

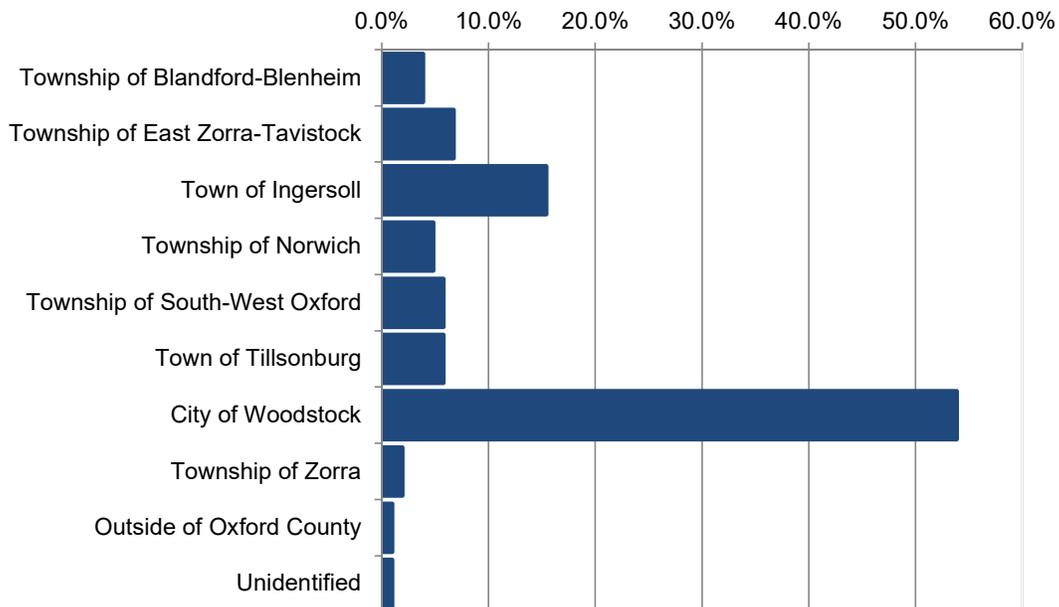
2019 Draft Water By-law Survey Responses

Context

The following are the responses received from the 2019 Draft Water By-law Survey from October 8 to November 15, 2019. The survey was intended to see how residents viewed the proposed changes to billing and collection cycle in the proposed Water By-law.

Question 1: I live in...

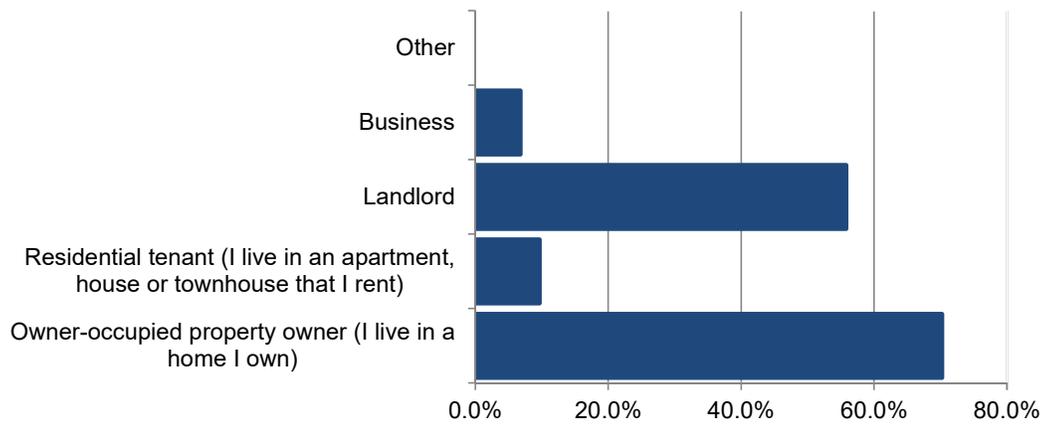
Answer Options	Response Percent	Response Count
Township of Blandford-Blenheim	3.8%	4
Township of East Zorra-Tavistock	6.7%	7
Town of Ingersoll	15.4%	16
Township of Norwich	4.8%	5
Township of South-West Oxford	5.8%	6
Town of Tillsonburg	5.8%	6
City of Woodstock	53.8%	56
Township of Zorra	1.9%	2
Outside of Oxford County	1.0%	1
Unidentified	1.0%	1
answered question		104



Question 2: I am a...

Note: Some respondents fell into more than one category

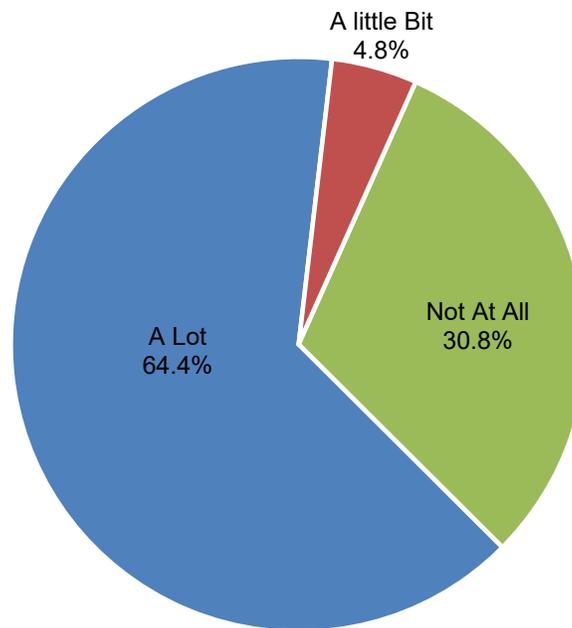
Answer Options	Response Percent	Response Count
Owner-occupied property owner (I live in a home I own)	70.2%	73
Residential tenant (I live in an apartment, house or townhouse that I rent)	9.6%	10
Landlord	55.8%	58
Business	6.7%	7
Other	0.0%	0



Question 3a:

When the new by-law takes effect, all new water/wastewater billing accounts will be opened in the name of the property owner and not the tenant in the case of a rental property. How will this affect you?

Answer Options	Response Percent	Response Count
Not At All	30.8%	32
A Lot	64.4%	67
A little Bit	4.8%	5
<i>answered question</i>		104



Question 3b:

Please explain why you chose the answer above

Summary of responses on Next Page

Question 3b Responses

Comments
A little bit
I currently have all water in my name for my rentals but would like the option to have it in the tenant's so they will conserve more
I currently rent my home but dont plan to move, but if I do then it will affect me and I dont agree with it.
I will not be purchasing a rental property in the County.
Not currently on city water, but expect to be in the future, and do not like the idea of being held accountable for my tenant's utilities if they fail to pay rent. With eviction laws and processes nearly always favouring the tenant and giving lots of time, property owners are at huge risk of having properties in the read of tenants refuse to pay and landlords are on the hook.
We have a rental property but with an existing tenant. If this changes we will need to increase the rent of the occupant in order to cover this ridiculous proposal. It is not a landlords problem that a tenant is irresponsible and unreliable when it comes to paying for the water and sewer that they used. A landlord should not be held accountable for this. The county should be using collections agencies to get the money from the derelict tenants.
A lot
Added cost to rental unit to cover their expenses.
Any person using services is the one that should be held accountable for their actions. This is the norm in all facets of life. There are many services that go into a rental that are up to the individual's living there. Rogers, Bell, Internet, Cable, Hydro, Gas and Water. How much they use these services should have ZERO affect on the landlord. The landlord have obligations ...but to be responsible for non payments of any of the above services is totally outrageous. The person that came up with this idea should be demoted or even fired for creating mass hostility among the fine residents of Woodstock. We have put up with gouging of property taxes (many properties doubling in the past 10 years) and steadily increased costs of services whilst wages in the manufacturing sector remained basically stagnant or very little increase. Woodstock is on the top 10 list of most expensive property taxes Canada wide. STOP DIGGING DEEPER INTO THE LAW ABIDING CITIZENS POCKETS <u>If you want to make changes try switching to a more aggressive collection agency</u>
As a landlord I don't have any idea what someones useage will be. It is also my understanding that the hydro will be included with the water bill. I try and provide my tenant with reasonable rent so i am still able to pay the bills. If this is added to my bills i will have no choice but to bill extra to ensure that i can cover the bills. This will make rent unreasonable for people who may be very thrifty with their consumption. I will not want to purchase any free standing properties as it stands i will be losing money and talk money away from my family.
As a landlord I will now be responsible for paying my tenants water bills. Due to this I will be increasing the monthly rental amount once the current tenant moves out and a new one moves in. Tenants will have no idea what their consumption rates are as they will no longer see a bill.
As a landlord I will now be responsible for someones else bill
As a landlord of 3 properties in Woodstock, new tenancies will need to have the cost of water added to the rent. Allowable rent increases are limited so the cost of water may need to be absorbed by the landlord. Also, the landlord has no control over water usage by tenants. Perhaps a flat rate should be considered when the payer is not the user.
Be forced to pay the amount dictated by the landlord which may not be actual water bill amount. Rent that is already high is increasing. If landlord doesn't establish unit specific water services then the bill payment is not accurate for each tenant and that is not the fault of the tenant. ALL tenants in ALL types of rental dwellings should be able to control their water use and pay the bill for the amount that they use. I do not want to pay for my pressure washing obsessed's neighbor tenants water bill.
Because I have multiple investment properties and as a real estate broker, it will affect my clients as well.
Because it is the tenant using the water and wastewater and they should be held accountable not the landlord. Tenants get away with too much now. Just think about it, tenants won't care how much water they use . This is going to raise the rent up even more for tenants to compensate for their water usage. Dislike this by-law completely. Who ever came up with this by-law certainly isn't aware of the issues landlords have to contend with, and now another issue is thrown at them. Not for this by-law whatsoever but I'm sure the tenants will be happy.

Does this make sense to you? I don't think landlords should be billed this? Now tenants can run their water without worrying?? Where is the conservation thoughts in this?? Also, Rents are high enough in the City of Woodstock already so if the County decides to download this additional (unknown exactly) costs they (landlords) will just bump up the costs to ensure they are covered and rents will increase. Think this is an absolutely bad idea!

Have rental houses

I am a landlord and do not under any acceptable circumstances feel that I should be held responsible for my tenants utility usage. It is outlined in my lease, which is a legally binding agreement, that the tenant is responsible for the payment of their water usage.

I am a landlord and will be possibly held responsible for debt that should be the users. Imagine what would happen to rents if all utilities took the same stance as the City of Woodstock!

I am a landlord. This affects my business.

I am a very responsible tenant who is never late with rent and pays Bill's on time. With these changes you are putting affordable rental housing at risk when there is already an affordability crisis.

I am a very understanding person and can understand some of the logic towards making a change. That said, as a landlord we would have absolutely no way to govern how much water is being used. We can also not change the price of rent month by month depending upon how much our tenant uses. As a result, we could be massively affected by a tenant that chooses to excessively run the water. I am also a Realtor and have many landlord clients and while we all try to avoid issues with tenants they are often unavoidable from the landlords perspective. If and when this occurs, what is stopping the tenant from simply opening the taps and running up a \$500, \$600, ... \$1000 water bill as a way to get back at a landlord for not giving an extension on late rent? Moreover, if not bad enough when tenants need to be evicted for unpaid rent, how much worse is it going to be when landlords are responsible for their bills as well. In my opinion, you're passing the buck big time here to those that pay a ton in property taxes. Add a larger deposit for new accounts and be done with it. There are far too many ways for this to go bad.

I am an owner and landlord of a multi residential property in Ingersoll. This new proposed water-hydro bylaw that forces landlords to put water and hydro accounts in their own name instead of the tenants, is a great concern for me and will be for other landlords in the area. First off, ERTH is the service provider for Ingersoll hydro and water. The hydro and waters bills are on one account and come on one bill and must be paid together. After speaking to ERTH on the phone, they advised that they will not separate hydro and water onto separate bills and accounts. This means landlords are now not only responsible for tenants' water consumption, but hydro as well? Hydro bills can range anywhere from \$100-\$300 depending on the tenant and how much they use and conserve. Now all of a sudden landlords must pay for hydro too just because the utility company doesn't want to split the accounts? Secondly, huge money was paid to have these meters split. This adds value to the property for resale and helps with the Ingersoll real estate market. Forcing landlords to put these bills in our own names means property value goes down. Will landlords be reimbursed for the decrease in property value we might lose in the future? Will landlords be reimbursed the big cost we paid to have these meters split? Doubtful. Third, big money was paid to split the meters so that each of my tenants would be responsible for their own hydro/water consumption. Having accounts in the tenants names keeps them responsible to pay them, helps them build/rebuild their credit, and keeps them aware of how much water and energy they are using. This is especially important for environmental reasons since our entire planet has been URGED to use less water and hydro for the sake of our deteriorating environment. Forcing landlords to put hydro and water in their names will mean that awareness from tenants is gone. I'm sure the county will see an increase in both bill amounts and energy consumption for this very reason. If this proposed hydro-water bylaw takes place, will you pay the difference when the bills increase? What about environmental impacts? Fourth, you must have thought about the huge increase in rent costs this is going to force on the Ingersoll market. Do you want your residents to be able to afford to live in this town? This proposed bylaw will most likely mean that the hydro and water costs will be added on to monthly rent. So, for example, a 2 bedroom 1 bathroom unit costs \$1200/month to rent. Landlords are supposed to tack on an extra \$200-\$400 to that amount and have water and hydro be inclusive? A \$1200 a month apartment becomes \$1700 a month apartment. The tenants who don't use a lot of water and hydro suffer most. Hardly seems fair to charge for something not being used, but landlords will need to cover themselves. Have you thought about the rental increase impact and what that's going to mean for tenants who can no longer afford to live in this town?

I do not want my landlords name on water bill. It's not his responsibility.
I have no control over how much water my tenants and their family uses. I also have no control if they do not pay their bills. This proposal is totally UNACCEPTABLE for landlords. What next, Hydro One requires their bills to be in the Landlord's name as well because it would be easier for them to go after the Landlord instead of the tenant?
I have no control over water usage or conservation of another family. It could be VERY costly to me as a landlord to cover the cost of water for a new tenant who may abuse the fact their water is "free" in their eyes
I have rental units. Tenants pay the water bills as they are the ones using it. I cannot control the use. Why should I pay it?
I have three home occupied by tenants who pay their own water bills. I was aware that arrears will be added to tax bill, however i strongly feel that the landlord should be notified BEFORE arrears are added to tax bill.
I now become responsible for the utility use and consumption of someone else. Without a financial incentive on the person using the utility, i.e. water, there is no control on costs or conservation.
I own 2 houses that are rented and changing the rules on the property owner being responsible for water and waste water is going to create huge problems for owners and tenants. As well as substantial increases in rent for renters due to the landlord not knowing what this cost will be. How is a landlord to guess at this cost? With the tenant being responsible for the cost assists with keeping their rent lower as well as not over consuming water. If they dont have to pay for it they wont care how much they use. Is this not a goal of our governments to conserve water?
I own a multi residential property in Ingersoll. Passing this by-law will force me to add \$300-400 to my tenants' rent to cover these extra expenses for having the bills under my name. A 2 bedroom apartment that is currently 1,200 a month will now be 1,600 a month. It will also remove the awareness and responsibility from tenants on how much hydro and water they use which is a negative impact on environmental changes. Rent in Ingersoll will become even less affordable.
I own a multiple unit commercial/residential building and it's going to change the way leases are structured and the cost of those leases making it harder to rent and increase the rent
I own a rental property, as stated in your previous question.
i own a rental unit
I personally own 3 rental properties, 2 in Woodstock & 1 in Ingersoll.
I plan on becoming a landlord in the near future. This change is not welcome! And will absolutely affect my decision to become a landlord and offer much needed housing for families in the area. I am already willing to take on the risk of tenants in my home, I am not willing to take on their bills too.
I will be taking responsibility of my tenants water usage, that I have no control over or say. I believe this will cause tenants to be careless with water usage therefore driving my (tenants) water bill up - and in the long run increasing rent to making housing in Oxford county even less affordable!
I will definitely be raising rents to offset the risk of a potential water bill. I don't live in the units, if there is a dripping tap or toilet running that the tenants don't tell me about I'll be the one having to pay for the increased bill.
I will have to increase rent to cover the costs of water usage and/or the additional time it takes me to sort out and collect the water billing from tenants. It will decrease my property values as separately metered units have always been viewed favourable to those that do not have separate meters.
I will need to guess at a rental increase on something I have never paid for, or to able to determine how much my future tenant will use. I will also be at their mercy on the fact that they can open a water tap and run up a bill I have no choice to pay. This system is very unfair to landlords. Why should we have to pay a metered system, that we don't control the meter. What about a tent that does not report to the landlord about a leak or a running toilet?
I wish to leave my current house as a house for rent and become a landlord
If my tenant decides that they don't want to pay their water bill, or that they want to run all of the faucets all day long, then I would be responsible? What kind of a crazy idea is that? If that bylaw comes into place, I would no longer consider renting property within the county.
If the bill is in the landlords name he can charge what he wants for water. I have no rights to see how much I use or how much the bill is. If I used \$60 in water he could charge \$100 and I have no recourse. At least now I can budget, and know what my water usage/cost is
In our house we split the rent 5 ways and its tight. If the landlords are going to be responsible for the water bill, they will increase the rent. Not a good idea.

Instead of the tenant being responsible for paying a varying water bill depending on their own usage, I will now have to guess the total and work it into my rental rates. Tenants should be responsible for their own utilities and pay for their own utilities. Why is a neglecting tenant allowed to just bail and now the landlords have to flip the bill? What's stopping a short term tenant from paying the bill at all knowing the landlord will be stuck with the bill, not themselves? If the water bill must now be in my name I guess I will just have to raise the rent for new tenants over and above the average water bill to make sure it is covered by the tenants rent. This will cause even higher rental rates in the city than we already have now.

It is not the landlords responsibility to be a collection agent for a tenant. This is totally ridiculous and a poor business practice to make the landlord responsible. The telephone company, the cable company, the gas company, and other utilities, do not force the landlord to be responsible for debts owed to them from a client which they have their full information in their data bank. They do not go after the landlord if a tenant flees. It is the municipalities responsibility to set up some arrangement with the tenant to collect unpaid bills. Maybe they should get a deposit from the tenant. This needs to go to court and be settled. I have had this argument with the municipality before and I will refuse to pay it. You are going to have a class action lawsuit against you if this silliness continues on [REDACTED].

It seems unreasonable to place the responsibility for paying the water bill onto anyone other than the user of the water. It seems like the county is trying to take a short cut with their collections work, which is part of business, by transferring that responsibility to the landlords. In effect, you will be responsible for increasing rental fees in the county as it will be an effect that landlords will also want to cover the liability you are handing them. Can you share any data related to effect of similar moves made in Cambridge, Grimsby or other municipalities? That would be helpful. Did rental rates in those communities rise? How were collections affected?

It will raise the rent significantly to offset project water use

Landlords should not be responsible for tenants water consumption. Not to mention in Ingersoll the water and hydro bills come together so this means we will be responsible for those too? Ridiculous. Going to have to jack up rent in all my properties to account for this. I paid good money to have these separately metered too. And to pay a fee when it's vacant? When absolutely no water is being used?

My husband and I have 2 rental homes in town.

My taxes will increase to cover unresponsive tenants expenses & as a retired senior I am not capable of taking care of my expenses & everyone else's too.

One more thing to make landlords get out of the business. I have no issue with the water bill being sent to me if the property is vacant but when it is occupied it becomes one more issue to deal with monthly. I will probably evict the tenants and turn the property back to single dwelling so four families will be looking for apts.

Property owners should not be responsible for tenant financial commitments!! Our rights are very limited already under the Tenant Act for issues with tenants!! WE ARE NOT TENANTS KEEPERS!!

Putting the more work on me and making me liable for covering the bills. I feel it's outrageous and as a tax payer with multiple properties and someone who gives back to our community it's absolutely sickening to think someone was probably paid with my tax dollars to come up with this bone head idea... now thinking about it more it was probably a table full of bone heads who came up with this idea. Money well spen

Tenant is responsible to pay all utility bills

tenants no responsibility and will use at free will. As a landlord will have to hike rent as a factor

Tenants should be charged their own cost. No different then Gas and Hydro!!!

The proposal is unjust - users must pay. I find the proposal inadequate and unfair. It affects me because I live in this community and my neighbours are renters and landlords. No wonder it's hard to find a reasonably priced rental - landlords have to make the rents sky high to cover the risk. Raising prices affects all of us. Exactly how much \$ will the county recoup by doing this - that is not stated. I wish Woodstock had never given the county power over the water in the city - we have an abundance of water in Oxford, and yet we are metered, unnecessarily.

This change makes no sense and puts an unfair burden on landlords. Please do not implement this, and let tenants be responsible for their own issues.

This is a terrible idea. I work with Landlords, I think this will be terrible. Why wouldn't it be the tenants issue to pay. Should Landlords start paying their credit cards too? That's about as silly as this idea is.

This leaves no accountability on the tenant. Both environmentally (if tenant pays at fixes rental amount with water bill incorporated into it, they could waste water and I have to pay for it) and financially (because I would pay the bill and not all tenants are prompt with payment).

This will allow tenants to not loss out on gaining further credit. Most tenants have a difficult time gaining good credit for renting and put a utility bill in the landlord names will not help them. Also, if the tenant does not pay for water then they will be more apt to waste the water and not conserve energy during on and off peak hours.
This will wipe out the tiny bit of money I make on my rental which is the funds I use to maintain and make improvements around the property.
This would change how we have set up our leases - currently having the tenant pay all utilities. This allows them to pay what they use - will have to build in a larger rent charge to ensure coverage of an unstable bill
Utilities of my rental unit are not included in the rent and are the sole responsibility of the tenant. Rent will not be able to cover the cost of all expenses if utilities start to be the responsibility of the landlord since there's a cap on how much a landlord can raise the rent each year. It also means that if i am able to raise the rent to cover utilities the cost of rent is going to be too high for most tenants to afford since I will have to make sure theres enough money to cover the cost of the bill should it fluctuate and increase.
We own several residential rental units
We will have to raise the rents on all 3 of our rental properties to cover the costs of the water bills. I am also very concerned about water waste for environmental reasons. If the tenants know the bill is being passed on for what they are using I am concerned there will be little care in what is being used.
we will have to retrieve the a different punt of money from our tenants every month. I also don't understand that we are getting the bill for a product we didn't use. Its getting harder for us to be landlords. The good tenants are getting penalized by the behaviour of the bad paying tenants. Bad idea
What if all 40 units in our co-op decide not to pay for water, since it wont be in our names anyways?
While it is difficult for the municipality to collect unpaid bills, it is three times as difficult for a landlord. Please do not go down this road. I cannot afford to absorb the cost of the water bill in my current rent and increasing it to cover the potential water usage will create hardship for my tenants. I cannot adjust the rent every month based on water usage thanks to the government. What I am saying is, if their water usage is \$80 at its highest, I will be forced to raise the rent by \$100 a month just to be sure I can afford to cover the bills.
why should it be my responsibility to cover my tenant water and hydro. They buy that from you so you can collect it, seems to me your passing that responsibility to the property owner so you don't need to do it, how can figure out how much is being used? most ridiculous thing ever heard
Yet another deterrent to owning rental properties in Woodstock. Not a great idea when there is an affordable housing shortage.
Not at all
Already in our name.
As the property owner my bills are already in my name or my spouses name, therefore you would already have the power to put an arrears bill on my property taxes via a lein...or at least that is what I am now aware of
Being the property owner I open my own mail.
I am neither a tenant or landlord. I own my home.
I am not a landlord. However I disagree with new bylaw of having owners of property taking ownership of water bill.
I am not a tenant but i think it is wrong for landlords to be responsible.
I am the owner and tenant
I am the property owner of my home
I don't own a rental property... but this will effect the way you have to charge reni
I have tenants but all utilities are paid for by me and the services included in their rent.
I live at the residence.
I own my home and the owners should be responsible
I own my home but I am concerned about the impact on tenants and landlords
I own my house and live in it, no one else does so if I don't pay it comes back on me .. logical
It won't affect me personally.
My water bill and taxes are already in my name
Our rent rate is set.
The bill is already in our name as owners
The tenant should be paying the bill NOT the landlord
Thr water bill is currently in my name and being paid by myself. The changes will have no I pact on me.
Unfair to ask landlords to be responsible for others bills. Also not fair to those tenants that rent will increase to allow for these changes even tho they conserve and watch what they use.
We own the property it is our responsibility

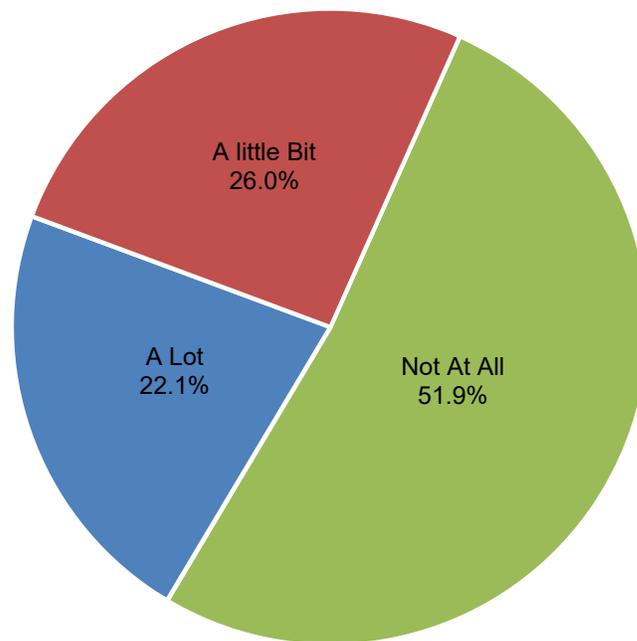
We would be grandfathered, under the new by-law

Why the [REDACTED] do I need to explain my answer you morons? I am not a tenant so how the [REDACTED] can a new bylaw requiring the owner open new accounts affect me? I'm already opening/have my own account .

Question 4a:

When the new by-law takes effect, if you would like your water shut off because you will be away from home for an extended period of time—such as for travel or other reasons—you will be charged \$25.85 a month. How does this affect you?

Answer Options	Response Percent	Response Count
Not At All	51.9%	54
A Lot	22.1%	23
A little Bit	26.0%	27
<i>answered question</i>		104



Question 4b:

Please explain why you chose the answer above

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Question 4b Responses

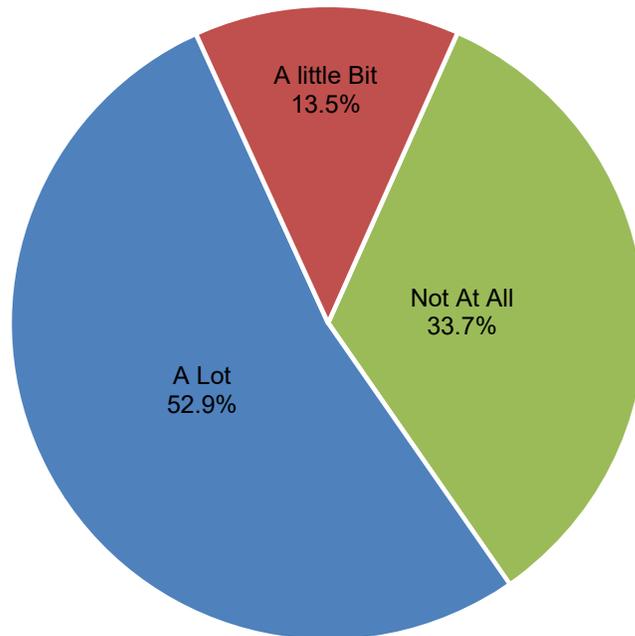
Comments
A little bit
As a renter, I probably wouldn't call to have the water shut off to begin with. If I wasn't home using it, I would assume that the water bill would be a zero amount so why would I?
I do travel
I don't believe I would have this option given landlord hasn't split water service provision. I would happily pay to insure no leakage issues when not home.
I don't know why I couldn't just turn off the main, but the \$25 seems reasonable.
I have never had my water shut off
I have no way of knowing if this is the actual minimum required to keep the plumbing system going i.e. pipes from freezing. Where is your data that shows this fee is reasonable? I do not mind paying this fee, but how do I know how you arrived at it. Please try to use data to drive your decisions and discussions -- less emotional.
I have to pay the charge.
I would never expect to have the water off
If a tenanted property is empty between tenants this is an additional cost.
It really doesn't affect me much. We don't take a ton of vacations and when we do its relatively short. This would really only benefit those that are travelling for extended periods of time in my opinion. This is nothing in comparison to what we would lose as landlords.
Not away that often.
Occasional empty units.
There's a possibility it could affect my rental property.
This charge is almost as much as the entire water bill ..
Water being turned off is not a service I plan to ever use, but in the case it is needed I feel there should not be a charge to use no water.
We currently leave the water on, but this fee may deter people from shutting it off and lead to potential issues if a pipe burst
We go away, if we do not use utility there should be no charge. Water has always been available, however there has been no fee for a baseline of "well its available"
what if I have to have it shut off for safety reasons, or repair work?
A lot
Added cost of a shut off which is a one time action for staff, but your siphoning a monthly amount, should be a one time charge per occurrence.
Again I have rental units and cannot legally do that. I cannot disconnect the water as it is an essential service and covered under the rta. Tenant could potentially run water maliciously not pay rent and get landlords a huge water bill
Because I have multiple units, means multiple people could be vacant/ vacation for long periods of time, at different times.
I understand a charge to shut the water off and then to turn it back on but why charge me for the months that I am away and the water is off. What cost is the County incurring for the months while water is shut off to my house?
I work with Landlords.
If I have to turn water off while my rentals are empty this will be an added expense.
If my tenant wants to be difficult they can have it shut off and cause financial difficulties for themselves as well as myself.
is there anything you don't ask money for? Things are expensive enough...seems your looking for any kind of revenue
It's a financial obligation I don't want to pay.
no way costs would be that high to do so. another tax grab on the middle class
Seems like a cash grab
Seems like this should be a one time fee, not monthly. How much does it cost to leave your water on and not use it a month?
That is expensive for someone to come out to just close a valve.
The whole point in turning off utilities when going away is so you won't be charged. But you're going to charge us anyway?

There is no need for such a high rate for this service. It's as if you are using water anyway. How do you justify the charge?
This is a money grab. Not acceptable.
This is ridiculous. Another way to get more money from hard working people. Put this money toward taxes instead.
This just seems greedy. If we're not using water, why should we have to pay for it ?
why would it b every month and not just an off and on charge
Not at all
Again another bone head idea that is irrelevant.
Can't be away while dog alive and if I could be, the charge is fair and reasonable.
Don't go away
Don't we already pay a fixed amount for delivery and sewage of water regardless of use? Perhaps this option is a reduction, in which case it would be okay... but is there a charge to activate it again?
Don't leave home for extended periods time
Don't travel.
Everyone has a water shut off valve, if they don't know how to use it they should pay \$25.85 as a stupid tax
I am not away very often throughout the year. If I am, I have my home check daily and should there be a water leak, instructions would be left to have it repaired.
I can turn my water off myself
I can't foresee a situation where I will be away for a month or need it shut off for extended periods of time.
I do not have my water shut off.
I do not leave for extended periods of time
I do not leave my home vacant
I do not see myself requiring my water to be shut off.
I dont leave
I have never had my water turned of for extended periods
I have never required to do this
I think it's a fair price.
I would not shut off my water, I would have someone take care of my house
I'm not away for such extended periods of time
I'm not typically gone for more than a week at a time.
My house should not he vacant while under my ownership.
N/A never been an issues
Never away for extended periods of time.
Not away for extended periods of time.
Our apartment is in a house. When we go away there is still someone else here.
This doesn't affect me since i am one of the tens of thousands of people in Woodstock that have to work 50 hrs a week to simply live. If this was a free service before, leave it that way. STOP nickle and diming the residents. The people who this does affect probably are the same people who supported Woodstock for their entire lives. Enough money is paid into for water and waste water services from the thousands of other users. Dont insult people fortunate enough to go away for a holiday by introducing this ridiculous charge
Unlikely that tenants will request this service. However, I think the charge is very large for zero service during that time frame.
Water will never be off because there is always someone in the house
We are never gone for extended periods
We donr shut our water off
We don't go away for that long
We don't shut out water off when we travel
We likely won't be using this feature.
Who can afford to be away for an extended period
Why the [REDACTED] do you insist on me explaining my answers? [REDACTED]

County Question 5a:

After March 1, 2020, if your water/wastewater bill is unpaid and you are the property owner with the bill in your name, the unpaid portion will be added to your municipal tax bill. How does this affect you? Note: Right now, all property owner accounts (i.e., live in own home) that are in arrears/unpaid are already being transferred to municipal taxes. This change only affects renters and landlords.

Answer Options	Response Percent	Response Count
Not At All	33.7%	35
A Lot	52.9%	55
A little Bit	13.5%	14
<i>answered question</i>		104



Question 5b:

Please explain why you chose the answer above

Summary of responses on Next Page

Question 5b Responses

Comments
A little bit
Again, I do not like the idea of landlords being on the hook if tenants are not paying their bills. It's one thing to be screwed if they aren't paying their rent, but it's another entirely to ALSO be responsible for their water bill. Just imagine if a tenant ran up a huge bill doing something silly, and then disappeared, leaving the landlord with a huge addition to their property tax bill? We need to bill services to the people who are actually using them unless landlords willingly wish to partake in assuming the responsibility.
As a person who had a goal of renting out property in the future, this idea puts a bleak outlook on it. It is only common sense that the person who concurred the debt and usage should be responsible in paying it.
Because I always pay my bills.
because I want to become a landlord
Even if it was to be left in the tenant's name they defaulted, it is better to add to taxes than collections
It seems to me that to ensure cost recovery the system will be more expensive - Will there be more disputes - When will the landlord be contacted under the current tenants rule. Change for the sake of change is silly - Meld the dead beat accounts in to the overall system - And look at a similar to the powerstat or a pay in advance system for folks with crappy credit
It would require a bit more work on the accounting end of things come income tax time as utilities are classified differently than taxes when completing the tax return.
Not fair at all.
Truly, if a tenant skips out on any bill, we as the landlord are going to end up paying it. And that's a risk we are willing to take. However this new bylaw is forcing us to increase rent, which rent prices are already high in Oxford County. And I think it will make the tenants take advantage of their water use. It also doesn't give them any responsibility- they are adults - they should be in charge of their own bills.
We always pay our bills however this change will affect our rental properties.
A lot
A tenant could potentially run up the utility costs with no recourse for a landlord to recover that cost. My understanding is that the water is not shut off, just the valve closed to reduce the flow of water making it an inconvenience. With the shut off fee apply ontop of the utility bill?
Again the cost of me providing housing will increase to cover unexpected expenses
Again, because I'm a landlord!!
Again, Tenants should be accountable for their own usage. If us the landlord are to pay and be responsible then rent cost across Oxford will go up and will we lose are work force?
As a landlord I could easily be held accountable for another persons bill. I don't live in the home and I have no control of water use
As a landlord I didn't use the water why should I be responding for it. I can't control the use and I can't turn off the service. How is that fair?
Because my tenants are the ones using the water and the sewer, and they should be responsible for any arrears. This would be a problem that is completely out of the control of the landlord, and it is unfair to burden them with the Financial misgivings of their tenants.
Because there is no incentive for the water users to conserve! Some (not all, but too many) people need \$ to be their incentive. Our water is a precious commodity. This bylaw is a BAD idea!!
Chances are if they did not pay their water bill, they did not pay their rent either so why leave me with another bill? I did not use the water - it is bad enough the LTB charges landlords for having to apply for permission to go to small claims court when a tenant stops paying, worse yet, I have to hire a paralegal just to make sure I jump through all the hoops since any mistake falls to the benefit of the tenant who did not pay their rent while I get left with another bill. This is not fair and it will drive good landlords to change their business model. As I saw in a comment on the website, it might mean going to STRs which means no LTB and a more transient community but at least the bills get paid on-time!
Do not add more responsibility to the property owner! You have records for history of payments. Request a security deposit up front when account is opened according to payment history. PROPERTY OWNERS ARE NOT THEIR KEEPERS!!!
ERTH is WATER/HYDRO so bill is always paid, id not hydro/water is shut off and or automatic transfer to landlords name

I am a landlord. If I have a derelict tenant, it is not my responsibility for the paying their utility bills. Feel free to turn off the water if they don't pay.
I am a landlord. It is wholly unreasonable to have a landlord responsible for a utility bill over which they have no control of use. What next? Should a landlord be responsible for a tenants' hydro, car payment, groceries? Landlords do not have protection under the RTA to recover outstanding tenant debt. Landlords rarely recover unpaid debts in Small Claims even if they win against a debtor. It isn't fair or reasonable to make a landlord responsible for another person's debts, nor to add these debts to the property tax bill. The County has much more ability to sue for unpaid bills than a small landlord. This will only make housing in Oxford more unaffordable and may be the deciding factor in making landlords sell, moving more units from the rental market, including ours without a doubt.
I am a landlord. See comment one.
I don't want to pay for my tenant's water usage or any other bill. Tenants already get away with so much (many tenants are great but some really take advantage of the system). I understand that the hydro company wants it's money and is losing out mostly due to tenants, but it isn't right to force a landlord to pay for others' problems.
I have no control over water usage or conservation of another family. It could be VERY costly to me as a landlord to cover the cost of water for a new tenant who may abuse the fact their water is "free" in their eyes
I plan on becoming a landlord in the near future.
If a tenant decides to be vindictive when their lease is up or a host of other reasons, they could run up the water bill on purpose knowing they are not responsible in any way shape or form to pay for it. To put it into perspective, it would be like a person renting a car with a open gasoline account and the car rental company being held accountable for any outstanding balance. It's asinine.
If a tenants does not payments their water bill now I will be responsible for their default? How is that fair- why do I, as the landlord, have to be responsible for their none payment to the County. The County should collect from the individual that received the service, not the landlord.
If my tentant is not up to date with their bills i will be forced to pay it. In this expensive market landlords are not making alot of money. if you want rental available to the public don't do this
I'm already responsible for any debt owed to me and now I would responsible for debt's that have nothing to do with me.
it has nothing to do with my landlord when the bill is in my name.
It is the county's responsibility to collect their fees from people using their services just like Union Gas and Hydro. Why do you think shifting this responsibility is fair?
Landlords should not have to worry about additional charges because others dont pay. This is unacceptable.
Less accountability for renters. Landlords forced to pay for water renter used after most likely being stiffed on rent too.
Making it more expensive to investors in the City of Woodstock and making rents even higher my landlords charging extra incase their tenants aren't conserving water anymore! Bad bad idea!!
My landlord should not be held financially responsible for my unpaid water bill. BUT, I should be able to see my water bill and have the ability to control my water usage within my rental unit, not the whole property on one water bill.
Not my expense. Next you will say tenants outstanding credit card debt should be the landlords as well!
Please see above. This is brutal.
Please see answer above regarding deadbeat tenants. This is a horrible idea and will only serve to ensure that less properties will be available, as I will only buy rental properties in jurisdictions that (rightly) charge the actual users of the utility, not an innocent third party.
property taxes are already high enough in Woodstock. I am not responsible for my tenants non payment of their bills.
Regardless of whether our tenants reimburse us for their water/sewage usage we will pay the bill. If this goes through we be selling our rental units
Rental houses
Renters probably won't care how much water and waste water they use, I know from experience how 75 per cent of tenants are. They couldn't care less. If the landlord can get the tenant to pay their water usage that would be fine, but I doubt if that would work. One more expense to eat at the landlords monthly income.
Risk management
see above

See earlier comment. If tenants water bill is added to landlords tax bill then landlord should be notified before that happens
Tenants are responsible for all utilities
the renters need to be responsible for their usage, and to alert the landlord if there are plumbing issues. If the renter does that and the landlord does not fix it, it should go to the landlord/tenant board for resolution. It affects me in that this proposed change offends my sense of justice and fairness
The tenant in the building runs up a bill and then splits and I'm on the hook because I own infrastructure but did not provide or use the consumable is ludicrous. Limiting the county's liability for a service it's providing on the backs of others is not a good practice and will drive down investments.
The tenant should be paying the bill NOT the landlord
These are unexpected costs
This is a big surprise at the end of the year if you can't track if tenants have paid or not. Taxes are lumped into our mortgage payment so I'm sure this will have negative implications as well
This is absolutely absurd that you now want us as landlords to collect unpaid bills on your behalf. Two important factors here - any outstanding bills clearly are not reflected on one's credit score and because of this, any tenant will now move from 1 landlord to another without repercussions on their credit. Why should they be allowed to move to another rental and do the same thing but to someone else, they don't owe you, they owe us! Why are we giving those people who can't pay more power to screw over more people who likely do pay their bills and their taxes. Because let's be honest, we wouldn't be having this discussion if it wasn't about tenants. As a landlord right now we cannot evict people out of their homes for unpaid utilities! If that was an option I would be more in favor of what your asking. As a taxpayer i would rather pay someone \$50,000 a year to deal strictly with collections. If for one minute you think this isn't going to increase rents across the board, you very wrong and the housing/rental crisis in the area will then SKYROCKET. Furthermore, feel free to put in more subsidized housing funded by cities or counties because then all those tenants are more your problem then they are ours. This is absolutely 110% ABSURD. Another way for more bad people to ruin it for the good. I pride by myself at owning nice homes, providing reasonable rents for hardworking people. I honestly can't believe you are suggesting this be an option. I strongly ask you to re-consider this and come up with a better plan. This is not ok!
This is just putting the burden of bills being sent to collections on the backs of landlords. The city is being lazy and bailing out tenants who are negligent on their utility bills.
This is ridiculous to charge the owners for the individual rentals neglect in keeping up with their Bill's.
This is unfair to the landlords because why should we pay for the service that a tenant has used. Does this mean we should pay for the electricity that they use and don't pay for. What about Library books that they don't return. These are tenants, not our children. Having a user pay system is the honest way to run your services. The proposed change is criminal. How does the landlord determine how many people live in a unit? What if I rent to a single guy and he meets a girl with two small children and they move in. I now have to pay for the increase with no recourse on the rent. This will never work!!!!
This takes all responsibility away from Tenants WHO ARE THE ONES USING THE WATER. You will be encouraging tenants to walk away from their property without paying their bills. There's no consequences
This will be an added expense for me if my tenants decide not to pay their bills on time.
Why is it that landlords, business people, are subjected to the the abuse of municipalities.
why should I be responsible for someone else hydro usage, you simply don't want be bothered collecting the money from bad customers so you pass the buck to landowners
Why should I pay for water I did not use?
Not at all
I am a renter. The bill is in my name and I pay my bills, I want to have control over my bills/expenditures
I am not a renter nor a landlord. I am a property owner of my own home.
I am not a tenant.
I am the property owner. This change does not affect me.
I am the renter. I think it could be a negative impact on the owner if the tenant was moving/ shady or just plain could not afford it as it would be an added burden on the owner. Perhaps, you could not allow renters to put the bill in their name and have the owner add enough in the rent to cover the cost?
I can understand this logic and have no issue with it. It makes sense. That said, I simply do not agree that bills should be in the owners name when the water is not being used by the owner in the case of tenant occupied properties.
I own where I live

I pay all the utilities so no rent-related utility arrears.
i pay my bills
I pay my water bill monthly & try to control the water I use
I'm a tenant
I'm a tenant
It does not affect me, but I do have an issue with a non-consumer being held responsible for a service that they did not consume. Also, I thought that this survey would actually address some real questions, but I can see that you created it to get the answers that you want to justify your position. Although I own my property I was hoping to be a Landlord in the future, but things like this make me sick and only further compound a rough rental housing market. So congratulations on your survey that does little to allow for real problems to be addressed.
My Bill's dont go unpaid.
My personal bills are always paid on time- therefore I have no issues with this and I believe it is a fine way to collect money that is owed. It is an issue if a tenant is owing a bill then it is transferred to the landlord? That is completely unfair.
Not a renter or a landlord
Our taxes are so high now what's another few hundred dollars to be wasted on dumb ideas like this one.
This is a ridiculous change. Why are you penalizing landlords? This is why we have less and less rentals. This encourages bad renters to screw landlords over. Bad idea.
This survey is garbage. Shove your new bylaw [REDACTED] It's a dumb bylaw. Why the [REDACTED] are you introducing it? Is there some problem you're trying to solve? Or are you just a bunch of elected morons trying to justify your job by doing something and appear like you have some intelligence?
Very unfair to landlords and puts affordable rental housing at great risk.
We always pay our bill.
We own whether it is a rental or not the owner is responsible
Will not effect my billing