



January 26, 2025

Re: City of Toronto Licensing Review and City initiative proposing to remove select licence types from the Licensing Bylaw to be submitted to City Council

Dear members of the Review Board for Business Licensing in the City of Toronto,

The Cliffcrest Scarborough Village South West Residents Association (CSVSWRA) Association is an incorporated, not-for-profit community organization supporting local community.

The attached letter was received through one of our members, CSVSWRA and members are concerned with changes being considered. As a Resident Association, we feel that it is very important to maintain standards which allow consumers to have comfort that they are hiring companies which meet or exceed requirements in the operations of their businesses. Some of the benefits include (and as per the City of Toronto Survey):

- It enhances business/trade's credibility towards customers and/or business partners.
- It promotes that companies comply with rules set out by other governments and/or regulatory bodies.
- It protects consumers.
- It supports health and safety of workers and consumers.
- It reduces community nuisance issues (e.g., complaints from residents)

There are many negative reasons which required businesses to become licensed and the need/requirement for many of the existing licences was triggered through the identification of a negative occurrence, the licence became the tool to control and prevent these negative occurrences.

The removal of the requirements for licensing will lead to a resurgence of those issues. The issues will be compounded with the fact that consumers will have no support from the City and they will be left to fend for themselves with companies that do not adhere to proper business standards. It will be harder for consumers to discern good companies from others which are not as operationally sound.

Business licensing is a good avenue for consumers to know that a business is in good standing and that they maintain good practices. It will become harder for consumers/residents to know if a business is reputable and if they are in good standing with the City.

We recommend and respectfully request that the City maintain standards of good business operation for the companies listed in this letter and, if anything, set more expectations and guidelines for consumers and businesses for better business practices in the City.

Yours truly,

Tony Lombardi, (and fellow Board Members)

Chair of Membership, Director

Cliffcrest Scarborough Village Southwest Residents' Association - CSVSWRA