



FACTUM

Nine in Ten (93%) GTA Residents Say It's Important for Government to Reduce the Backlog at the Landlord Tenant Board

89% Say Investing Tax Dollars to Improve Tech, Processes and Hire Staff is Important

Toronto, ON, December 4, 2024 — Amid a massive backlog of cases before the Landlord-Tenant Board, a new Ipsos poll conducted on behalf of the Toronto Regional Real Estate Board (TRREB) shows a consensus emerging among GTA residents stressing the importance of tackling the backlog. The Ipsos poll of 1700 residents of the GTA and Simcoe County reveals that nine in ten (93%) say it's important (56% very/37% somewhat) that government reduce the backlog at the Landlord-Tenant Board, while just 7% say it isn't important (1% not at all/6% not very).

Ontario's Landlord and Tenant Board (LTB) is responsible for resolving disputes between rental property owners and tenants. As of February 2024, the LTB had a backlog of over 53,000 unresolved cases. Despite government efforts to improve operations, such as appointing additional adjudicators and increasing funding, backlogs continue. The Ontario Ombudsman's 2023 audit highlighted the extent of the LTB's challenges, which has contributed to delays, barriers to access, and discrimination within Ontario's housing system.

In response, nearly all (94%) residents believe that it is important (55% very/39% somewhat) that Ontario has a properly-functioning Landlord-Tenant Board to support the rental-housing market. To that end, nine in ten (89%) believe that it's important (43% very/46% somewhat) for the government to invest tax dollars to improve technology, processes and hire staff at the Landlord-Tenant Board in an effort to reduce the backlog.

These are the findings of an Ipsos poll conducted on behalf of TRREB. For the research, a sample of n = 1700 GTA and Simcoe County residents was interviewed online via the Ipsos I-Say Panel and non-panel sources between November 28 and December 2, 2024. Quotas and weighting were used to ensure that the sample's composition reflects the population according to census population parameters. The accuracy of online polls is measured using a credibility interval. For a sample of this size, the research is considered accurate to within +/- 2.7 percentage points, 19 times out of 20, of what the results would be had a census of GTA and Simcoe residents been conducted. All surveys are subject to other sources of error, including coverage or response error.

For more information on this news release, please contact:

Sean Simpson
Senior Vice President, Canada, Ipsos Public Affairs
sean.simpson@ipsos.com





FACTUM

About Ipsos

Ipsos is the world's third largest market research company, present in 90 markets and employing more than 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com

