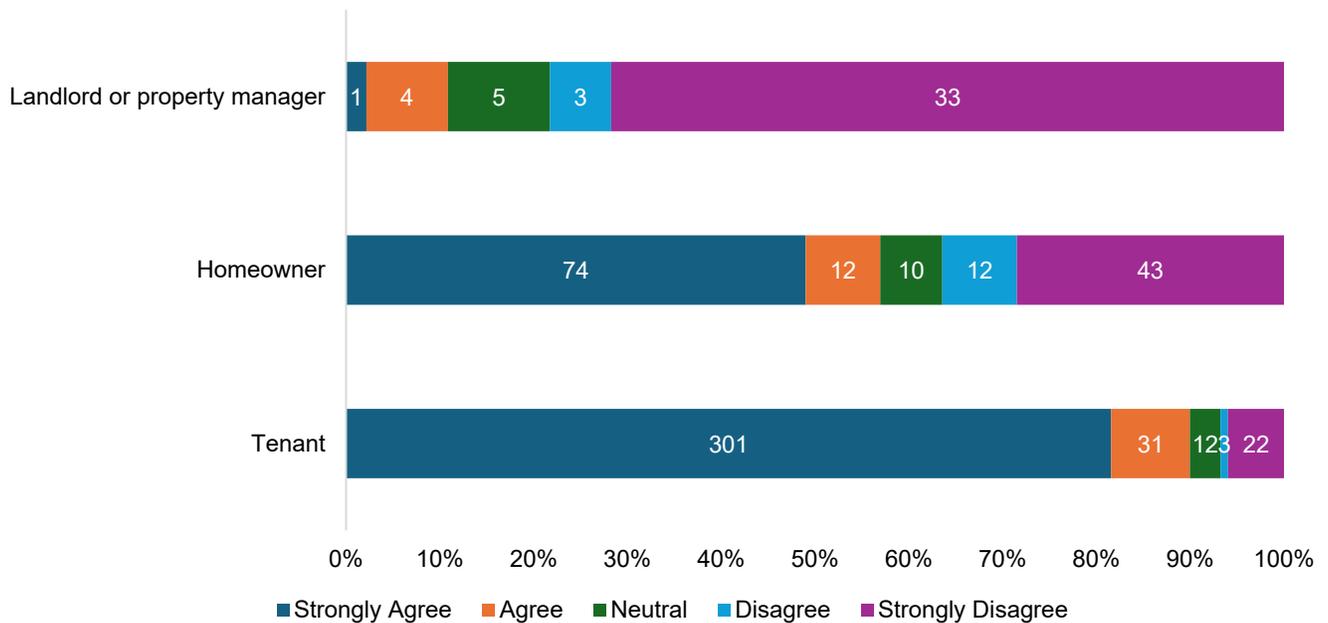


Figure 23. Level of agreement with the landlord providing their tenant with a one-time moving allowance

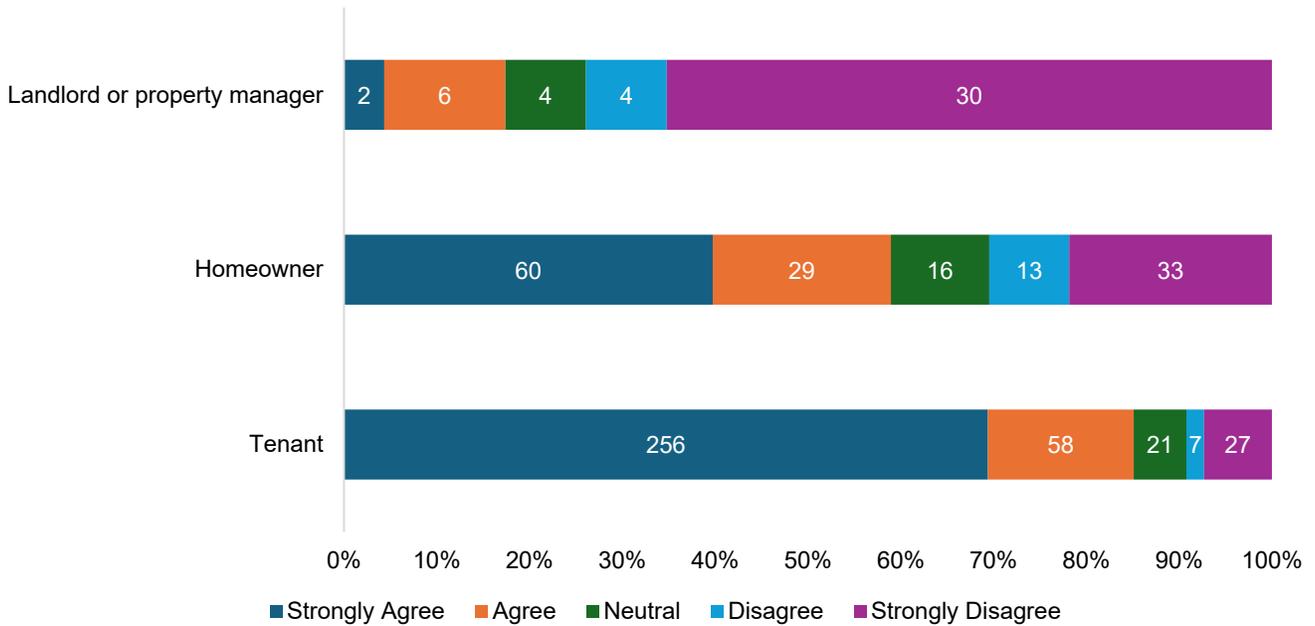
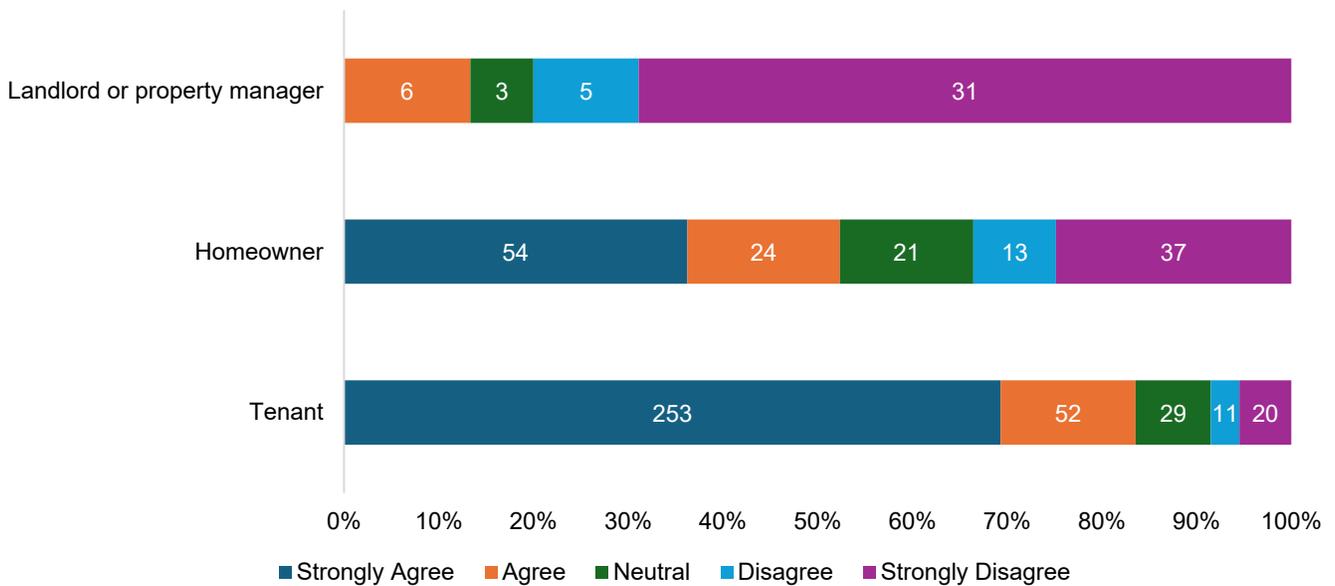


Figure 24. Level of agreement with the landlord providing their tenant with severance compensation



2.5.5 What are the most important things for the City of Ottawa to consider during its review?

Respondents were asked what the City of Ottawa should consider as it develops policy recommendations. Approximately two-thirds of respondents (468) provided a wide variety of feedback. Opinion was divided, with tenants broadly supporting a by-law similar to the City of Toronto’s and landlords broadly opposing it due to the concerns with added regulation, cost and

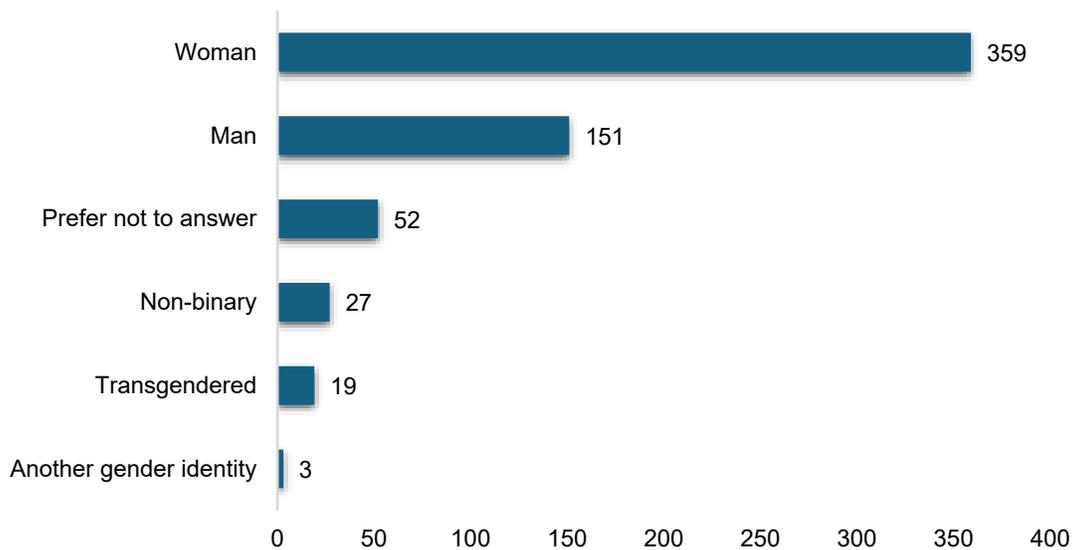
impact that regulations may have on the quantity and quality of rental stock. The most common themes were:

- Introduce a by-law similar to the City of Toronto – 105
- Stop bad-faith evictions – 38
- Consider broader tenant supports – 35
- Consider the negative impact of additional regulation on rental stock – 34
- A balanced approach is necessary – 27
- Consider the disproportionate impact of evictions on the vulnerable – 24
- Consider the power imbalance between landlords and tenants – 23
- No action required. This is exclusive provincial jurisdiction – 22
- Any by-law requires proper resources to monitor and enforce – 20
- Any by-law would only increase costs and red-tape – 17
- Education and communication components are key – 15

2.6 Demographics

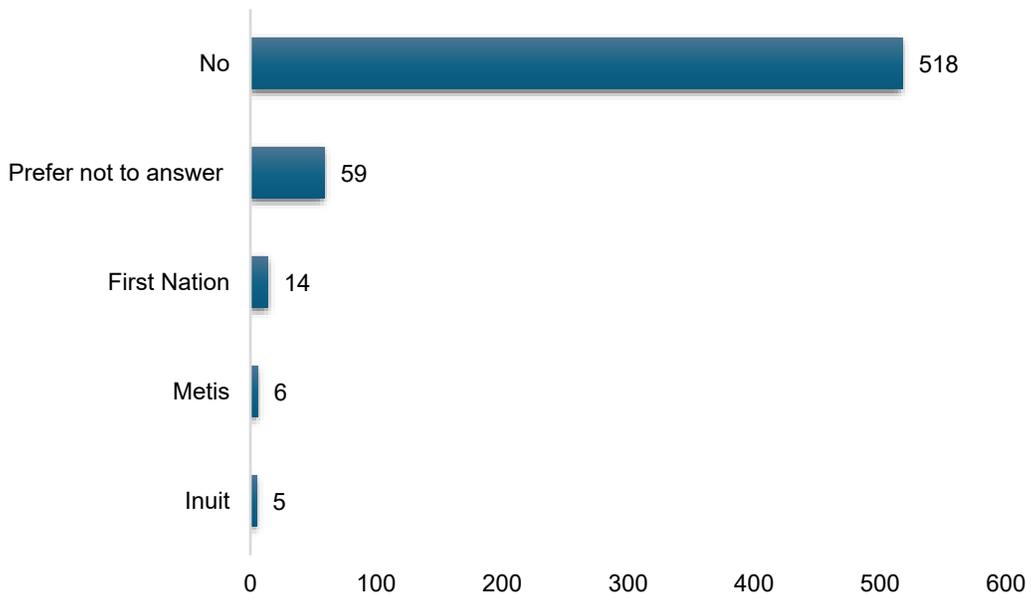
Respondents were provided with the opportunity to include certain demographic information.

Figure 25. How do you identify your gender?



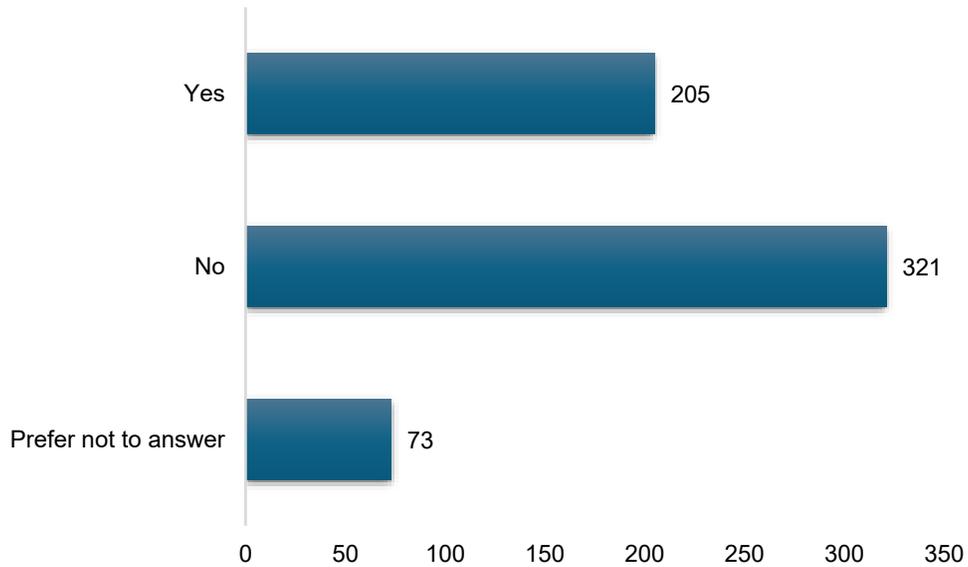
Most responses were from individuals who identified as a woman, with less than half again identifying as a man, with fewer as non-binary, transgendered or as another gender identity.

Figure 26. Do you identify as Aboriginal or Indigenous?



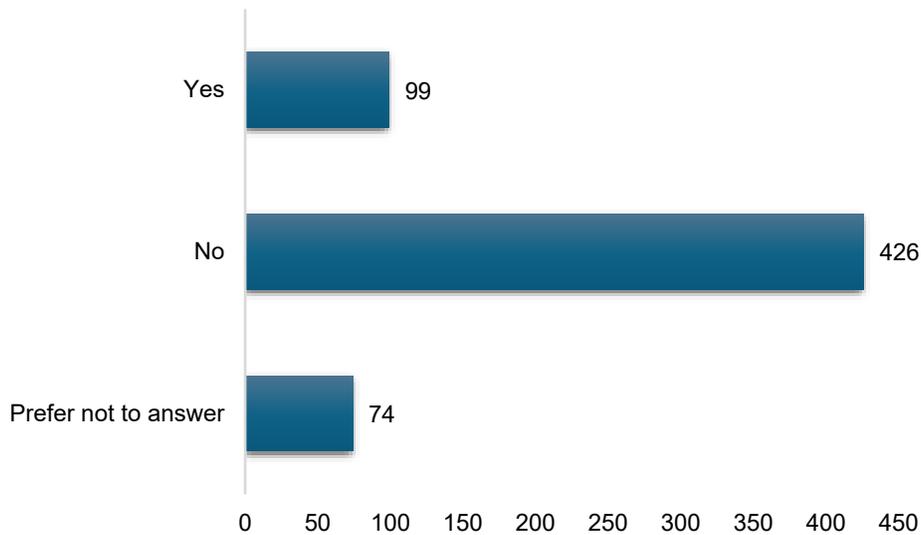
Most respondents did not identify as Aboriginal or Indigenous, with 14 identifying as First Nations, six as Métis and five as Inuit.

Figure 27. Are you a person with one or more disabilities?



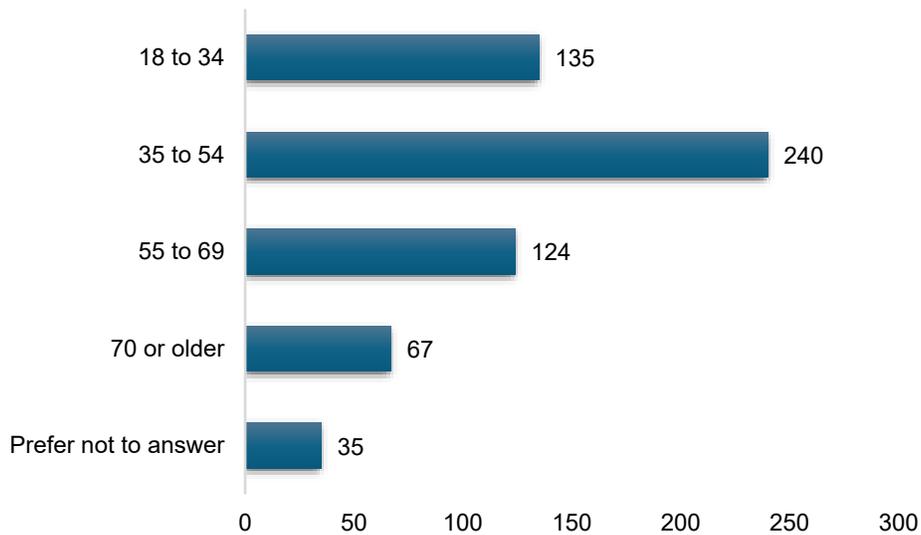
Most respondents did not identify as a person with one or more disabilities.

Figure 28. Are you a member of a visible minority group?



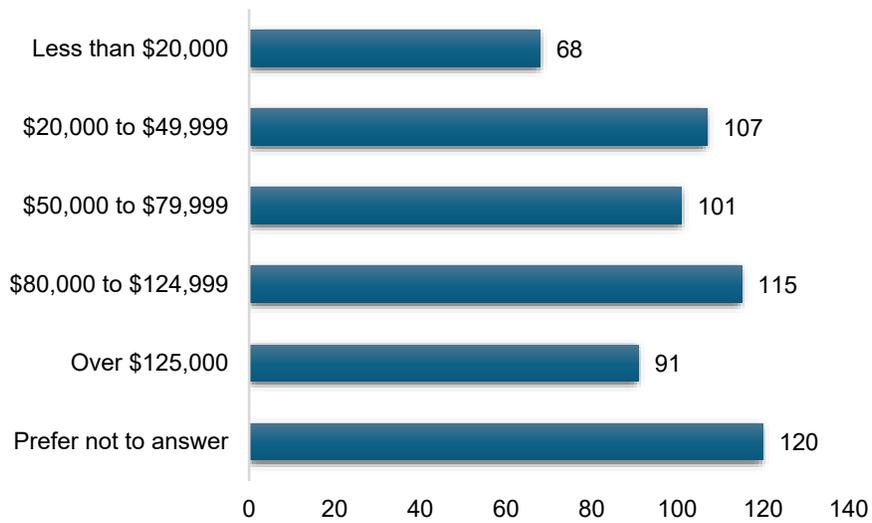
Most respondents were not a member of a visible minority.

Figure 29. What is your age?



The highest number of respondents were between 35 and 54 years old, with half as many in the 18 to 34 and 55 to 69 age range. 70 or older accounted for the least number of respondents who identified their age range.

Figure 30. What is your annual average household income?



Average annual household income varied but remained evenly distributed. Most respondents preferred not to include their average annual household income. From those who did, most respondents identified an income between \$80,000 and \$124,999.

Respondents were asked to input the first three digits of their postal code. Most respondents were concentrated within the inner urban area, with the highest number of responses, accounting for 30 or more each, living in Centretown, Vanier, Overbrook, Old Ottawa South, the Glebe, the ByWard Market and Hintonburg. Many of the neighbourhoods that received between 10 and 30 responses were in the outer urban and suburban areas. A dozen respondents lived in rural Ottawa areas.