

Toronto Community Housing



2024 Annual Pest Management Report

Item 19

June 24, 2025

Board of Directors

Report: TCHC: 2025-37

To: Board of Directors (the “Board”)

From: Tenant Services Committee (“TSC”)

Date: June 4, 2025

PURPOSE:

This report provides the Board with an annual update on the provision of pest management services at Toronto Community Housing (“TCHC”).

RECOMMENDATION:

It is recommended that Board of Directors receive this report for its information.

TSC:

The Tenant Services Committee received this report at its meeting of June 4, 2025 and forwarded it to the Board of Directors for its information.

REASONS FOR RECOMMENATION:

Background

The provision of pest management services is governed by municipal by-laws and federal regulations and is a key responsibility of the landlord as set out in the *Residential Tenancies Act*. It is an essential component of TCHC’s broader clean buildings and maintenance strategy, which is anchored against adherence to established service standards, and delivery of cost-effective pest control services geared to enhancing tenant experience and satisfaction.

Annual Overview

The TCHC pest management program, delivered by the Environmental Health Unit (“EHU”), plays an integral role in supporting tenants and staff. As

part of the refresh approach for the pest management program, TCHC adopts a holistic and layered approach to addressing pest management issues, which includes a combination of prevention and mitigation measures, along with education activities and assistance of service partners such as Toronto Public Health (“TPH”).

The program and service contracts are extended to the Toronto Seniors Housing Corporation (“TSHC”) as part of the TCHC-TSHC service agreement. In 2024, TSHC established a dedicated TSHC EHU responsible for managing demand and preventive services for all TSHC sites. Under this service model, TSHC still uses the program protocols established by the TCHC EHU. In addition, TCHC continues to support TSHC with all demand environmental concerns and management of contract and all vendor management concerns. Please note that the statistics and initiatives within this report apply to the TCHC managed portfolio, the TSHC EHU reports their own performance separately.

In 2024, the EHU undertook initiatives to strengthen its comprehensive and holistic approach to pest management, including:

- Engagement with tenants at the Tenant Advisory Action Table to develop educational material;
- Staff education sessions around pest control procedures with similar sessions scheduled for Q3 2025;
- Initiatives targeting at-risk buildings for pest and environmental concerns with full building audits and cleanouts;
- Continuous collaboration with partner departments (e.g., move-out, the capital project team, and State of Good Repair) to proactively address test and environmental issues;
- Updating and implementing new pest control contract and scope of program.

Activity Overview

In 2024, the TCHC pest management program delivered services against 38,241 work orders (“WO”) associated with a range of pest management issues as outlined in Attachment 1. When compared to previous years, this represents a decrease of 2,401 WOs; the reported pest management issues were primarily related to bed bugs (35%), cockroaches (37%), mice (23%), and other pest issues (5%).

The overall decrease in WOs for various pests can be attributed to the continued refresh of the pest management program and the success of the program in addressing the pest issues in the former contract managed sites. The increase in WO for mice can be attributed to the above-normal climate conditions throughout 2024 which provided the optimal conditions for mice populations to increase and migrate. The increase in construction activity throughout many buildings and communities has also disrupted pest colonies, forcing them to seek alternate areas to establish nesting sites.

Building Cleanouts

In Q4 2024, the EHU initiated a full building cleanout initiative at 21 TCHC sites which included the delivery of full building treatment for roaches, mice, and a preventative treatment for bedbugs. As part of this initiative, over 7,100 units were in-scope and 93% were accessed and treated. This was achieved through weekly follow ups on refused units and education to tenants on the importance of allowing treatments to be completed. As a result of this initiative there has been a 15% decrease in infestation levels; additional follow-up treatments will continue for the balance of Q2 2025.

Supporting Tenants

Toronto Employment and Social Services ("TESS") and Toronto Public Health ("TPH") operate programs that provide funding and/or services to residents who are dealing with bedbugs. Eligible households can qualify for funding for:

- replacing mattresses;
- receiving bedbug covers;
- helping tenants prepare their units for pest treatments; and
- de-cluttering units.

EHU staff support households that may be eligible by making them aware of the programs and assisting them with applications and documentation.

In 2024, EHU was able to support over 300 households who qualified for these programs to secure funding support of approximately \$415,000.

Community Engagement

Effective pest management entails a proactive approach, ensuring staff engage in timely and targeted dialogue with tenants and communities. In 2024, in-person training and education sessions for staff continued as part of the Annual Unit Inspection training. EHU developed a poster campaign to provide tenants with information on pest prevention and management. These posters will be part of a broader communications strategy targeting building sites monthly. and is planned for expansion in 2025. Lastly, EHU will be

finalizing tenant education and engagement seminars to be presented at the district level within each community.

NEXT STEPS:

In 2025, EHU will continue to evolve the pest management program through engagement of tenants and communities, enhancement of vendor quality assurance, additional full building cleanouts, collaboration with external partners, including TPH and TESS, and implementation of a pilot project to provide support to vulnerable tenants who require assistance in preparing for treatment. EHU will continue to leverage data to inform resource allocation across the portfolio to ensure that full building audits are conducted at sites with known or trending pest management issues. Lastly, EHU will proactively canvas and engage with key industries and housing sector partners to adopt best practices.

IMPLICATIONS AND RISKS:

Issues arising from pests can result in significant disruption of the comfort of tenants and limit the enjoyment of their homes. Without a comprehensive and sustainable pest management program, TCHC would be at risk of Municipal Licensing and Standards, Toronto Public Health, and Landlord Tenant Board orders and other costs.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Chief Operating Officer

ATTACHMENT:

1. Pest Treatments by Categories

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Pest Treatment by Categories

Period	Regions	Bed Bugs	Total	Cockroaches	Total	Mice	Total	Other	Total	2024	2023	2022
Q1 2024	East	1222	3,339	955	2,809	528	1,594	106	217	7,959	10,026	9,987
	Central	1144		692		388		46				
	West	973		1,162		768		65				
Q2 2024	East	1240	3,199	1033	2,918	733	1,813	172	533	8,463	9,098	9,271
	Central	903		749		460		164				
	West	1056		1136		620		197				
Q3 2024	East	1391	4,120	1,464	3,679	861	2,472	169	594	10,865	10,987	11,164
	Central	1240		1,033		733		172				
	West	1489		1,182		878		253				
Q4 2024	East	1297	3,853	1,575	4,691	797	1,917	152	493	10,954	10,531	11,102
	Central	1155		1,335		400		176				
	West	1401		1,781		720		165				
	Total		14,511		14,097		7,796		1,837	38,241	40,642	41,524