

# FAST FACTS ON HOUSING: TIPS FOR TENANTS



It's not easy being a tenant. As we see cost-of-living spiral out of control and a growing number of people struggle to find affordable housing, it's more important than ever to understand your rights and responsibilities. Knowledge is power, so understanding these principles can ensure that you are treated fairly and avoid running into difficulty with your landlord or property manager.

## YOUR RIGHTS



### Safe and Habitable Environment

You have the right to live in a property that is safe, clean, and in a good state of repair, complying with health, safety, housing, and maintenance standards.



### Privacy and Due Notice

You must receive 24 hours' written notice before the landlord can enter a unit. This does not apply in an emergency or if the unit is being shown to a new tenant.



### Security of Tenure

You have the right to continue living in your unit until you choose to leave unless there is a legal reason for eviction (e.g. non-payment of rent).



### Vital Services

Landlords cannot shut off or intentionally fail to provide vital services (heat, water, electricity) as a means to force a tenant to leave.



### Non-Discrimination

You are protected from discrimination in housing under the Ontario Human Rights Code.



### Written Notice

A landlord must provide written notice in order to terminate a lease or request an eviction for a legal reason. You have the right to appeal this.



### Access to Justice

If the landlord has not met their legal obligations, you have the right to apply to the Landlord and Tenant Board, a special court that helps resolve disputes.

### Important Legal Notice:

This guide is for informational purposes only and can't be a substitute for legal advice. For more information, consult one of the listed resources, a lawyer or the *Residential Tenancies Act, 2006*.

## YOUR RESPONSIBILITIES



### Rental Payments

You must pay your rent on time, and cannot withhold payments, even if you are having a dispute with the landlord.



### Care of Property

You must inform the landlord in a timely manner if there are any maintenance or repair issues, ideally in writing.



### Follow the Law

You are required to adhere to the law and follow the terms of your lease agreement.

## RESOURCES

If you believe your rights have been violated, are looking to fight an eviction, or need to access any tenant forms, please visit: [www.tribunalsontario.ca](http://www.tribunalsontario.ca).

### Landlord and Tenant Board

Phone: 416-645-8080 Email: [LTB@ontario.ca](mailto:LTB@ontario.ca)

### Rental Housing Enforcement Unit:

Phone: 416-585-7214

### Don Valley Community Legal Services:

[www.donvalleylegal.ca/tenant-resources](http://www.donvalleylegal.ca/tenant-resources)

### Federation of Metro Toronto Tenants' Associations:

[www.torontotenants.org](http://www.torontotenants.org)

### Steps to Justice:

[www.stepstojustice.ca/legal-topic/housing-law](http://www.stepstojustice.ca/legal-topic/housing-law)

### Community Legal Education

Ontario: [www.cleo.on.ca](http://www.cleo.on.ca)

### Advocacy Centre for Tenants

Ontario: [www.ontariotenants.ca](http://www.ontariotenants.ca)

### Tenant Duty Counsel Program:

[www.legalaid.on.ca](http://www.legalaid.on.ca)



### Constituency Office

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