

Kingston Tenant Experiences Survey



Just Recovery Kingston

Summary Report



Acknowledgments

The Tenant Experiences Survey was created by Just Recovery Kingston's Affordable Housing Policy Working Group

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About Just Recovery Kingston

Just Recovery Kingston is a group of local people committed to making Kingston a place where we take care of the land, air, water, and one another. Formed in 2020 in the first summer of the COVID-19 pandemic to respond to the needs of our community, Just Recovery Kingston has continued to advocate for liberation, equity, and dignity for all.

The Affordable Housing Policy Working Group is made up of tenants and homeowners coming together to research and advocate for municipal policy change that can support the affordability and habitability of housing for all.

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Executive Summary

This report summarizes results from the Kingston Tenant Experiences Survey. Conducted in Summer 2023, the survey captured data from 462 local tenants on rental housing characteristics, affordability, housing quality, and landlord-tenant relationships.

The intent of this report is to highlight key findings that can create evidence-based municipal approaches on bylaw enforcement, rental construction, and public health to support tenant well-being and the habitability of our community.

Renters and Rental Housing

Most Kingston tenants live in private market two-bedroom units alone or with one other person. Tenants rent from individuals and corporations at almost equal rates. While 57% of tenants have lived in Kingston for six or more years, 75% have moved units in the past five years, suggesting high rental turnover.

Rent and Affordability

Average rent for a two-bedroom apartment is \$1592.44. On average, rent for new units is 54% higher than units occupied for six years or longer, with the greatest increase (99%) for three-bedroom units and four-bedroom units (65%). Less than half (47%) reported their rent is affordable. The highest rates of unaffordability are seen with tenancies less than one year old, suggesting

vacancy decontrol drives increasing rental costs. Despite corporate-run units having higher average rent and rate of rent increases, individual-run and corporate-run units are almost equally unaffordable.

Housing Quality and Repairs

Quality of units on average was rated 6.5, with most tenants identifying at least one issue requiring repair. Long-term tenants in corporate-run buildings report the greatest average number of issues. Average repair wait time is polarized as over 50% report waiting less than a week or greater than three months. Almost one in eight (12%) tenants have contacted Property Standards (PS) for help with repairs, but only 18% report their issue was fully resolved. Those who did not contact PS despite needing repairs cited lack of awareness of PS, fear of landlord retaliation, and lack of belief in efficacy.

Landlord Conduct and Eviction

Approximately one in five tenants has experienced inappropriate landlord conduct. Over one in four tenants have been evicted or threatened with eviction. Tenants who asked for repairs were 1.2 times more likely to have experienced eviction or threats of eviction, and 1.4 times if Property Standards was contacted or a Landlord Tenant Board (LTB) application was filed. Tenants who had faced eviction were also 1.8 times more likely to wait over three months for repairs, while tenants who had not faced eviction were 1.8 times more likely to wait less than a week.

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Introduction

The Kingston Tenant Experiences Survey summary report provides critical insight into the Kingston rental housing landscape, examining key aspects such as rental housing characteristics, affordability, quality, and landlord-tenant relationships. This report reveals a range of tenant experiences and struggles which often go unreported or under-reported. The high response rate provides us with rare and important data that can help us understand the lives of Kingston's tenants and the challenges they face.

After hearing tenants' experiences of renting in Kingston, Just Recovery Kingston's Affordable Housing Policy Working Group developed the Tenant Experiences Survey to pool Kingston tenants' experiences on a scale larger than what was currently available, to produce generalizable data, and to identify population-wide patterns and trends.

Much of this report confirms national and provincial rental market trends at the municipal level. This information may better inform tenant advocacy in Kingston through pinpointing key areas of concern and highlighting gaps in efforts to improve rental housing and affordability.

Methodology

The Tenant Experiences Survey was open online from June to September 2023. The online survey was promoted on social media platforms, email, and through a Facebook advertisement. Surveys were additionally administered in person on July 4-6 and on August 21, 2023, at community events and agencies in various Kingston neighbourhoods (See: Appendix B for copy of survey). Participants were provided the option to enter a draw for a \$50 grocery gift card.

The Tenant Experiences Survey was open to tenants who lived in the Kingston area verified via postal code. Participants responses with postal codes not within Kingston were removed from the sample.

Full time college and undergraduate students were filtered out to control for potential challenges with the generalizability of tenant experiences. Students belonging to this specific group may experience different housing challenges given the concentration of their housing and the specific student housing market that has emerged with unique issues. Student tenants enrolled at a higher level than college or undergraduate levels were included as prior research has suggested that graduate

students are represented more often in the non-student rental market (private and university-operated) than college or undergraduate (See: PSAC 901 Affordable Housing Working Group, 2021).

Over 600 responses were received, with 462 responses validated.

Census data estimates 27,345 tenants live in the Kingston Metropolitan Area (Statistics Canada 2023). While this number is likely larger, it helps gauge the reliability of our sample. A reliable sample for this population would be 379; our sample surpasses this.

Participants were informed prior to beginning the survey of the conditions of their participation. Participants were informed that survey completion was anonymous, unless participants wanted to be entered in the gift card draw. Additional options to provide personally identifying information were provided in write-in options. Efforts were taken to protect the identities of participants, primarily by requesting permission to quote participants in our final report and by de-identifying data during analysis.

The gathered data underwent a two-phase analysis. Quantitative analysis involved producing data tables to identify statistical patterns and trends in Excel. Simultaneously, write-in responses were subjected to thematic analysis using NVivo to capture both a broader range and granular aspects of tenant experiences. This report focuses primarily on the quantitative data.

For the full data tables, see Appendix A.

Renters and Rental Units

While most tenants have resided in Kingston for over six years (57%), only 25% have lived in their unit for six or more years, with most tenants (54%) having resided in their current unit for one to five years (Figure 1). This suggests there are high rates of rental turnover.

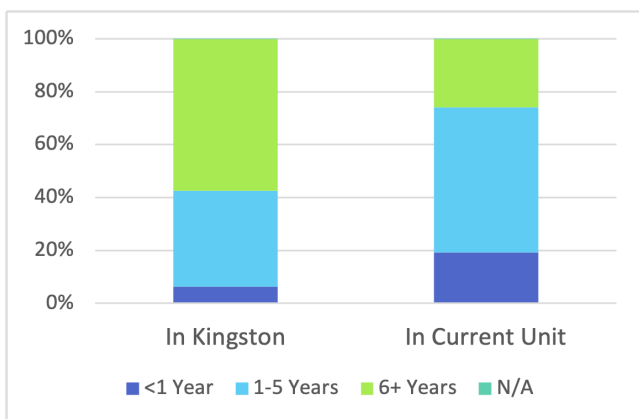


Figure 1 Length of tenancy in Kingston and in current unit

Quick facts

- High rates of rental housing turnover as majority of tenants have moved in the past 5 years.
- Most tenants live in private market dwellings, and equally rent from individual and corporate landlords.
- Most tenants live in two-bedroom units and live with one other person.
- Most tenants are not concerned with overcrowding, with concern highest for 3+ person households in 1–3-bedroom units.

Most tenants (83%) rent private market rental units (Figure 2). Tenants almost equally rented from both individuals who are landlords (44%) and corporations who are landlords (48%; Figure 3).

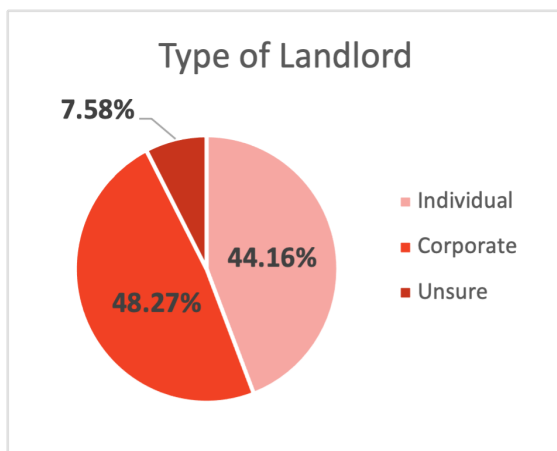


Figure 3 Type of landlord tenant currently has.

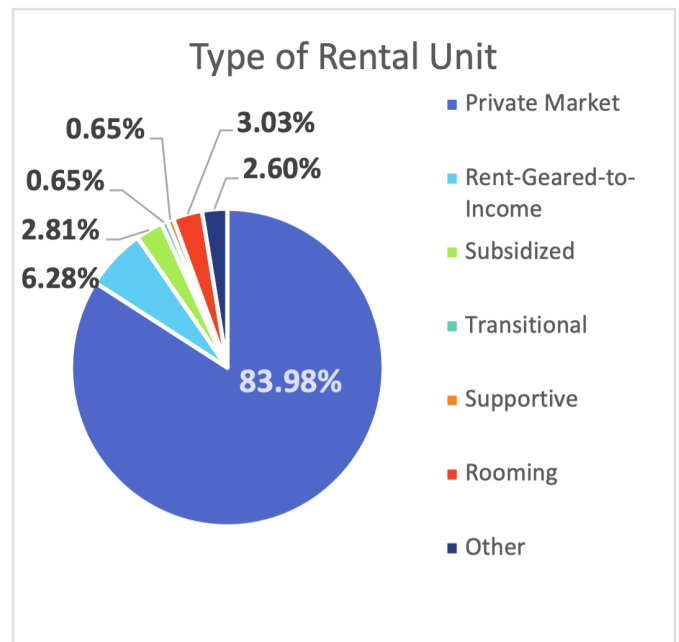


Figure 2 Type of rental unit tenant currently resides in

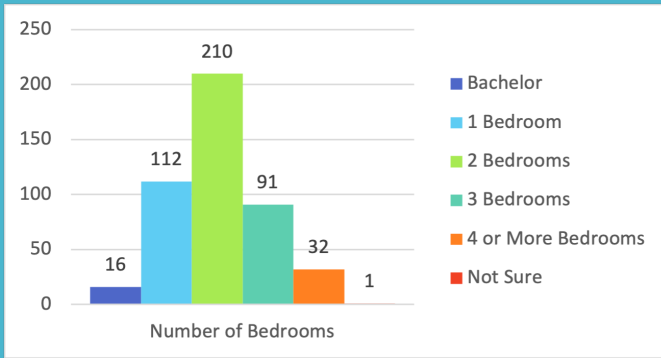


Figure 4 Number of bedrooms in tenant's current unit

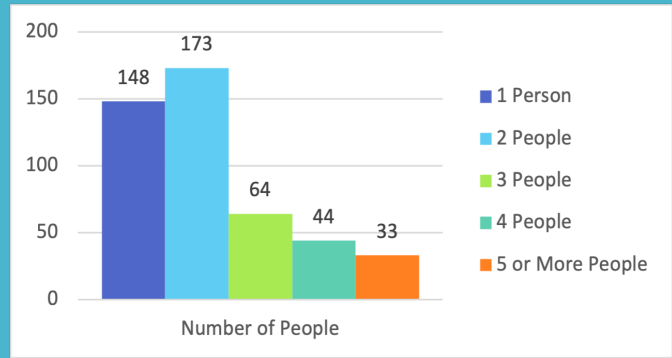


Figure 5 Number of people living in tenant's current unit

Most respondents live in two-bedroom (45%) or one-bedroom (24%) units (Figure 4). A slim majority of respondents live with one other person (37%) with a large portion (32%) of tenants who live alone (Figure 5).

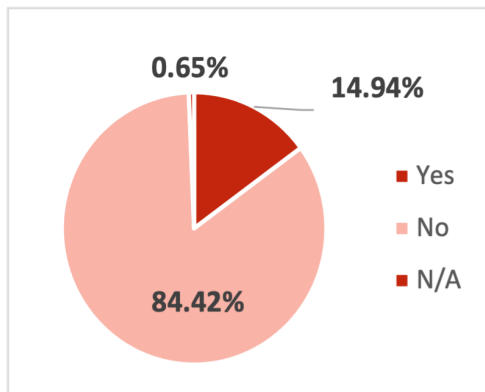


Figure 6 Concern with overcrowding in tenant's unit

Figure 7: Percentage concerned with overcrowding by number of bedrooms (B) and occupants (P)

	1P	2P	3P	4P	5P
BA	23.7%	33.33%	N/A	N/A	N/A
1B	6.25%	18.51%	50%	100%	100%
2B	0%	7.5%	20%	69.23%	100%
3B	0%	0%	6.25%	40%	58.33%
4B+	N/A	0%	0%	11.11%	35.29%

Most tenants (84%) report that they are not concerned with overcrowding in their unit (Figure 6). The tenants who did say overcrowding was a concern were tenants living in one-, two-, and three- bedroom units with three or more people (Figure 7).

Rent and Affordability

Quick facts

- Rent is most expensive for tenants in corporate-run, private market units.
- New tenants pay 54% more in rent on average and have the highest rate of unaffordability.
- 43% of tenants say rent is unaffordable for them.
- Tenants with the highest rates of rent increases report the lowest rates of unaffordability.
- Individual and corporate-run units are equally unaffordable.

The average rent for a two-bedroom apartment in Kingston is \$1592.44 (Figure 8). This is on par with the Canada Mortgage and Housing Corporation (CMHC) data on average rent in Kingston at \$1609. However, Kingston rent is marginally higher than the national average, \$1553. (CMHC 2024).

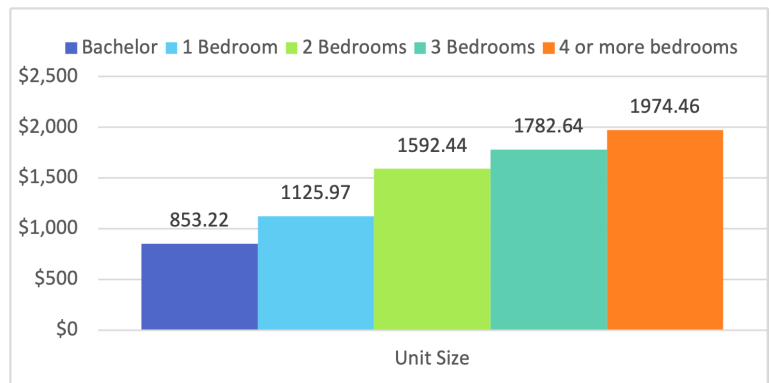


Figure 8 Average rent (CAD \$) by size of unit

Overall, tenants renting from individuals pay more in rent. However, when controlling for rent-g geared-to-income and other subsidized housing (majority provided by corporations), the data reveals tenants in private market units renting from a corporation pay more (Figure 9).

Most tenants pay for utilities in part (17%) or entirely (52%; Figure 10). Out of the tenants that pay utilities, the majority (65%) pay for heat (Figure 11).

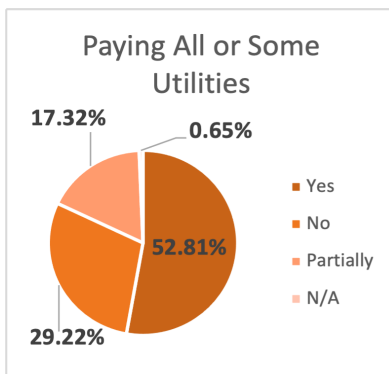


Figure 10 Tenant paying all or some utilities

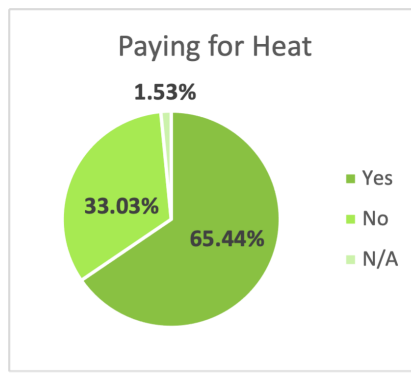


Figure 11 Tenant paying for heat (as part of utilities)

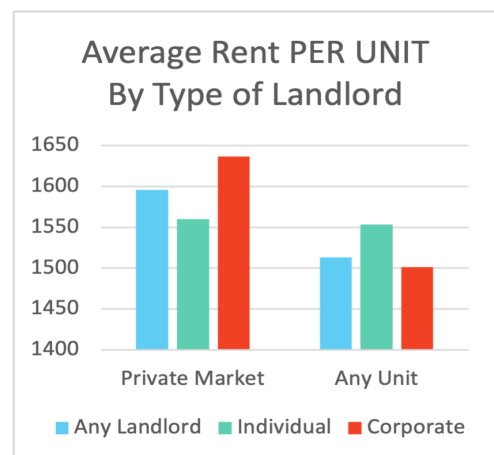
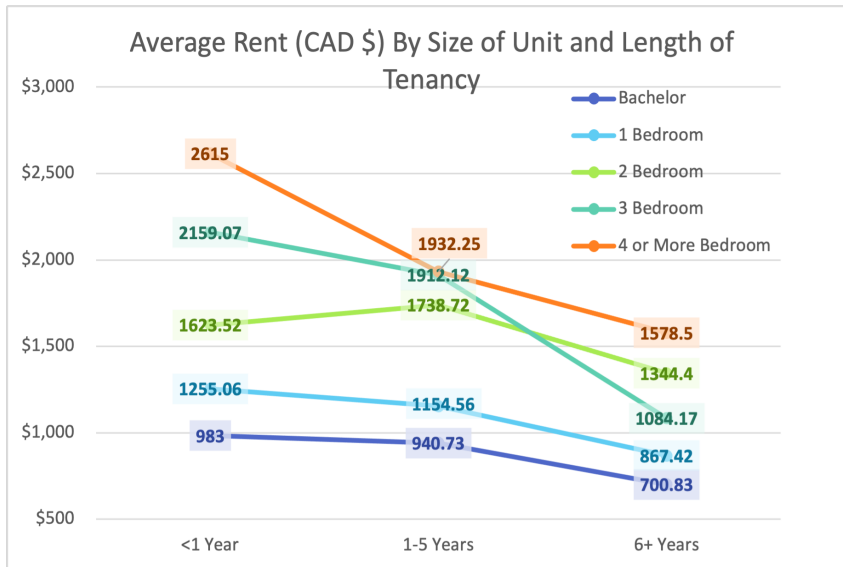


Figure 9 Average rent per unit by type of landlord with control for RGI and subsidized units



New tenants' rent has increased by **54%** across all sizes of units

Figure 12 Average rent (CAD \$) by size of unit and length of tenancy

On average, rent is highest for tenants living in a unit for less than a year, paying approximately \$516 more than tenants living in a unit for 6 or more years (Figure 12). Overall, across all unit sizes, rent for new tenants has increased 54%. The cost of rent for new tenants has increased by 40% for bachelor units, 44% for one-bedroom, 20% for two-bedrooms, 99% for three-bedrooms, and 65% for four- or more bedrooms.

Most tenants (70%) say that their rent has increased over time (Figure 13). This may be due to annual provincial rent guideline increases, or due to “above guideline increases” (AGIs). However, slightly less than half (47%) said rent is affordable to them (Figure 14).

This suggests unaffordability may correlate more strongly with rising market rental costs caused by vacancy decontrol, rather than incremental rent increases.

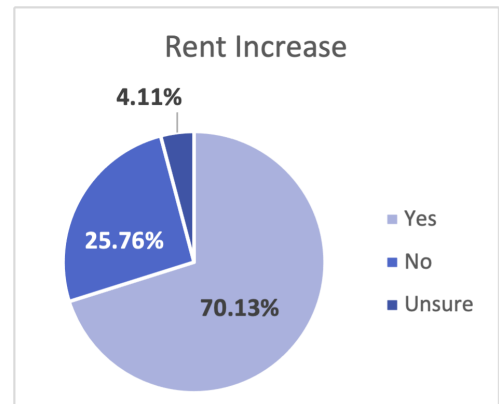


Figure 13 Percent of tenants whose rent has increased

What is vacancy decontrol?

Rent increases in occupied units are based on the Ontario Consumer Price Index (CPI), limiting the amount rent can increase. When a unit is not occupied, rent can be set at any price. Vacancy decontrol may provide a financial incentive for occupant turnover, putting long-term tenants at risk.

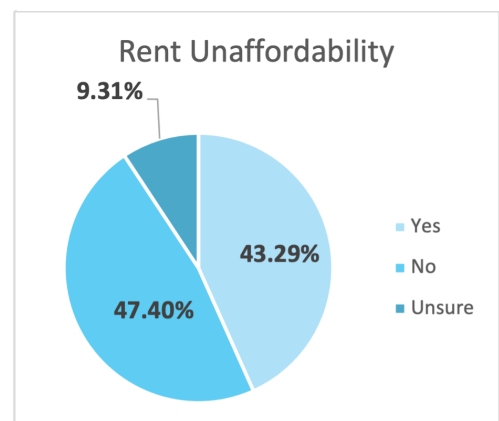


Figure 14 Percent of tenants whose rent is unaffordable to them

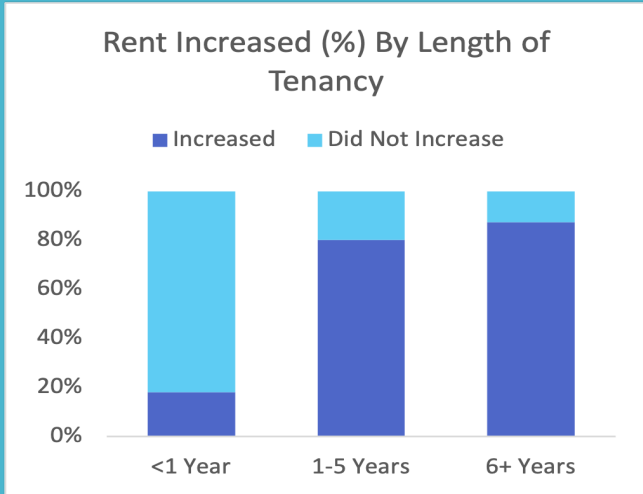


Figure 15 Rent increase (%) by length of tenancy

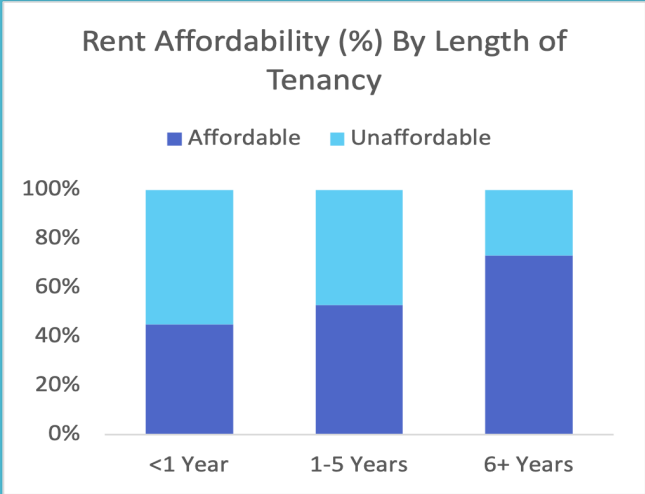


Figure 16 Rent affordability (%) by length of tenancy

Vacancy decontrol as a driving factor of unaffordability is further supported by comparing rent increases and affordability by different lengths of tenancies. Tenants living in a unit for six or more years had the highest percentage of rent increases (87%; Figure 15), but the lowest percentage of unaffordability (26%; Figure 16). Conversely tenants living in a unit for less than a year reported the lowest percent of increases (17%) but the highest rates of unaffordability (55%).

This trend continues across both types of landlords. While corporate landlords more frequently increased rent (81% compared to 58%; Figure 17), tenants found individual and corporate landlords equally unaffordable with 43% of tenants reporting this for both types (Figure 18).

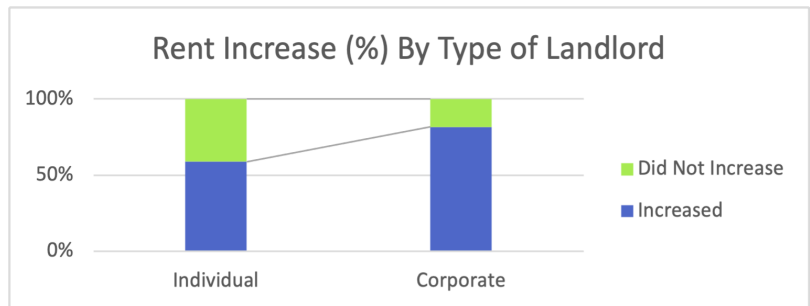


Figure 17 Rent increase (%) by type of landlord

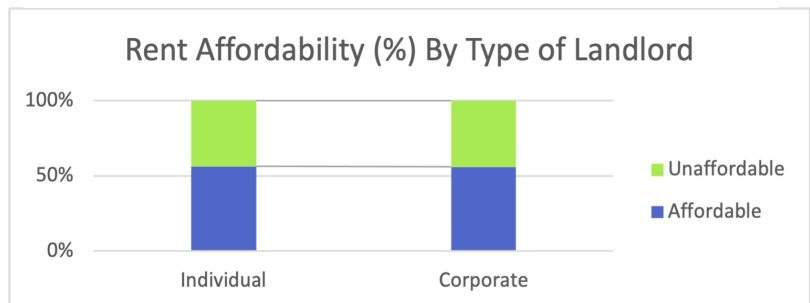


Figure 18 Rent affordability (%) by type of landlord

Housing Quality and Repairs

Tenants rated the overall condition of their current units on a scale from 1 (the worst) to 10 (the best). The average condition was 6.5 and overall skewed higher, suggesting on average more tenants live in units in relatively good condition (Figure 19).

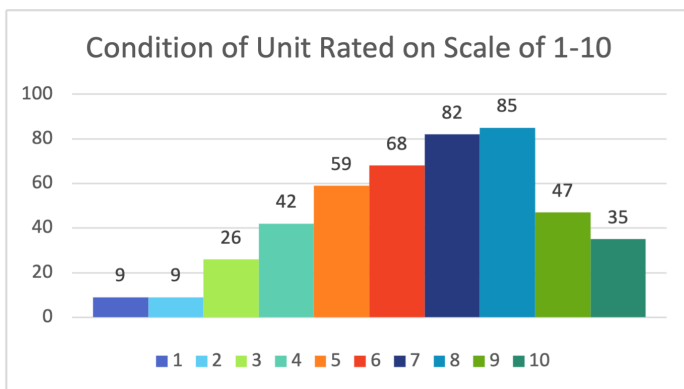


Figure 19 Condition of unit rated on scale of 1-10

The majority of respondents did not have elevators in their buildings. Most tenants (55%) that did have elevators said they were in good condition (Figure 20).

However, only 13% of tenants said they had no issues with their unit (Figure 21), and 11% with their building and common areas (Figure 22).

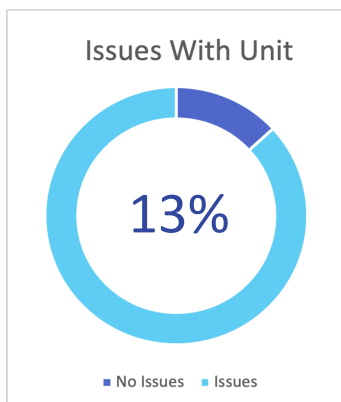


Figure 21 Presence of issues with unit (%)

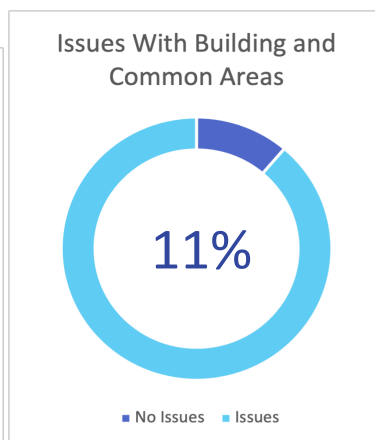


Figure 22 Presence of issues with building and common areas (%)

Quick facts

- Average quality of units is 6.5.
- Long-term tenants in corporate-run buildings report the highest average number of issues (unit and building).
- Average wait time for repairs is polarized as 50%+ wait less than a week or upwards of three months.
- Approximately 1 in 8 tenants had contacted Property Standards for help; 18% said it improved their issue.

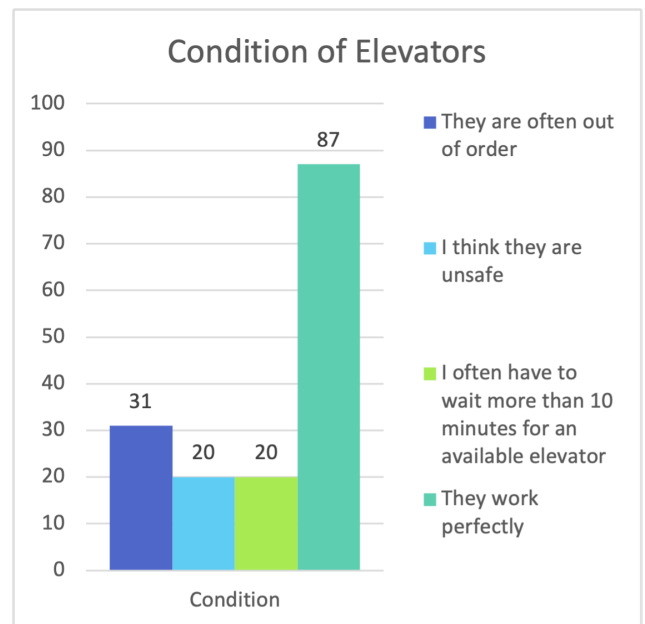
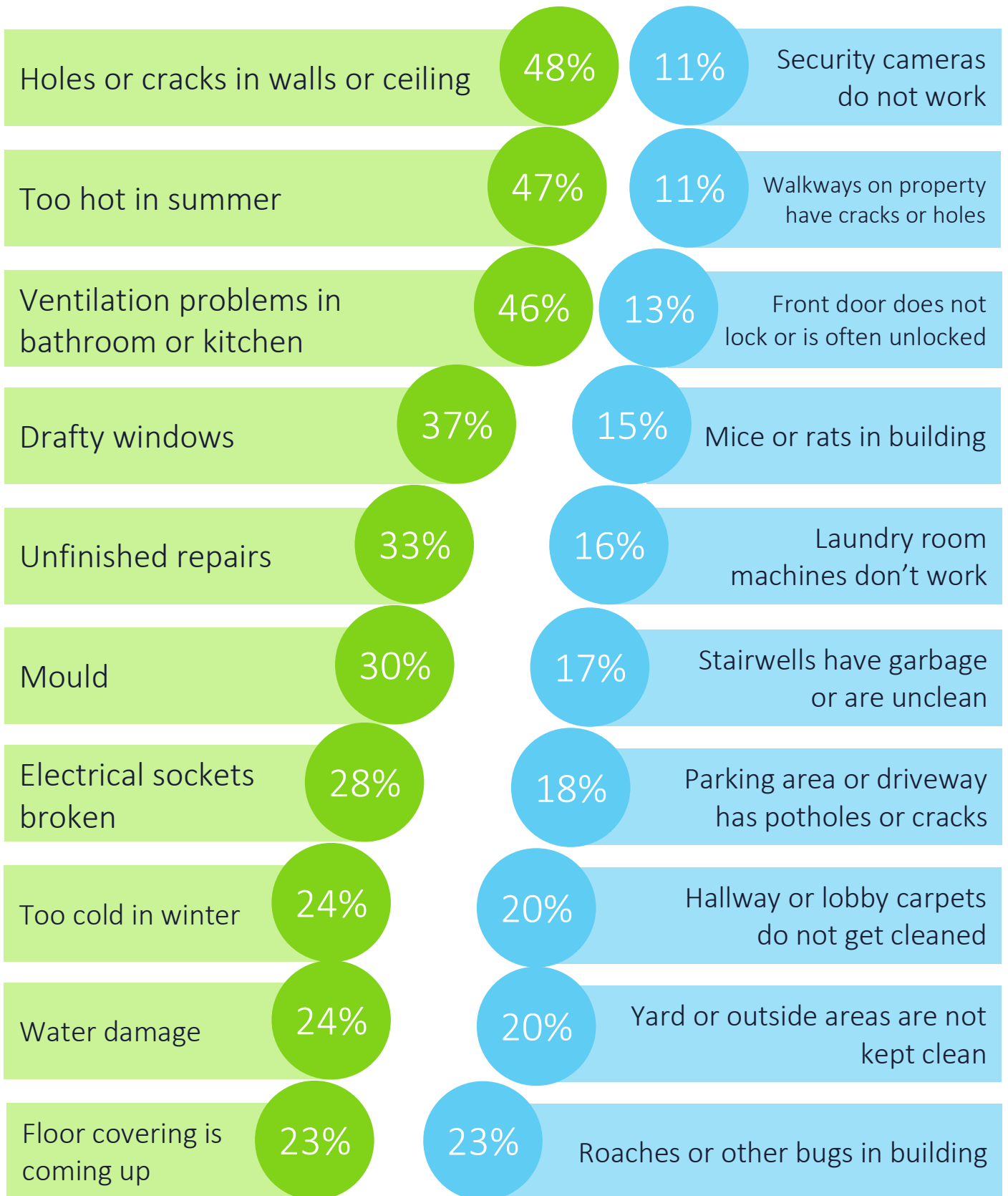


Figure 20 Condition of elevators in building

These are the most prevalent issues tenants experienced in their unit (in green) and their building or common areas (in blue). The full distribution of issues is available in Table 18 and 19 (pg. 23). Other issues tenants wrote in include security issues (e.g., broken locks), structural issues, utilities (e.g., no hot water), broken appliances, and smoking indoors.



On average tenants identified 4.7 issues each in their unit and 3.6 issues in their common areas (Table 20).

Further analysis shows that tenancies six years or more have the highest average number of issues in unit (Figure 23) and in common areas (Figure 24). In addition, tenants with corporate landlords report the highest average number of issues for both unit and common areas.

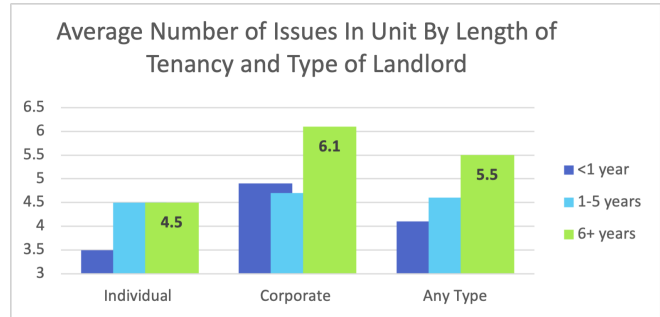


Figure 23 Average number of issues in unit by length of tenancy and type of landlord.

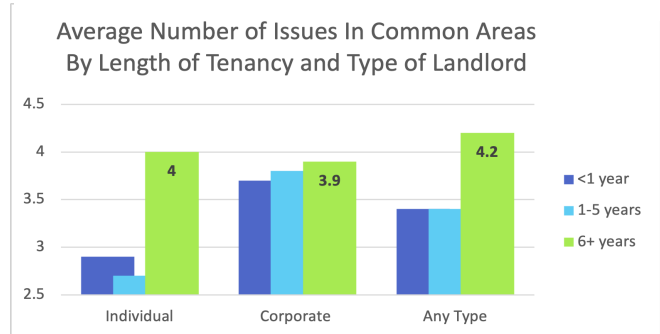


Figure 24 Average number of issues in common areas by length of tenancy and type of landlord.

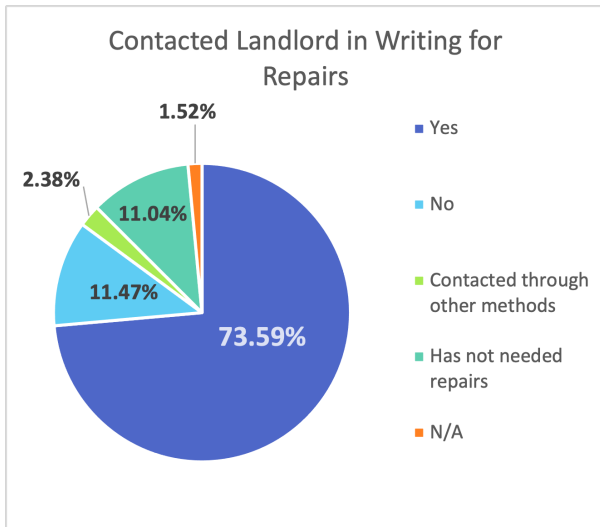


Figure 25 Contacted landlord in writing for repairs

Most tenants (73%) had contacted their landlord in writing for repairs (Figure 25). A smaller portion (2%) had only contacted their landlord through other means such as in person or by phone. Combined, 75% of tenants had contacted their landlord for repairs at some point.

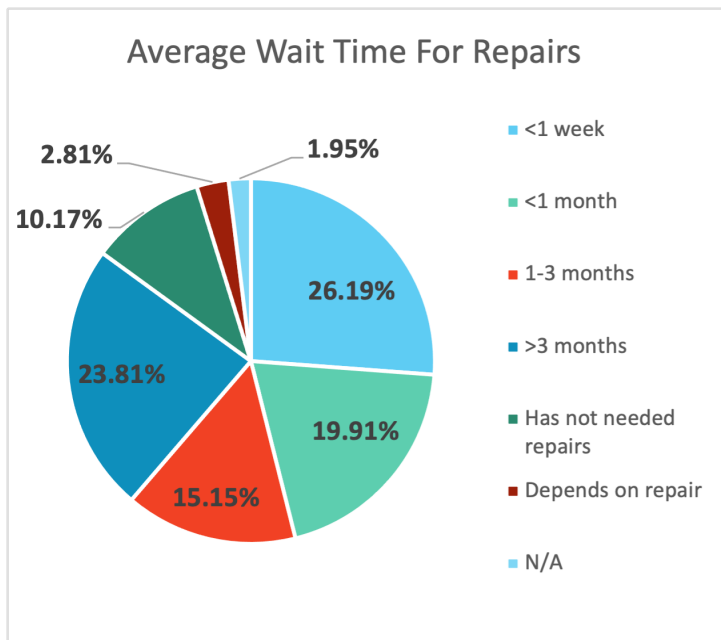


Figure 26 Average wait time for repairs

Average wait time for repairs pooled at two ends of the spectrum, with most tenants waiting either less than a week (26%) or over three months (23%; Figure 26). A small portion of tenants responses emphasized the high variability of time depending on the repair and were sorted into their own category.

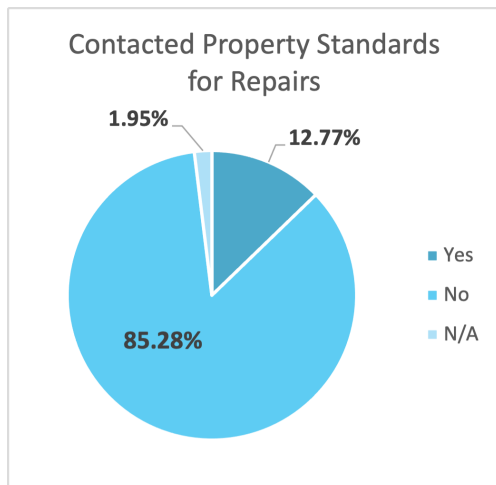


Figure 27 Contacted property standards for repairs

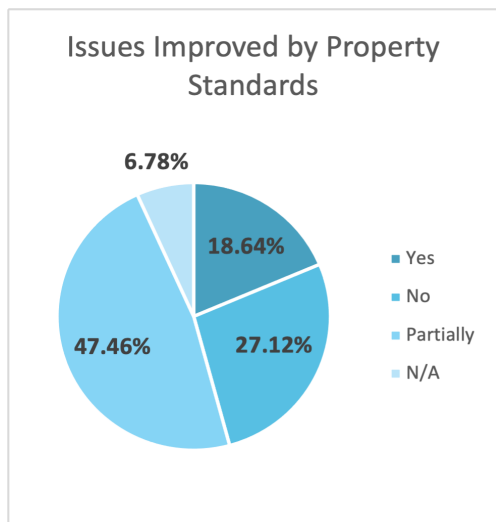


Figure 28 Issues improved by property standards

A small portion tenants (12%) had contacted the City of Kingston’s Property Standards bylaw office for assistance getting repairs done (Figure 27).

Tenants were given the option to write-in why they did not contact Property Standards. Majority said repairs were not needed or did not require Property Standards intervention. However, tenants who did need repairs said they did not contact Property Standards because (a) they did not know about Property Standards, (b) they were afraid of retaliation from their landlord if they sought help, and (c) they did not believe Property Standards would be able to help (Figure 29).

The majority of tenants who did contact Property Standards shared that their issue was only partially resolved (47%), or not resolved at all (27%; Figure 28).

Some reasons tenants wrote-in for responding “partially resolved” were the limited scope of bylaw’s intervention; delays getting repairs; lack of communication from bylaw; conflict caused with landlord; and repairs not completed.

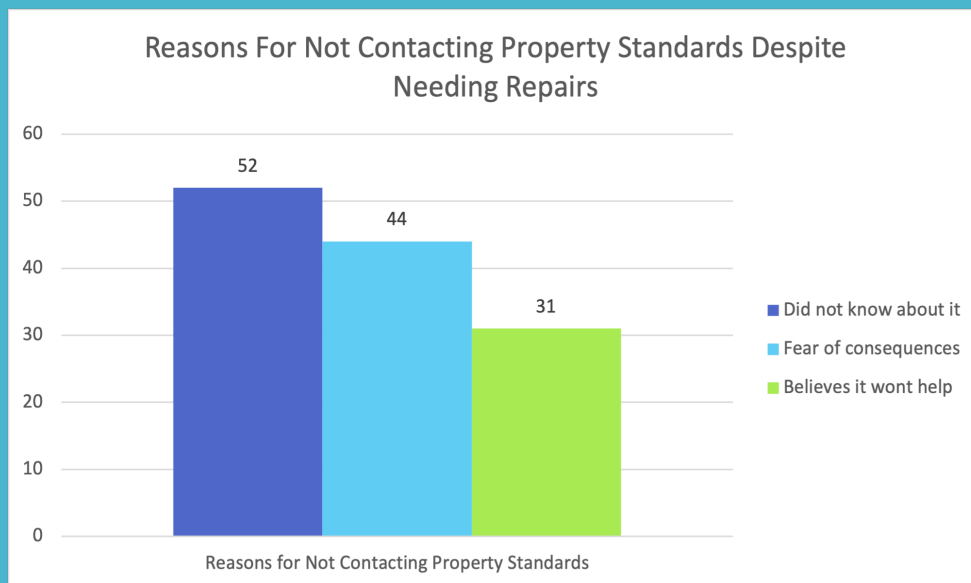


Figure 29 Reasons for not contacting property standards despite needing repairs

Landlord Conduct and Eviction

Quick facts

- Approximately 1 in 5 tenants has experienced inappropriate landlord conduct.
- 1 in 4 tenants has been evicted or threatened with eviction.
- Odds of eviction or threats of eviction are 1.4 times higher if they have contacted Property Standards or filed an LTB application.
- Tenants who have faced eviction are 1.8 times more likely to wait 3+ months for repairs.

Some tenants have experienced inappropriate landlord conduct such as entering their unit without notice (11%) or harassment and threats (12%). Combined, almost 1 in 5 (19%) tenants had experienced at least one form of inappropriate conduct (Figure 29).

The vast majority of tenants (93%) have never filed an application against their landlord with the Landlord and Tenant Board (LTB)—a formal way for tenants to address issues with their landlord’s conduct (Figure 30).

The main reasons given for filing an application were illegal rent increases or fees, repairs, harassment, and illegal evictions.

Out of the tenants that did file an application against their landlord, 78% were unsatisfied with the resolution (Figure 31).

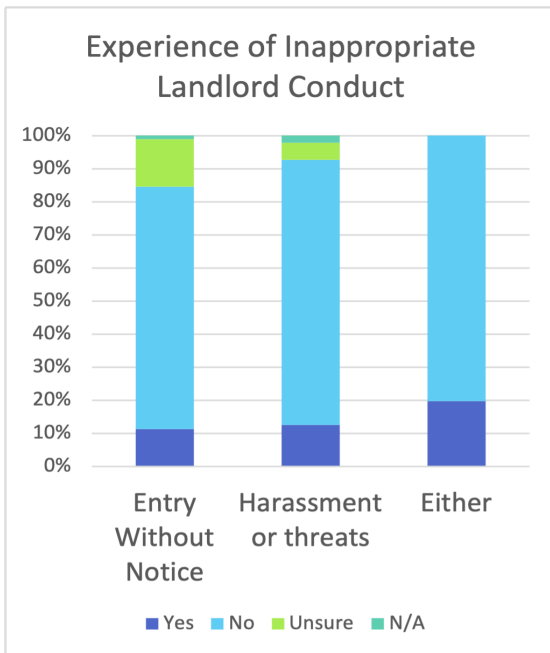


Figure 29 Experience of inappropriate landlord conduct (%)

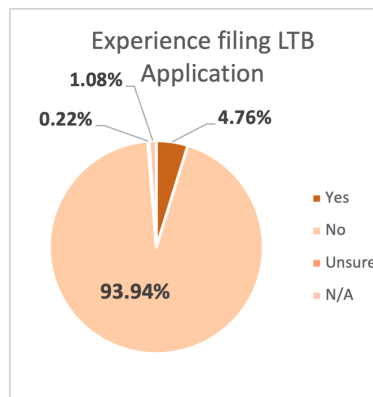


Figure 30 Experience filing LTB application

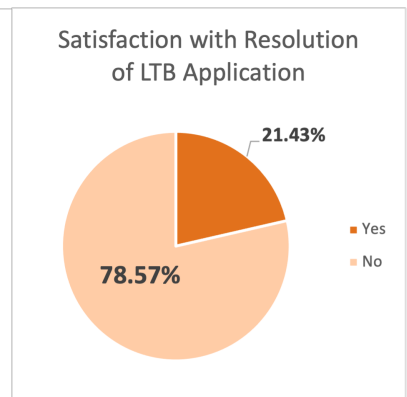


Figure 31 Satisfaction with resolution of LTB application

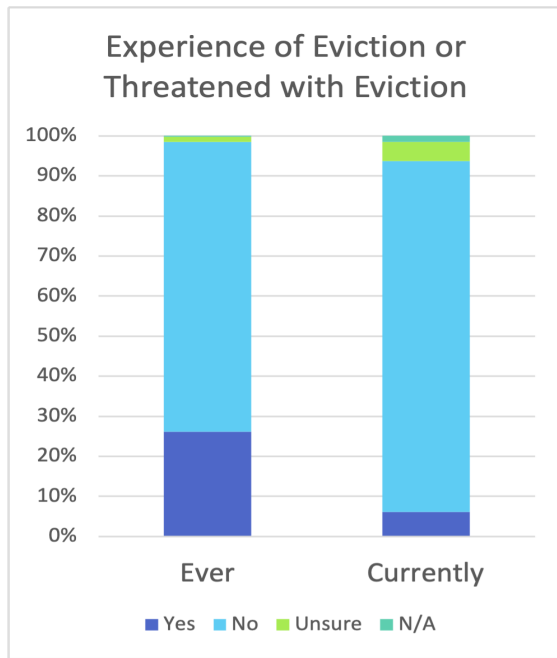


Figure 32 Experience of eviction or threatened with eviction (%) ever and currently

1 in 4
Kingston tenants have been evicted or threatened with eviction

Approximately one in four tenants (26%) had been evicted or threatened with eviction: 6% are at current at risk of eviction (Figure 32). This is significantly higher than the 2021 national average of 12.8% (Xuereb and Jones, 2023; data on threat of eviction not available).

The most frequent reasons given for past evictions were no-fault evictions (such as personal use (N12) or renovations (N13)) and late or non-payment of rent. This differs from the most frequent reasons found nation-wide. While no-fault evictions are the most frequent type of eviction nationally and in Kingston, non-payment of rent is only fifth nationally, but second most frequent in Kingston (Statistics Canada, 2022).

For those that are currently at risk, majority (37%) are facing eviction for non-payment of rent (Figure 33). This suggests one of Kingston’s leading concerns is rental costs.

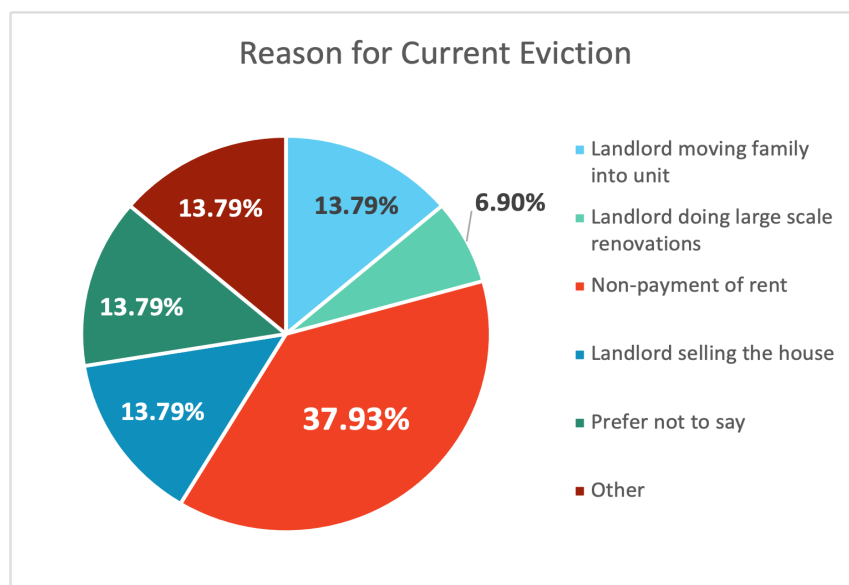
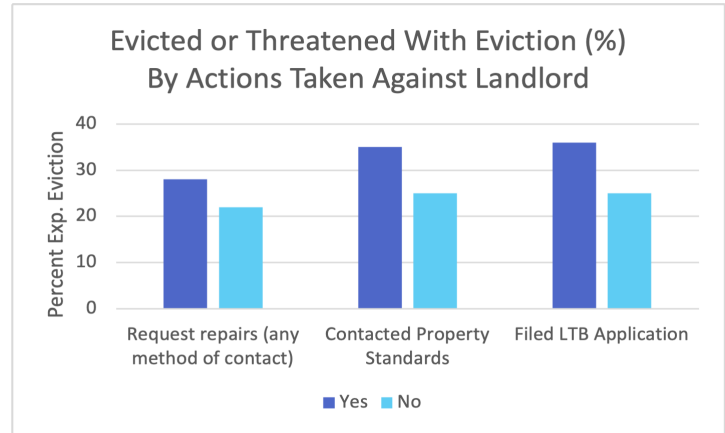


Figure 33 Reason for current eviction

Nationally 13% of tenants reported being evicted due to conflict with their landlord (Statistics Canada, 2022). Taking actions such as requesting repairs, contacting property standard, or filing an LTB application may create conflict with a landlord and escalate to eviction.



Analysis of survey data revealed Kingston tenants who acted

Figure 34 Evicted or threatened with eviction (%) by actions taken against landlord

against their landlord have experienced on average higher rates of eviction or threats of eviction than tenants who have not acted (Figure 34). Odds of eviction or threats of eviction were 1.2 times higher for tenants if they had requested repairs and 1.4 times higher if they had contacted property standards or filed an LTB application (Table 34).

Fear of eviction also correlates to difficulty getting repairs done. 34% of tenants who have faced eviction wait over 3 months for repairs, compared to 19% who have not (Figure 35). Tenants who have not been evicted or threatened with eviction are 1.8 times more likely to wait less than a week for repairs and 2 times more likely to not need repairs at all (Table 33). Conversely, tenants who have faced eviction are 1.8 times more likely to wait greater than three months for repairs.

1.8
times more likely to wait 3+ months for tenants who have faced eviction

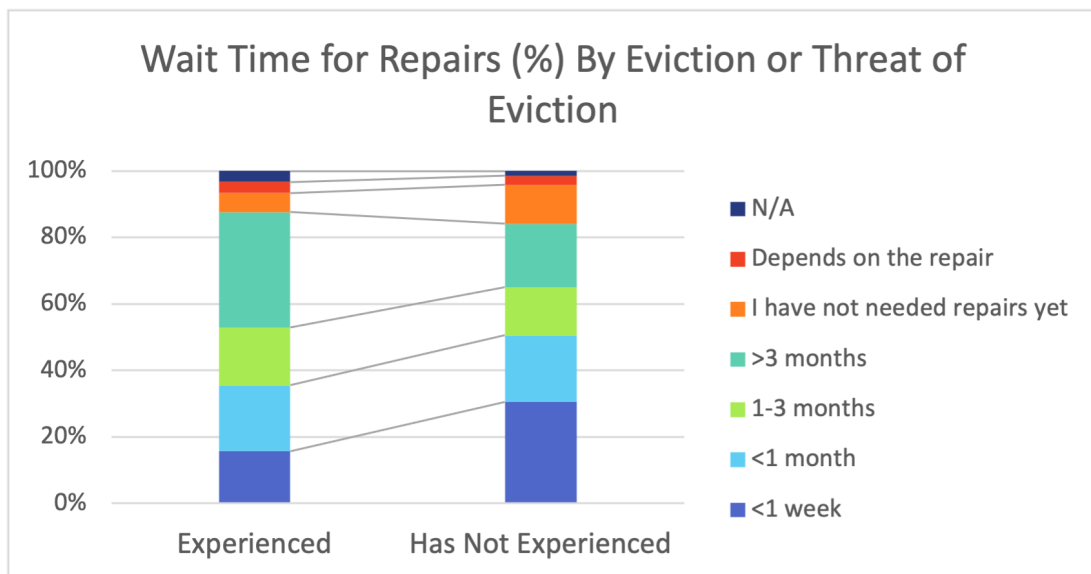


Figure 35 Wait time for repairs (%) by eviction or threat of eviction

References

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Appendix A – Data Tables

Table 1: Length of time renting in Kingston	
Time	N (462)
<1 year	6.27% (29)
1-5 years	36.36% (168)
6+ years	57.14% (264)
N/A	0.21% (1)

Table 2: Length of tenancy in current unit	
Time	N (462)
<1 year	19.26% (89)
1-5 years	54.76% (253)
6+ years	25.75% (119)
N/A	0.21% (1)

Table 3: Type of Rental Unit Tenant Currently Lives In	
Type	N (462)
Private Market	83.98% (388)
Rent-Geared-to-Income (RGI)	6.27% (29)
Subsidized	2.81% (13)
Transitional	0.64% (3)
Supportive	0.64% (3)
Rooming	3.03% (14)
Other	2.59% (12)
Note: Responses involving co-operative housing were counted as “other.”	

Table 4: Type of Landlord Tenant Currently Has	
Type of Landlord	N (462)
Individual	44.15% (204)
Corporate	48.26% (223)
Unsure	7.57% (35)

Table 5: Number of Bedrooms in Tenant’s Unit	
Unit	N (462)
Bachelor	3.46% (16)
1 Bedroom	24.24% (112)
2 Bedrooms	45.45% (210)
3 Bedrooms	19.69% (91)
4 or more bedrooms	6.92% (32)
Not sure	0.21% (1)

Table 6: Number of people living in tenant’s unit	
Tenants	N (462)
1 person	32.03% (148)
2 people	37.44% (173)
3 people	13.85% (64)
4 people	9.52% (44)
5 or more people	7.14% (33)

Concerned		N (462)
Yes	14.93%	(69)
No	84.41%	(390)
N/A	0.64%	(3)

Paying		N (462)
Yes	52.81%	(244)
No	29.22%	(135)
Partially	17.31%	(80)
N/A	0.64%	(3)

Length of Tenancy		Bachelor	1 Bedroom	2 Bedroom	3 Bedroom	4 or more bedroom	All
<1 year	Unit	983.00*	1255.06	1623.52	2159.07	2615*	1727.03
	Room	N/A	N/A	735.83	799.66*	689.28	741.59
1-5 years	Unit	940.73	1154.56	1738.72	1912.12	1932.25	1535.67
	Room	N/A	N/A	631.42	652.33*	704.70	662.81
6+ years	Unit	700.83	867.42	1344.40	1084.17	1578.50*	1115.06
	Room	N/A	N/A	716.66*	400*	800*	638.88
All	Unit	853.22	1125.97	1592.44	1782.64	1974.46	
	Room	N/A	N/A	686.56	644.50	703.96	

Note: Figures with * indicate smaller pool of data available to be used for average.

Type	Any landlord (unit)	Any Landlord (room)	Individual landlord (unit)	Individual landlord (room)	Corporate landlord (unit)	Corporate landlord (room)
Private market	\$1595.37	695.88	1560.00	644.07	1636.57	873.42
RGI	\$753.32	422.49	1369.66*	600.00*	703.56	333.73*
Subsidized	\$807.48*	584.33*	N/A	584.33	759.14	N/A
Transitional	N/A	825*	N/A	N/A	N/A	825.00*
Supportive	\$1478.66*	N/A	1158.00*	N/A	918.00*	N/A
Rooming	\$1254	775.82	1085.00*	815.71	1300.00*	650.00*
Other	\$1276.50	\$555*	2350.00*	510.00*	763.25*	N/A
All types	\$1513.27	\$687.22	1553.09	674.22	1500.94	743.14

Note: Figures with * indicate smaller pool of data available to be used for average.

Paying	N (327)
Yes	65.44% (214)
No	33.02% (108)
N/A	1.52% (5)
Note: Responses counted based on response in Table 8.	

Increased	N (462)
Yes	70.12% (324)
No	25.75% (119)
Unsure	4.11% (19)

Tenancy	Rent (unit)	Rent (room)	Increased	Unaffordable
<1 year	1627.13	704.68	17.97% (16/89)	55.05% (49/89)
1-5 years	1641.41	688.29	80.23% (203/253)	47.03% (119/253)
6+ years	1189.47	635.71	87.39% (104/119)	26.89% (32/119)

Unaffordable	N (462)
Yes	43.29% (200)
No	47.402% (219)
Unsure	9.307% (43)

	Individual	Corporate
Rent increased	58.82% (120/204)	81.61% (182/223)
Unit is unaffordable	43.62% (89/204)	43.94% (98/223)

Condition	N (158)
They are often out of order	19.62% (31)
I think they are unsafe	12.65% (20)
I often have to wait more than 10 minutes for an available elevator	12.65% (20)
They work perfectly	55.06% (87)
Note: Respondents could enter more than one response.	

Rating	1	2	3	4	5	6	7	8	9	10
N (462)	1.94% (9)	1.94% (9)	5.62% (26)	9.09% (42)	12.77% (59)	14.71% (68)	17.74% (82)	18.39% (85)	10.17% (47)	7.57% (35)

Issue	N (462)
Holes or cracks in walls or ceiling	48.701% (225)
Too hot in summer	47.83% (221)
Ventilation problems in bathroom or kitchen	46.96% (217)
Drafty windows	37.44% (173)
Unfinished repairs in my unit	33.76% (156)
Mould	30.08% (139)
Electrical sockets broken or don't work	28.35% (131)
Too cold in winter	24.45% (113)
Water damage	24.02% (111)
Floor covering is coming up	23.37% (108)
Countertops damaged or broken	22.29% (103)
Kitchen or closet shelves damaged or broken	21.86% (101)
Appliances do not work, or don't work properly	20.56% (95)
Lights don't work properly	18.18% (84)
Cockroaches	15.36% (71)
Lack of water pressure	15.15% (70)
I have no issues in my unit	13.203% (61)
Balcony has cracks or holes	6.92% (32)
Balcony door is broken	6.709% (31)

Issue	N (462)
Roaches or other bugs in building	23.59% (109)
There are no common areas in my building	21.64% (100)
Yard/outside areas are not kept clean	20.56% (95)
Hallway or lobby carpets do not get cleaned	20.56% (95)
Parking area or driveway has potholes or cracked concrete	18.83% (87)
Stairwells have garbage or are unclean	17.53% (81)
Laundry room machines don't work	16.66% (77)
Mice or rats in building	15.8% (73)
Front door does not lock or is often unlocked	13.63% (63)
Walkways/sidewalks on apartment property have cracks or holes	11.904% (55)
Security cameras do not work	11.25% (52)
I have no issues with the common areas of my building	11.52% (52)
Outside walls or balconies of building have cracks	10.606% (49)
Laundry room has leaks or mould	10.38% (48)
Lobby intercom/buzzer is broken	9.74% (45)
Hallway lights are missing or broken	9.52% (44)
Hallway ceiling has leaks or mould	9.307% (43)
Elevators are dirty or are damaged	7.57% (35)
Hallway lights are not bright enough	6.709% (31)
Stairwells have feces or urine	6.06% (28)
Stairwell lights are missing or broken	4.97% (23)
Stairwell lights are not bright enough	4.54% (21)
Garbage chute is unclean or has bad odours	4.54% (21)
Stairwells have broken railing	2.81% (13)
Parking garage walls or ceiling have cracks or holes	1.94% (9)

	Individual	Corporate	Both
Unit	4.3	5.1	4.7
Common Areas	3.1	3.8	3.6

Type of landlord		<1 year	1-5 years	6+ years
Individual	Unit	3.5	4.5	4.5
	Common areas	2.9	2.7	4.0
Corporate	Unit	4.9	4.7	6.1
	Common areas	3.7	3.8	3.9
All	Unit	4.1	4.6	5.5
	Common areas	3.4	3.4	4.2

Contacted	N (462)
Yes	73.59% (340)
No	11.47% (53)
Contacted about repairs through other methods	11 (2.38%)
I have not needed to contact my landlord about repairs	11.03% (51)
N/A	1.51% (7)

Contacted	N (462)
Yes	12.77% (59)
No	85.28% (394)
N/A	1.94% (9)

	Individual (204)	Corporate (223)	Unsure (35)	Any (462)
<1 week	29.41% (60)	25.56% (57)	14.28% (5)	26.19% (121)
<1 month	18.13% (37)	21.52% (48)	20% (7)	19.91% (92)
1-3 months	14.21% (29)	14.79% (33)	22.85% (8)	15.15% (70)
>3 months	21.07% (43)	26.45% (59)	22.85% (8)	23.80% (110)
I have not needed repairs yet	12.74% (26)	7.62% (17)	11.42% (4)	10.17% (47)
Depends on repair	1.96% (4)	3.58% (8)	2.85% (1)	2.81% (13)
N/A	2.45% (5)	0.89% (2)	5.71% (2)	1.94% (9)

Improved	N (59)
Yes	18.64% (11)
No	27.11% (16)
Partially	47.45% (28)
N/A	6.77% (4)

Reason	N
Did not know about Property Standards	52
Doesn't seem like it would help	31
Fear of consequences	44

Note: Count based on thematic coding of written responses. Responses indicating there was no need for repairs were removed.

Experienced	Entry w/o notice	Harassment or threats	Either
Yes	11.25% (52)	12.55% (58)	19.69% (91)
No	73.37% (339)	80.08% (370)	
Unsure	14.28% (66)	5.19% (24)	
N/A	1.08% (5)	2.16% (10)	

Experienced	N (462)
Yes	4.76% (22)
No	93.93% (434)
Unsure	0.64% (1)
N/A	1.08% (5)

Satisfied	N (22)
Yes	13.63% (3)
No	50% (11)
Application ongoing	36.36% (8)

Experienced	Ever (462)	Currently (462)
Yes	26.19% (121)	6.06% (28)
No	72.29% (334)	87.66% (405)
Unsure	1.29% (6)	4.76% (22)
N/A	0.64% (1)	1.51% (7)

Reason	N (28)
Landlord wants to move a family member in	14.28% (4)
Landlord wants to do large scale renovations	7.14% (2)
Non-payment of rent	39.28% (11)
Damage to unit	0
Landlord selling house	14.28% (4)
Prefer not to say	14.28% (4)
Other	10.71% (3)

Table 32: Percentage of tenants that experienced entry, harassment, eviction by type of landlord

Type	Entry w/o notice	Harassment/ threats	Eviction
Individual	13.23% (27/204)	12.74% (26/204)	24.01% (49/204)
Corporation	9.86% (22/223)	12.55% (28/223)	27.35% (61/223)

Table 33: Average wait time for repairs by experience of being evicted or threatened with eviction

Wait time	Experienced (121)	OR and p-value	Has Not Experienced (334)	OR and p-value
<1 week	15.70% (19)	0.5 (p=0.01) *	30.53% (102)	1.8 (p=0.01) *
<1 month	19.83% (24)	1.01 (p=0.9)	20.05% (67)	0.9 (p=0.9)
1-3 months	17.35% (21)	1.2 (p=0.4)	14.37% (48)	0.8 (p=0.4)
>3 months	34.71 (42)	1.8 (p=0.005) **	19.16% (64)	0.5 (p=0.005) **
I have not needed repairs yet	5.78% (7)	0.5 (p=0.1)	11.67% (39)	2.01 (p=0.09)
Depends on the repair	3.3% (4)		2.69% (9)	
N/A	3.3% (4)		1.49% (5)	

Table 34: Experience of being evicted or threatened with eviction by actions taken against landlord

Action	Requested Repairs (Any method of contact)	OR and p-value	Contacted Property Standards	OR and p-value	Filed LTB Application	OR and p-value
Yes	28.205% (99/351)	1.245 (p=0.5)	35.59% (21/59)	1.416 (p=0.2)	36.36% (8/22)	1.409 (p=0.4)
No	22.64% (12/53)	0.8 (p=0.5)	25.12% (99/394)	0.7 (p=0.2)	25.806% (112/434)	0.7 (p=0.4)

Appendix B – Tenant Experiences Survey

1. **Are you currently a full-time student at St. Lawrence College, or a full time undergraduate student at Queen’s or RMC?**
 - Yes
 - No

2. **I confirm that I currently am renting in Kingston, Ontario, Canada.**
 - Yes
 - No
 - Other (write-in)

3. **What are the first 5 digits of your postal code?**

4. **A) Do you Share a kitchen or bathroom with your landlord or landlord’s family? B) Do you live in a Long-Term Care home? C) Live in a short term rental/Airbnb? D) Live in student residences offered by a post-secondary institution?**
 - Yes
 - No

5. **How long have you been a renter in Kingston (Ontario, Canada)? (select a number from range?)**
 - >1 year
 - 1-5 years
 - 6+ years

6. **What type of rental unit do you live in?**
 - Private market
 - Rent-geared to income
 - Subsidized (80% market rate)
 - Transitional housing
 - Supportive housing
 - Rooming house
 - Other (write-in)

7. **Is your landlord an Individual or Corporation?**
 - Individual
 - Corporation
 - I am not sure

8. **What is the individual’s or corporation name? (if you feel comfortable sharing)**
 - Write-in answers only

9. How many bedrooms are in your unit?

- Bachelor
- 1 bedroom
- 2 bedrooms
- 3 bedrooms
- 4 or more bedrooms
- Not sure

10. How many people live in your unit?

- 1 person
- 2 people
- 3 people
- 4 people
- 5 or more people

11. Is overcrowding a concern in your unit?

- Yes
- No

12. A) How much do you pay for rent?

- Write-in answers only

B) Is that per your room or the whole unit?

- My room only
- Whole unit

13. A) Are you responsible for paying some or all utilities?

- Yes
- No
- Partially
- Other (write-in)

B) If yes, do you pay for your heat?

- Yes
- No

14. How long have you lived in your current unit?

- Less than 1 year
- 1-5 years
- 6 years or longer

15. Has your rent increased over time?

- Yes
- No
- I don't know

16. If your rent has increased, by how much?

- Write-in answers only

17. Has your rent become unaffordable for you?

- Yes
- No
- I don't know

18. How would you rate the condition of your apartment?

- Select number on scale from 1 (Not habitable) to 10 (Excellent condition)

19. How would you rate the elevators in your building?

- They are often out of order
- I think they are unsafe
- I often have to wait more than 10 minutes for an available elevator
- They work perfectly
- Not applicable - no elevators in my building

20. I have the following issues with my unit:

- Holes or cracks in walls or ceilings.
- Ventilation problems in bathroom or kitchen
- Electrical sockets broken or don't work
- Appliances do not work, or don't work properly
- Countertops damaged or broken
- Kitchen or closet shelves damaged or broken
- Lights don't work properly
- Balcony door is broken
- Balcony has cracks or holes
- Unfinished repairs in my unit
- Cockroaches
- Lack of water pressure
- Too hot in summer
- Too cold in winter
- Floor covering is coming up
- Water damage
- Mould
- Drafty windows
- I have no issues in my unit.

21. I have the following problems with the common areas in my building:

- Hallway or lobby carpets do not get cleaned
- Hallway ceiling have leaks or mould
- Hallway lights are missing or broken
- Hallway lights are not bright enough
- Stairwells have garbage or are unclean
- Stairwells have feces or urine
- Stairwells have broken railing
- Stairwell lights are missing or broken
- Stairwell lights are not bright enough

- Garbage chute is unclean or has bad odours
- Front door does not lock or is often unlocked
- Lobby intercom/buzzer is broken
- Parking garage walls or ceiling have cracks or holes
- Parking area or driveway has potholes or cracked concrete
- Security cameras do not work
- Outside walls or balconies of building have cracks
- Elevators are dirty or are damaged
- Mice or rats in building
- Roaches or other bugs in building
- Yard/outside areas are not kept clean
- Walkways/sidewalks on apartment property have cracks or holes
- Laundry room has leaks or mould
- Laundry room machines don't work
- I have no issues with the common areas of my building
- There are no common areas in my building.

22. Are there any other issues you have experienced in your unit or building not mentioned above?

- Write-in answers only

23. What is the average time you have had to wait for a repair?

- Less than 1 week
- Less than 1 month
- 1-3 months
- Longer than 3 months
- I have not needed any repairs yet
- Other (write-in)

24. Have you contacted your landlord in writing (letter or text message) about needed repairs?

- Yes
- No
- I have not needed to contact my landlord about repairs
- Other (write-in)

25. If you haven't contacted your landlord about needed repairs, why not?

- Write-in answers only

26. Have you ever contacted the City of Kingston's Property Standards By-law to report concerns with maintenance and repairs?

- Yes
- No
- Other (write-in)

27. If you haven't contacted Property Standards for maintenance and repairs, why not?

- Write-in answers only

28. **If you did contact Property Standards, did they help you get the repairs addressed with the landlord?**
- Yes
 - No
 - Partially
 - n/a - I have not contacted Property Standards
29. **What was your experience with Property Standards like? Were they helpful? Were there challenges? Please share anything you would like here.**
- Write-in answers only
30. **Has your landlord ever entered your unit without giving notice?**
- Yes
 - No
 - Unsure
31. **Has your landlord ever harassed or threatened you?**
- Yes
 - No
 - Unsure
32. **If you have been harassed or threatened, please share more about your experience.**
- Write-in answers only
33. **Have you ever filed an application against your landlord with the Landlord and Tenant Board?**
- Yes
 - No
 - Unsure
34. **If you have filed an application against your landlord, what was it for?**
- Write-in answers only
35. **Was the application against your landlord resolved to your satisfaction?**
- Yes
 - No
 - n/a - I have not filed an application against my landlord
 - Other (write-in)
36. **Is there anything else you would like to share with us about your experiences as a tenant in Kingston?**
- Write-in answers only
37. **Have you ever been evicted from a unit? Or threatened with eviction?**
- Yes
 - No
 - Unsure

38. **Please feel free to comment about any previous experiences with eviction or being threatened with eviction.**
- Write-in answers only
39. **Are you facing a threat of eviction now?**
- Yes
 - No
 - Unsure
40. **If you are facing a threat of eviction, why is your landlord trying to evict you?**
- Landlord wants to move a family member in
 - Landlord wants to do large scale renovations
 - Non payment of rent
 - Damage to unit
 - Landlord selling house
 - Prefer not to say
 - Other (write-in)
41. **Has your landlord provided an eviction notice? (A paper form that starts with an N)**
- Yes
 - No
 - I am not sure
42. **If you selected "Landlord wants to move a family member in," Do you have any indication that the landlord is evicting you in bad faith (for example, their family member is not moving in)? Please explain.**
- Write-in answers only
43. **If you selected "Landlord wants to do large scale renovations" Did your landlord offer you the opportunity to move back in, or offer you a similar unit?**
- Yes
 - No
 - Other (write-in)
44. **If you had to move, are you confident that you could secure another tenancy without having to move away from your community or give up independent living?**
- Yes
 - No
 - Other (write-in)
45. **Is there anything else you would like to share with us about your experiences as a tenant in Kingston?**
- Write-in answers only



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