



How to Respond to Issues that Arise During Your Tenancy

How secure am I in my tenancy?

One of the most important rights a renter has is "security of tenure." This means that you, as a tenant, can stay in your unit as long as you want unless the landlord has a legal reason to evict you. This right also applies to most roomers and boarders unless they share a kitchen and bathroom with the owner or the owner's immediate family.

In Ontario, the Residential Tenancies Act (RTA) sets out the rights and responsibilities of you and your landlord. Information on the RTA can be found at www.sjto.gov.on.ca/lrb/brochures.

When can a landlord evict someone?

The RTA allows a landlord to give a tenant notice for eviction if they, a guest, or someone else who lives there does something they shouldn't. In Ontario, a landlord can evict a tenant for:

- Not paying rent in full or persistently paying late
- Damaging the rental property
- Illegal activity or affecting the safety of others
- Disturbing the enjoyment of other tenants or the landlord
- Allowing too many people to live in the unit ("overcrowding")
- Not reporting income in subsidized (rent-geared-to-income) housing
- The conduct or impact of a pet the tenant is keeping (i.e., damages property or poses serious allergy risk)

The landlord can also issue an eviction notice, or order to vacate, when he or she and/or his or her family member wants to move into the unit.



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As a renter, you are expected to be mindful of other tenants and the landlord, ensuring that you and your guests don't do anything that would infringe on their "reasonable enjoyment" of the property. You and your guests must also respect the property, keeping it in good condition. If you and/or your guests cause damage above normal wear and tear, you are expected to fix the damage and/or cover the cost of repairs.

What do I do if there are issues with the unit?

If appliances or fixtures stop working, you should contact your landlord as soon as possible. Emergencies that could cause permanent damage or could impact the health and safety of tenants and guests, such as leaking pipes, need to be reported right away. Pests, such as insects and rodents are quite common in all types of buildings and also should be reported to your landlord right away. The longer the problem is left the more serious it can be and the more costly to solve.

Need help resolving a maintenance or health and safety issue?

To help you determine when to contact your landlord for different issues that arise, go to www.waterlooregion.org/neighbourhood-connection and click on the "Tenants Rights Enforcement Information Sheet" (scroll down to last paragraph on the page).

You can also call the service providers below for help.

- Lutherwood Housing Services: Cambridge, 519-623-9383 or Kitchener, 519-749-2450
- The Working Centre's Housing Hub: Kitchener, 519-743-1151 ext. 117
- Waterloo Region Community Legal Services: 519-743-0254 or visit www.wrcls.ca



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Are you experiencing challenges that are making it difficult to keep your housing?

Consider reaching out and asking for help. The resources below can connect you to supports and services to address personal, social, and financial issues.

For health-related services:

- Go to www.wwhealthline.ca or call the Community Care Access Centre at 310-CCAC (2222) for information about physicians and in-home personal/medical care
- Contact Here 24-7 for crisis intervention, and mental health and addictions services and supports at 1-844-437-3247 or go to www.here247.ca under “Contact Us” for a list of drop-in sites

For general inquiries:

- Call 211 or go to www.211.ca and search by community and topic
- In Waterloo Region, call the Community Helpline at 519-579-3800