



EHON Neighbourhood Retail and Service Study

Fall Consultation
September 17-18 2025





Our Meeting Today

Show Kindness and Respect

Consider the diverse lived experiences and perspectives in the room

All opinions are valid

Even the ones you don't agree with.

This meeting is open to everyone

Take a moment to say hi to your current and future neighbours!

Planners do not control the order of speakers

Please keep your comments or questions brief so we can hear from as many people as possible.

Diversity is our Strength

We are committed to confronting anti-Black racism, advancing truth, reconciliation and justice, as well as building a more inclusive and equitable Toronto.



Land Acknowledgement

The land I am standing on today is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. I also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, **and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.**



This presentation will...

- Provide project overview
- Share progress since December 2024



Project Goal: Community Within Reach

The City of Toronto is proposing zoning changes in Residential zones across the city, to make it easier to open small-scale retail, service and office uses to service the needs of existing and future residents.

Retail



Services



Office



Home Occupations





Community Within Reach

- Reducing Car Dependence and Environmental Sustainability: Walking and cycling access
- Flexibility and Diversity: New businesses to meet changing neighbourhood needs, serving new and old residents
- Resilience: Pandemic proved the value of local
- Strengthening the Local Economy: Small Business innovation & incubation
- Complement mixed-use main streets and shopping centres

Toronto

Neighbourhood residents thank elderly Toronto grocery owners for staying open during COVID-19 pandemic



"Here are some gems in the neighbourhood," says resident of Tina and Kostas Bottis

Desmond Brown - CBC News - Posted: May 04, 2020 5:00 AM ET | Last Updated: May 4, 2020

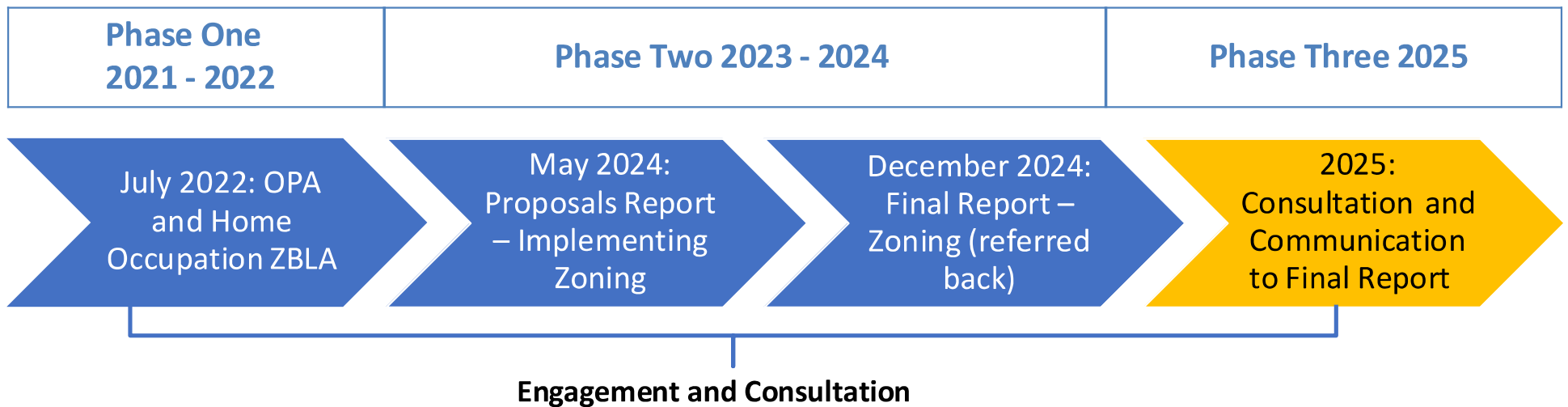


Kostas and Tina Bottis have kept their small store open throughout the COVID-19 pandemic. (Mark Bochler/CBC)





Project Phases and Process



December 2024:

City Council refer the item back to the Chief Planner and Executive Director, City Planning for consultation with the public and residents' associations accompanied with a professional communications campaign through mainstream media channels to explain the proposal and gather their opinion.



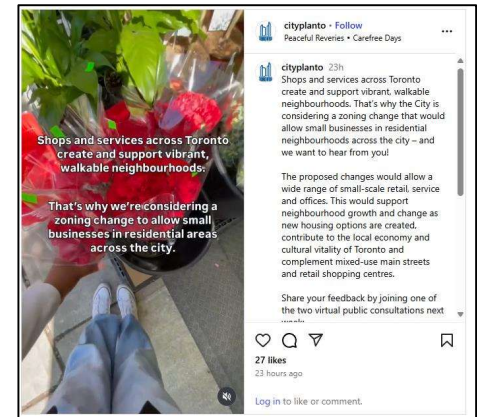
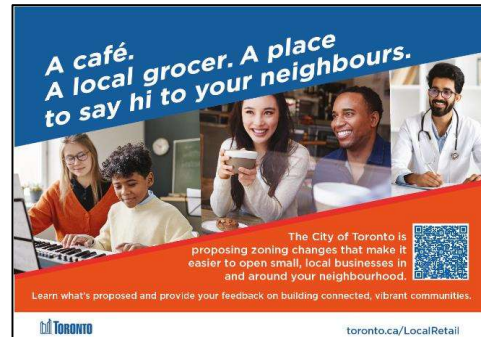
Engagement and Communications – 2025

- Virtual public meetings
- Ward Pop-ups
- Councillor Meetings
- Survey and Web Site
- Social media
- Transit Shelter Ads
- Digital ads (CP24, CTVnews.ca, CTV.ca, etc.)
- Postcards
- Meetings with RAs, Community and Business Groups





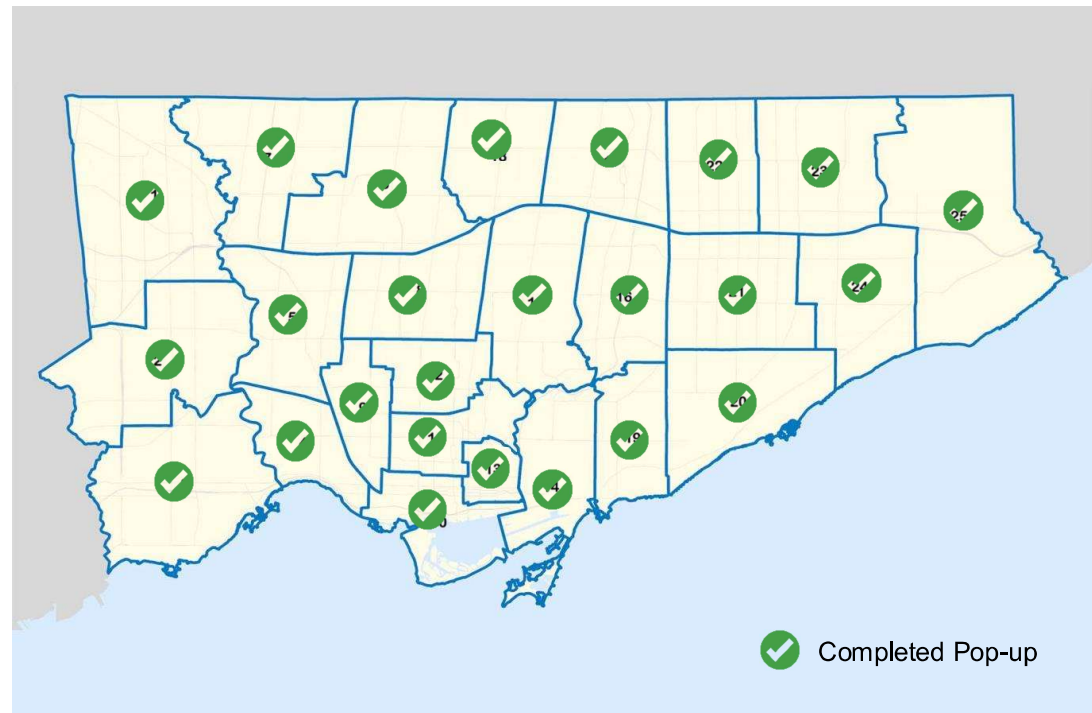
Summer 2025





Pop Ups

- Pop-ups city-wide
- Over 1,300 people reached
- Pop-up locations:
 - Farmers Markets
 - Libraries
 - Malls
 - Retail Stores
 - Community Centers
 - Movie Nights





Key Dates Coming Up

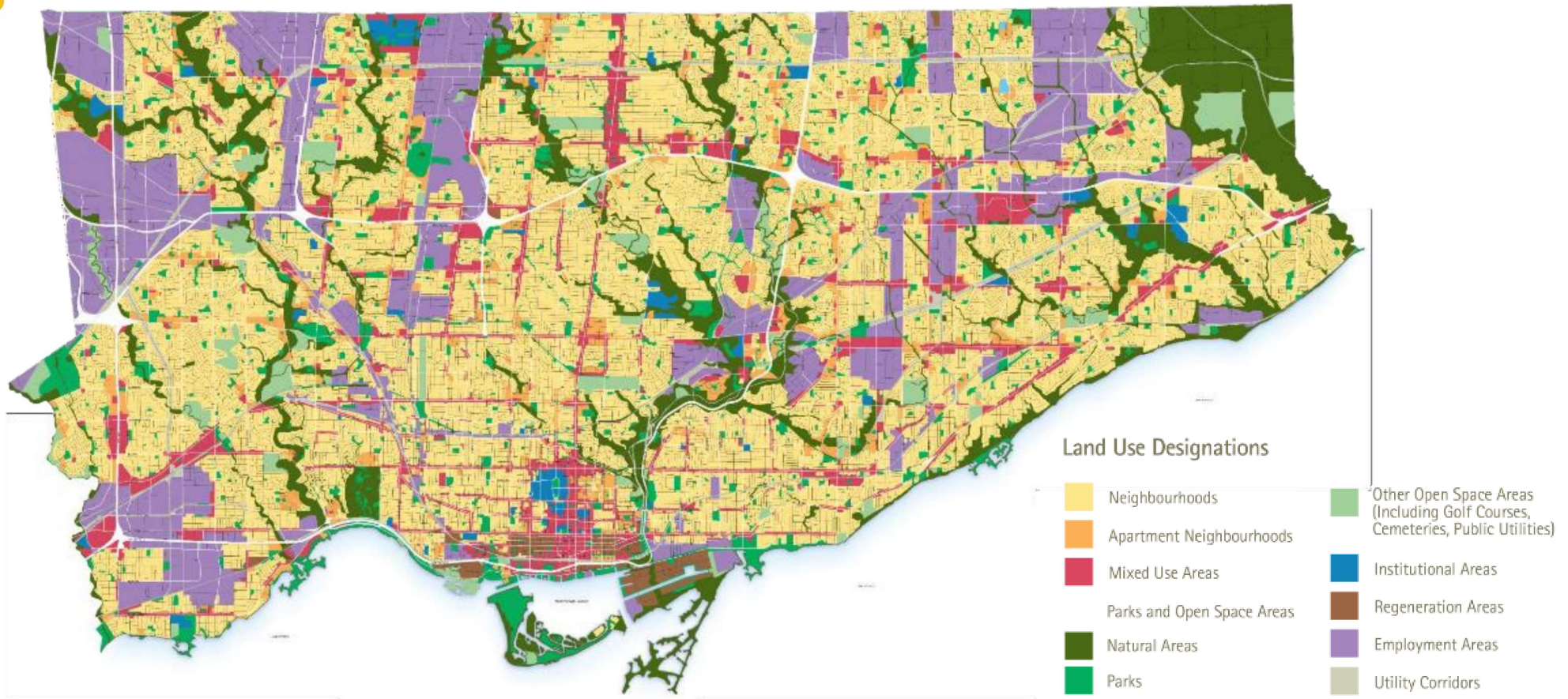
- Fall Consultation Meeting #2 – Afternoon: Sept 18, 2:00 pm
- Planning and Housing Committee Final Report: October 30
 - Draft Zoning Bylaw Amendments Posted: October 10
 - Agenda and Report Posted: October 23
- City Council (Subject to Committee decision): November 12 - 14



Project Background

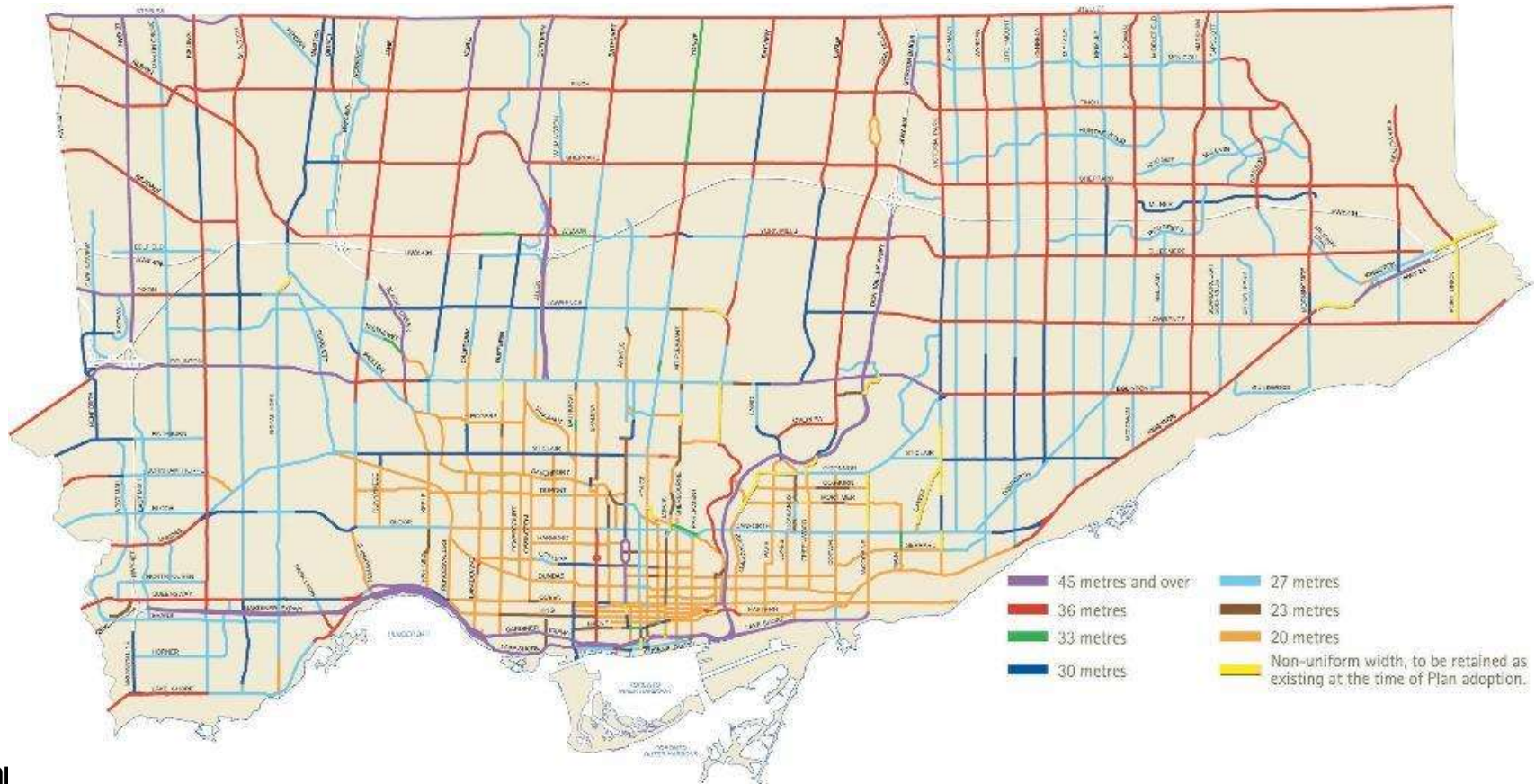


Official Plan: Land Use



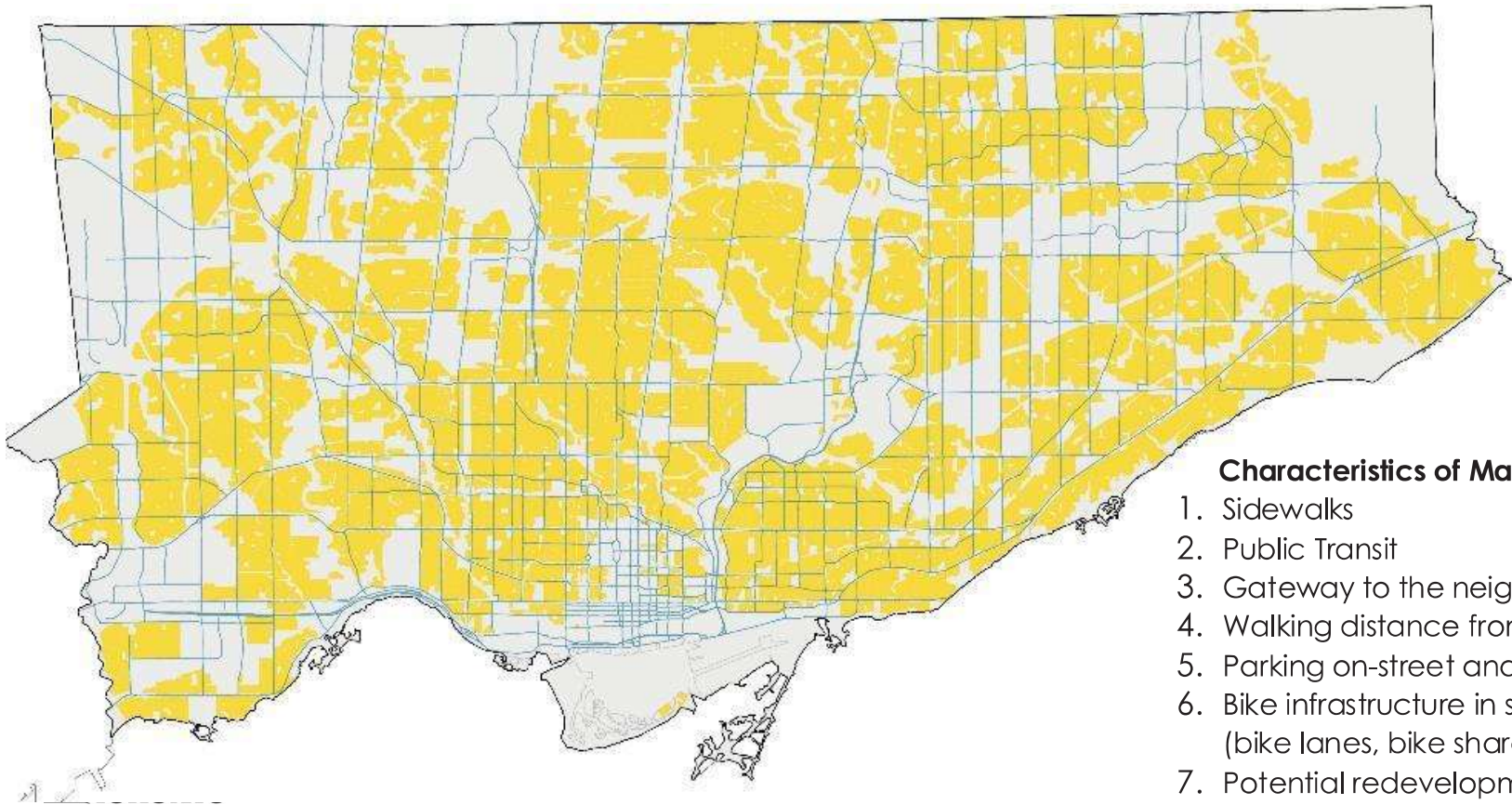


Official Plan: Major Streets





Official Plan: Neighbourhoods and Major Streets



Characteristics of Major Streets

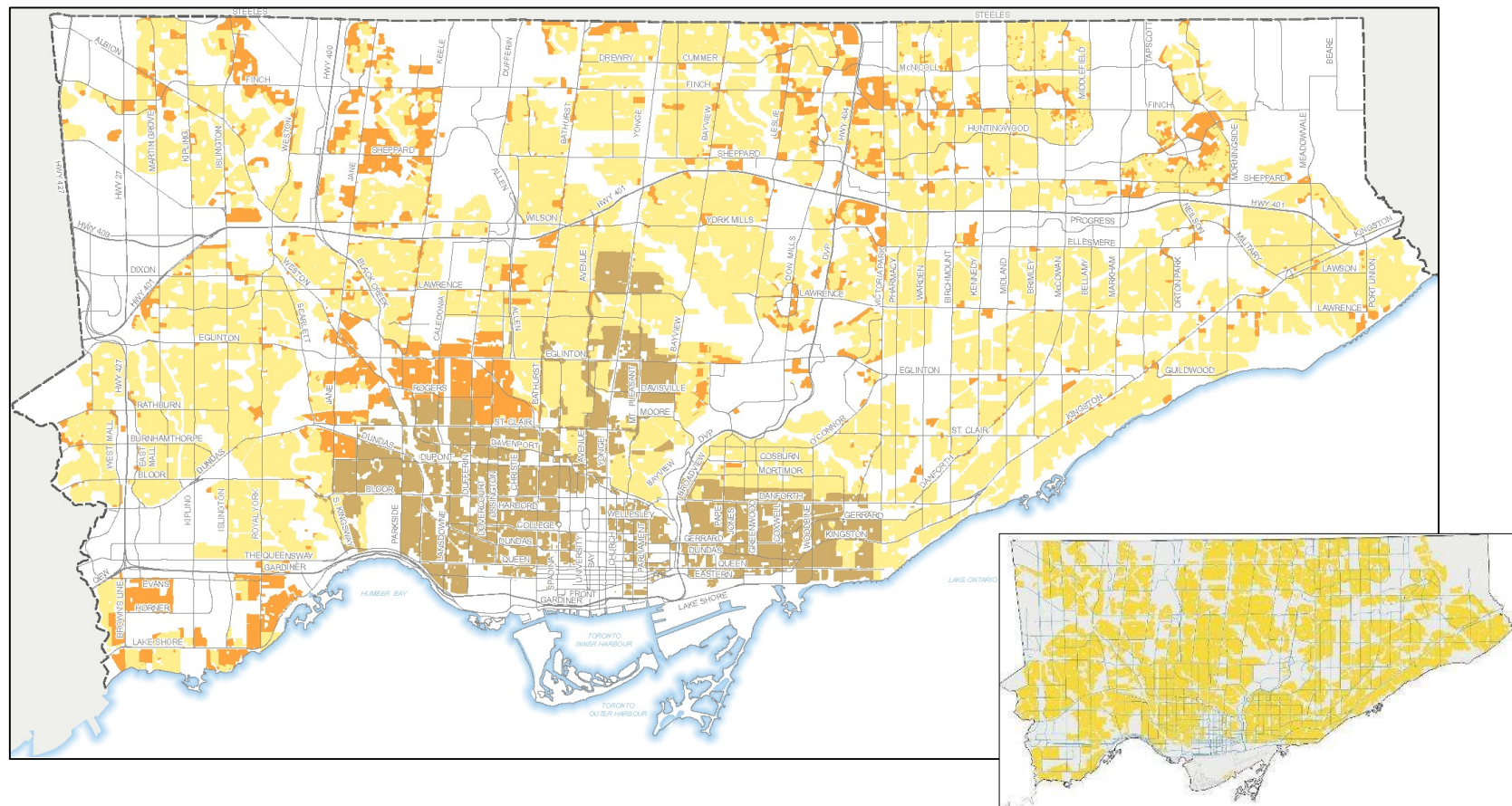
1. Sidewalks
2. Public Transit
3. Gateway to the neighbourhood
4. Walking distance from many homes
5. Parking on-street and in lots in some areas
6. Bike infrastructure in some areas
(bike lanes, bike share, locking posts)
7. Potential redevelopment sites



- RD - Residential Detached
- RS - Residential Semi-detached
- RT - Residential Townhouse
- RM - Residential Multiple
- R - Residential

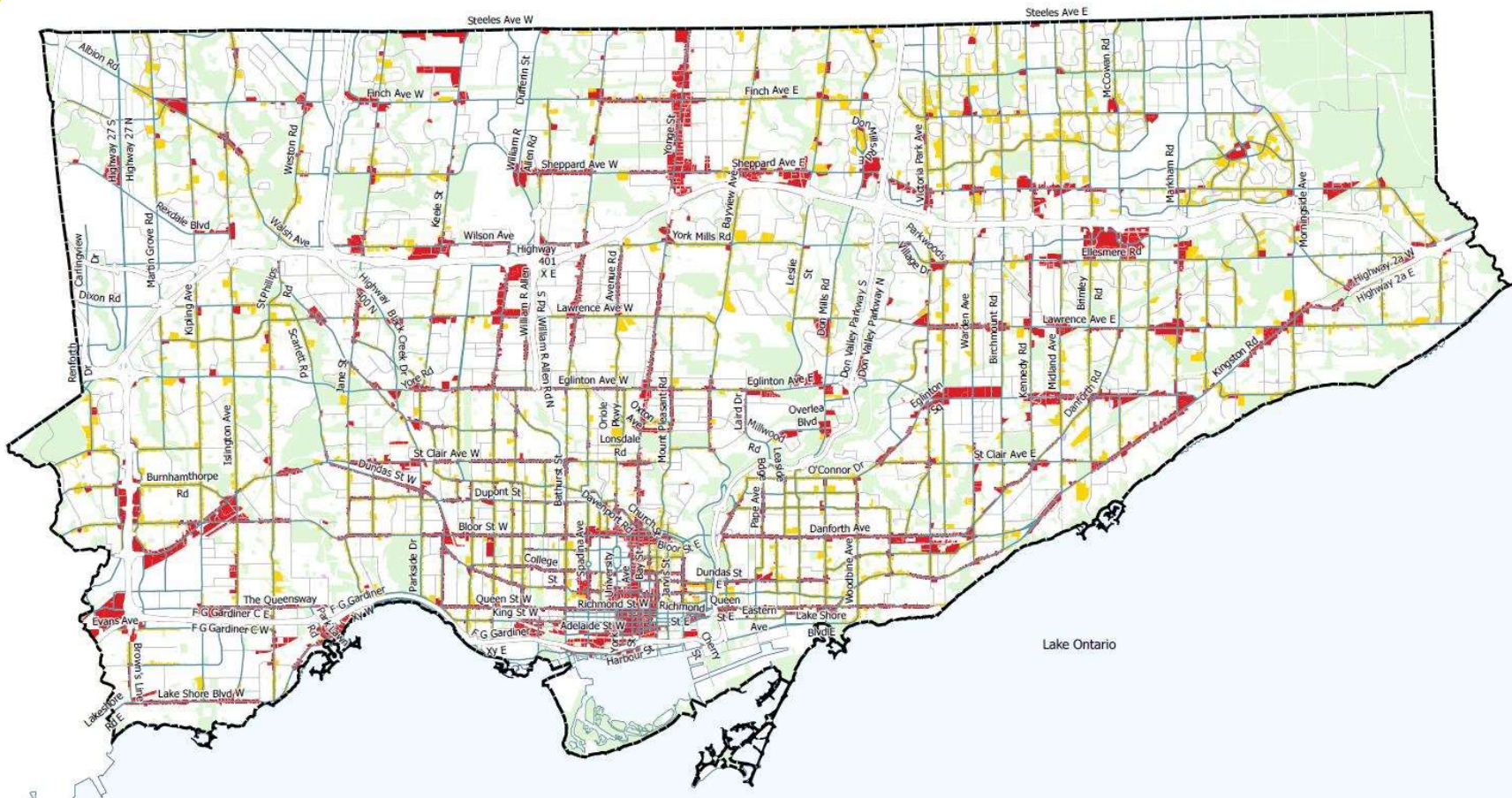
Residential Zones and Major Streets

The Zoning By-law sets the rules for what you are allowed to do on a site, including use.





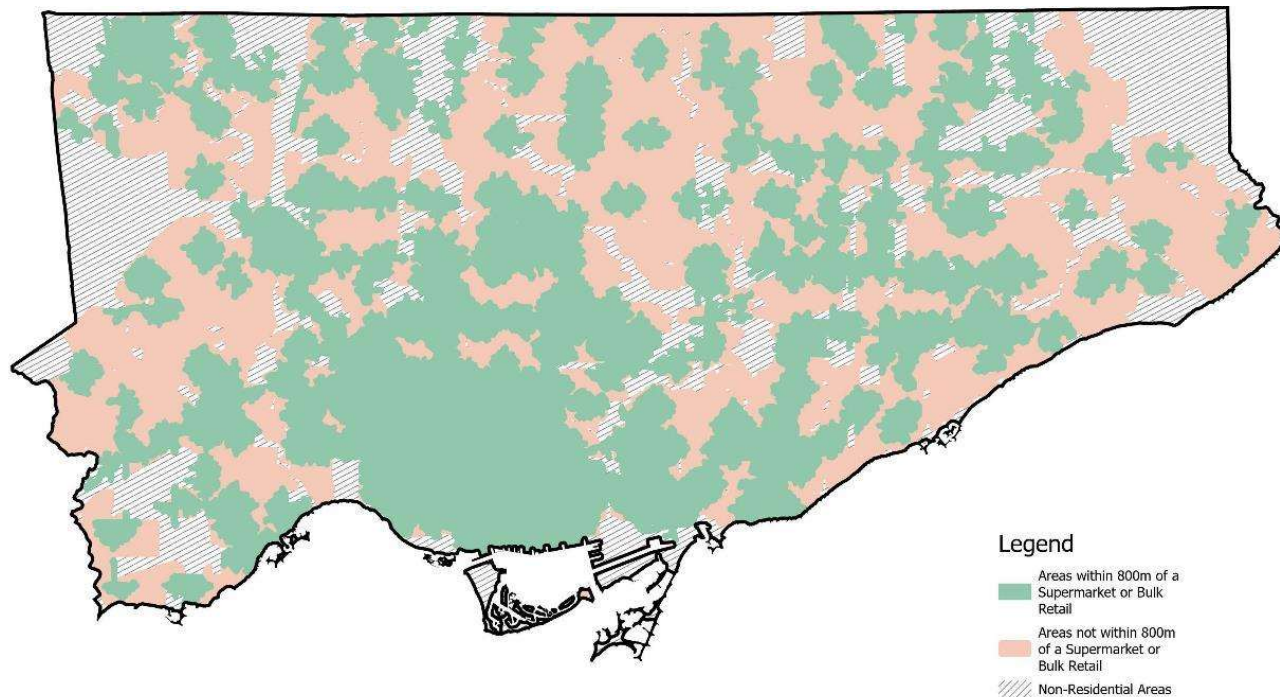
Mixed Use Areas and Major Streets Residential Zones





Food Access: Walkable Access to Supermarkets and Bulk Food Retail

(Shaping Food Access Study)

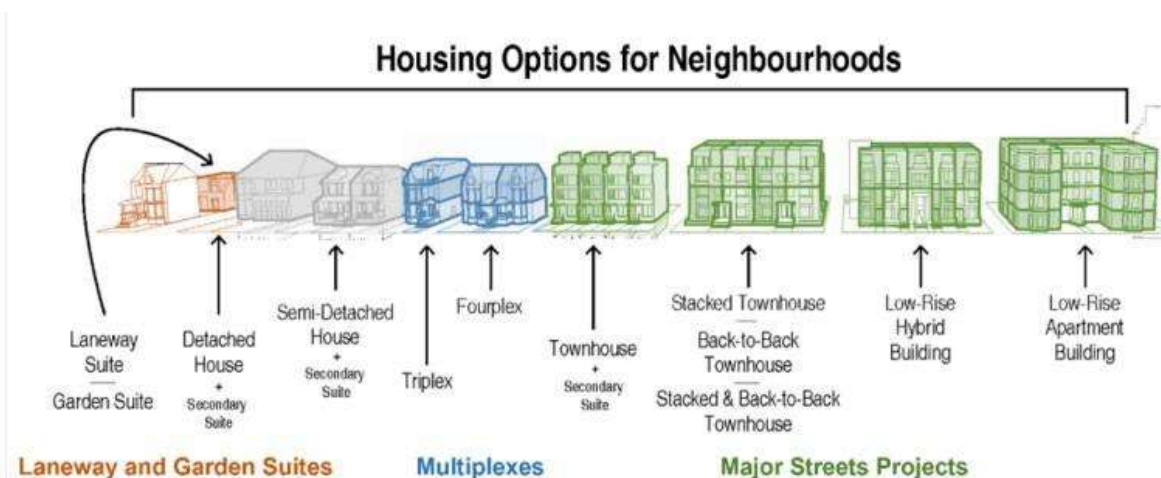




Expanding Housing Options in Neighbourhoods (EHON)

- Laneway Housing Approved in 2019, Amendments in 2021
- Garden Suites Approved in 2023
- Multiplex Approved in 2023
- Major Streets Approved in 2024
- Pilot Project Approved in 2024
- Neighbourhood Retail and Services OPA Approved in 2022, ZBA Proposal in 2024, 2025

Supports incremental change over time, adjustments made in response to monitoring.





Expanding Housing Options in Neighbourhoods Initiatives and Neighbourhood Change

New retail, service and office uses complement and support new housing

Neighbourhood Intensification Bulletin (June 2025)

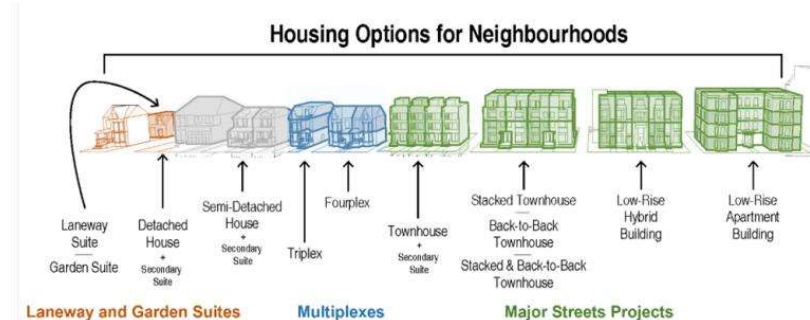
- Neighbourhoods are key to meeting future housing demand - they house 50% of Toronto's population, span one-third of the city's land, and hold 80% of its residential area.
- Could deliver up to 163,785 new homes by 2051, including 54,600 by 2031

Multiplex Monitoring (June 2025)

- Some parking still provided, correlated to transit
- Family-sized units and multiple bedrooms

Estimated Uptake to 2051

EHON Initiative	Units	Annual Units
Laneway Suites	9,180	308
Garden Suites	26,388	880
Multiplexes	87,134	2,904
Major Streets	41,083	1,369
Combined Total	163,785	5,460





Proposal and What We've Heard



Official Plan Policy

Small-scale retail, service and office uses support daily life in Neighbourhoods and encourage complete, connected communities, contributing to amenity, sustainability, equity, diversity and vitality.

Small-scale retail, service and office uses are permitted on properties in Neighbourhoods that legally contained such uses prior to the approval date of this Official Plan.

New small-scale retail, service and office uses may be permitted in Neighbourhoods provided that they:

- a) have minimal adverse impacts on adjacent or nearby residences, such as those from noise, parking, delivery and loading, and other impacts from activities associated with the small-scale retail, service and/or office use;
- b) are of a physical scale and in a location that is compatible with and integrated into the Neighbourhood; and
- c) serve the needs of residents in an effort to reduce local automobile trips.



Summary

- Major Streets: A broad range of uses up to 150 m².
- Interior: A retail store with option for café. Permitted on certain corners, beside parks, schools and commercial sites, up to 110 m².
- Home Occupations: Can operate in ancillary buildings (e.g. rear garage), have small number of employees and some can see customers.



Renard and Co. – Toronto St. Pauls



Fig 4. Potential Massing Model with a retail at the corner of a Major Street



L'Amour Café, Attitudes Salon, Broadway Cleaners –
Retail Strip - Mount Pleasant, North of Eglinton



Emerging Directions – Interiors Eating Establishments and Patios

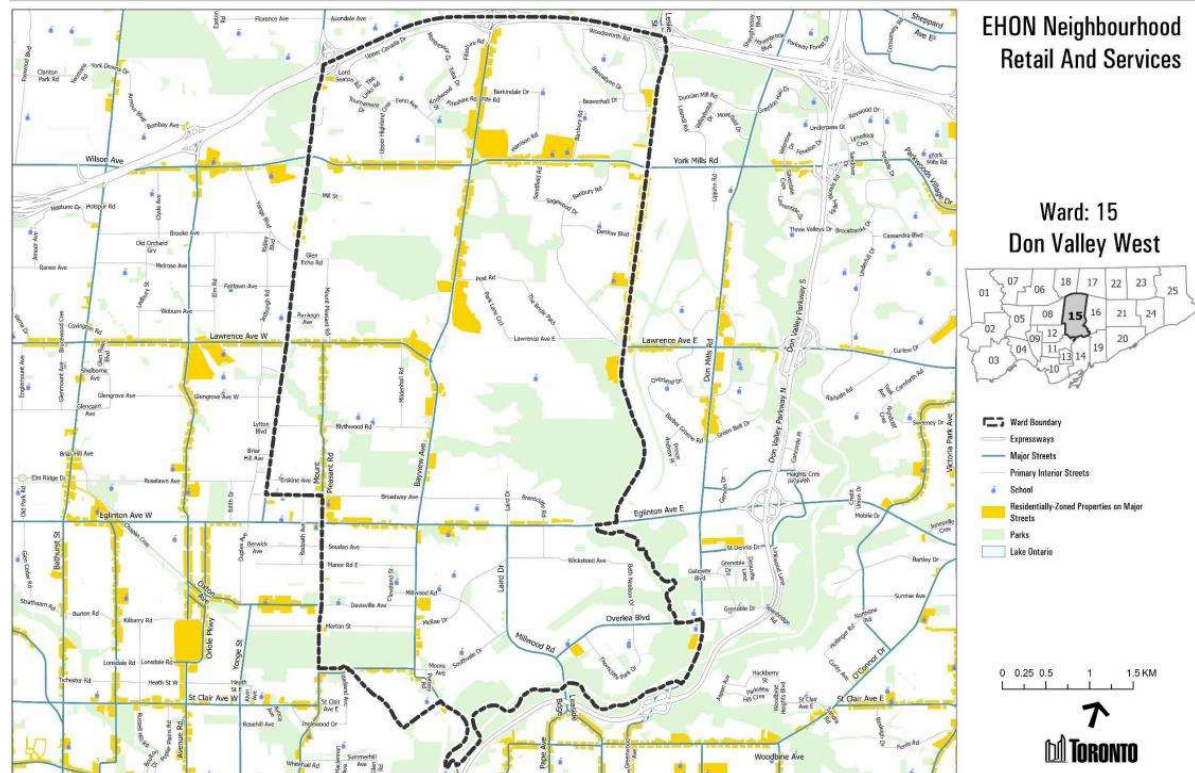
- Retail store
- Take-Out Eating Establishment within the store
- Food must be prepared off-site
- Sit-down Eating Establishment within store - permitted
- ***Patio – not permitted as of right**



Tiny's – Barton Avenue



Emerging Directions – Interiors Corner Stores on Community Streets





Emerging Directions – Other Input

- Warehouse: Additional provisions to clarify not permitted
- Additional support for Existing Businesses, including those who are Legal Non-Conforming
- Collaboration with other MLS and other City Staff on Monitoring, Enforcement, Staffing
- Outreach to Province on potential for longer-term rule changes



Major Streets

- **Groceries and Home Essentials**
(e.g. Grocery Store, Convenience Store, Pharmacy)
- **Other Retail Stores** (e.g. Clothing, Books, Electronics)
- **Dining** (e.g. Coffee Shop, Restaurant or Take-Out)
- **Health Services** (e.g. Doctor, Dentist, Massage, Wellness Clinic)
- **Community and Cultural Space** (e.g. Tutoring, After-school programs, Gym, Art gallery, Music classes)
- **Personal and Pet Services:** (e.g. Cleaners, Barber, Pet grooming but not Veterinarian)
- **Professional Offices** (e.g. Lawyer, Accountant, Therapist, Software Developer, Architect)





Compatible Uses – Home Occupations

The range of uses permitted to take place in a home would be unchanged.

Proposed changes would create **new permissions** on employees and customers:

- Employees: Permit up to two (plus resident)
- Customers: Allow certain business to see customers and clients:
 - office
 - artist studio
 - service shop
 - custom workshop

Existing permissions allow customers for:

- Education Use
- Health Services
- Specified Personal Services (barber; hairdresser; beautician; dressmaker; seamstress; and tailor)





How to minimize adverse impacts?

- Restrict on-site food preparation on interior streets (Food must be prepared off-site)
- Neighbourhood Interior: Retail Stores Limited to buildings on single lot
- No Music on Patios, Require Privacy Fence
- Ensure proper storage of waste and recyclable materials.
(Added detailed requirements for Ancillary Buildings)
- No minimum parking or loading requirements to avoid attracting cars, though owners may choose to provide.
- Avoid impactful uses (e.g. vehicle repair, animal shelter, payday loan, warehouse)
- Focus most non-residential uses on the ground floor
- Bylaw enforcement (Property Standards, Noise, Waste)





Implementation

- Two-year monitoring program
 - Ongoing collaboration with City Divisions: MLS, Toronto Building, City Clerk's Office, Finance & Treasury Services and Public Health to inform ongoing work related to the implications of these ZBLAs.
 - Support for small business from EDC, Small Business Enterprise Centres
 - Support for community agencies from Social Development
-



Project Web Site: www.Toronto.ca/localretail

Neighbourhood Retail & Services

Share Print Translate



We want to hear from you! The City of Toronto is proposing zoning changes to make it easier to open small, local businesses in and around residential neighbourhoods.

[Take the Survey *](#)

Contact Information

Expanding Housing Options in
Neighbourhoods
City Hall, East Tower
100 Queen St. W, 12th Floor
Toronto, ON M5H 2N2
Email: EHON@toronto.ca

Related Information

[Expanding Housing Options in
Neighbourhoods](#)

[Major Streets Study](#)

[Official Plan Maps](#)

Learn what's proposed and provide your feedback on **building connected, vibrant communities**.

- **Major Streets:** On [major streets](#), the proposed changes would allow a wide range of options, including small stores, cafes, medical offices, after-school programs, cleaners, barbers and professional offices.
- **Neighbourhood Interior:** In the interior of neighbourhoods, off the major streets, permissions would be limited to a small retail store with the option for a cafe within the store. These would be permitted on corner lots or next to schools, parks or commercial sites.
- **Home-Based Businesses:** Updated permissions would allow home-based businesses (called "home occupations" in the Zoning By-law) to hire up to two employees, operate from detached garages or laneway buildings and, depending on the business, to see clients on-site. This would help more residents start or grow a business from home.
- **Minimizing Adverse Impacts:** The zoning updates are designed to minimize impacts on neighbours by setting clear size limits, requiring garbage to be stored indoors and limiting most businesses to the ground floor.
- **Other By-Laws:** Impact on neighbours is also controlled through various existing city by-laws dealing with things like noise, waste, property standards and patios.
- **Growing Demand:** These changes respond to growing demand for nearby shops and services – particularly as more people work from home and new housing is added to low-rise areas through the City's housing initiatives.
- **Monitoring:** The City will monitor how these changes are used over the next two years and report back with any recommended refinements to support implementation. Multiple divisions will coordinate on this.

Expand All

Collapse All



Thank You!

Questions/Comments?

EHON@toronto.ca