



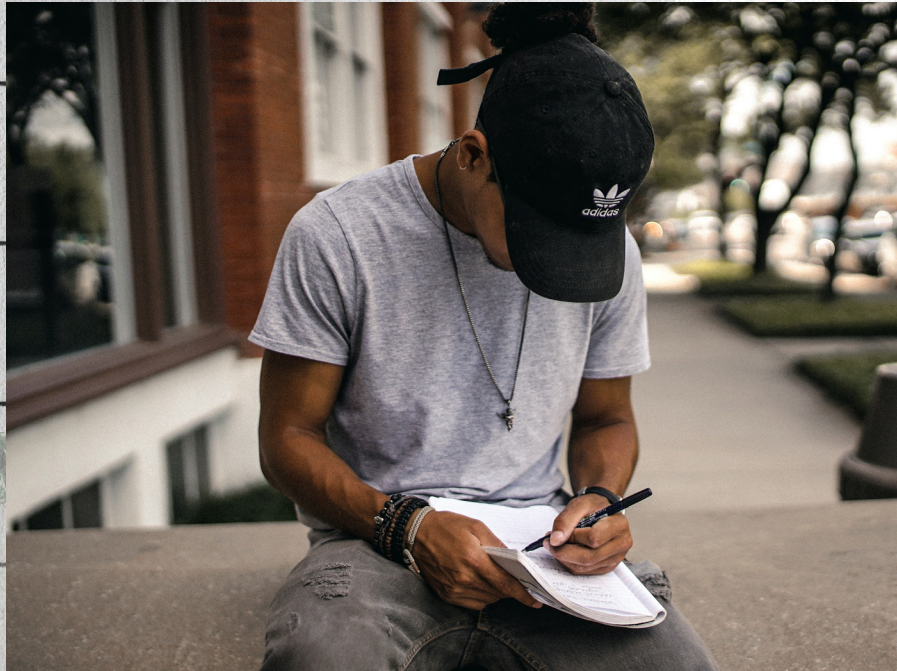
# YOUR GUIDE — TO — STUDENT LIVING

A community resource for all things  
related to being a tenant/renter.

For Conestoga College Campuses Only

WITH **CLICKABLE LINKS**





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# TENANT SUPPORTS & RESOURCES

**Looking for information about  
your rights and responsibilities  
as a tenant?**

Check out our summary at the end  
of this guide or talk to someone  
about them!

## BRANTFORD CAMPUS

### **SOAR Community Services - Housing Resource Centre**

12 Market Street, Brantford, ON, N3T 2Z4  
info@soarcs.ca  
519-759-1290

### **Community Legal Clinic Brant Haldimand Norfolk**

1100 Clarence St. S. Suite 203,  
Brantford, ON, N3S 7N8  
519-752-8669  
1-888-341-5021

## CAMBRIDGE, KITCHENER, & WATERLOO CAMPUSES

### **Waterloo Region Community Legal Services**

450 Frederick St. Unit 101  
Kitchener, ON, N2H 2P5  
519-743-0254

### **Starling Community Services**

41 Weber St. W. Kitchener, ON, N2H 3Z1  
519-749-2450

### **Starling Community Services**

35 Dickson St. Cambridge, ON, N1R 7A6  
519-623-9380

### **Community Justice Initiatives of Waterloo Region**

Jason Spencer  
jason@cjiwr.com  
519-744-6549 ext: 120

### **Region of Waterloo Renter's Toolkit**

### **Eviction Prevention Waterloo Region**

23 Water St. N. Kitchener, ON, N2H 5A4  
info@waterlooregion.org  
519-579-3800  
Kitchener/Waterloo Ext. 7  
Cambridge Ext. 8

## GUELPH CAMPUS

### **Housing Help Centre**

138 Wyndham St. N. Guelph, ON, N1H 4E8  
519-824-7822 ext. 4130

### **Legal Clinic of Guelph and Wellington County**

176 Wyndham St. N. Guelph, ON.  
gwlegalclinic@lao.on.ca  
519-821-2100  
1-800-628-9205

### **Community Justice Initiatives of Guelph**

Marie Jose van der Zande  
mariev@cjiwr.com  
519-820-3034

## MILTON CAMPUS

### **Halton Housing Help**

470 Bronte St, 2<sup>nd</sup> Floor, Suite 207, Milton  
Call 311 or 1-905-825-6000  
halton@housinghelpcentre.ca

### **Halton Legal Services**

700 Dorval Drive, Suite 400, Oakville  
1-905-845-5927

## ALL CAMPUSES

### **Community Legal Education Ontario**

**CSI Legal Protection Program**  
1-833-202-4571

### **Conestoga International Transition Coordinators**

International Office, Welcome Centre,  
Conestoga College, Kitchener - Doon Campus  
internationaltransition@conestogac.on.ca

### **Off-Campus Housing Guide for International Students**

### **Steps to Justice - Housing Law**

### **Landlord and Tenant Board**

1-888-332-3234





# TEMPORARY & EMERGENCY HOUSING SUPPORTS

If you find yourself in need of temporary or emergency housing, these community organizations are standing by to help.

## BRANTFORD

### **SOAR Community Services - Emergency Shelter**

12 Market Street, Brantford, ON N3T 2Z4  
info@soarcs.ca  
519-759-1290

### **Nova Vita Women's Shelter**

59 North Park St. Brantford, ON N3R 4J8  
info@novavita.org  
519-752-4357

### **Rosewood House**

42 Nelson Street, Brantford ON N3T 2M8  
tphilp@rosewoodhouse.on.ca  
519-750-1547

## CAMBRIDGE, KITCHENER, & WATERLOO

### **Housing Support Programs**

519-575-4400

### **YWCA Emergency Shelter Services**

84 Frederick St. Kitchener, ON N2H 2M2  
519-744-0120

### **House of Friendship**

51 Charles St. E. Kitchener, ON N2G 2P3  
519-742-8327

### **Edith MacIntosh Child Care Centre**

104 Stirling Ave S. Kitchener, ON N2G 3N9

### **Cambridge Shelter**

26 Simcoe St. Cambridge, ON N1R 8P2  
info@cambridgesheltercorp.ca  
519-624-9305

### **Argus Residence**

PO Box 22041 RPO  
Water St. Cambridge, ON N1R 8E3  
519-623-7991

### **oneROOF (For Youth 16-25)**

35 Sheldon Ave. N. Kitchener, ON N2H 3M1  
info@oneroof.org  
519-742-2788

### **Supportive Housing of Waterloo**

362 Erb St. W. Waterloo, ON N2L 1W6  
brian.paul@showwaterloo.org  
519-886-8200

## GUELPH

### **Stepping Stone Shelter Program**

23 Gordon St. Guelph, ON N1H 4G9  
519-837-0080

### **Guelph-Wellington Women In Crisis (Women Only)**

38 Elizabeth St. Guelph, ON N1E 2X2  
adminsac@gwwomenincrisis.org  
519-836-1110  
1-800-265-7233

### **Wyndham House Youth Emergency Shelter**

23 Gordon Street, Guelph, ON N1H 4G9  
519-837-3892

## MILTON

### **Halton Women's Place**

1-905-878-8970

### **Halton Women's Place**

1-905-878-8970



## EMERGENCY

Police, Fire, and/or Ambulance 911

**Poison Control**  
1-800-268-9017

## NON-EMERGENCY

**Guelph Police Service**  
519-824-1212

**Waterloo Region Police Service**  
519-570-9777

**Brantford Police Service**  
519-756-0113

**Halton Police Service**  
1-905-825-4777

## HEALTH CARE

### BRANTFORD

**Brantford West Medical Centre Walk-In Clinic**  
164 Colborne St. W., Unit 2A,  
Brantford, ON, N3T 2L1  
519-304-9200

**Charing Cross Walk-In Clinic**  
124 Charing Cross St.  
Brantford, ON, N3R 2J1  
reception@charingcrossmedical.com  
519-304-8550

**Blue Ridge Walk-In Clinic**  
595 West St., Unit C  
Brantford, ON, N3R 7C5  
info@blueridgewalkin.com  
519-304-8984

**Bonavista Medical Centre Walk-In Clinic**  
104-265 King George Rd., Unit 104,  
Brantford, ON, N3R 6Y1  
519-759-4060



# IMPORTANT NUMBERS

(Emergency, non-emergency, city supports, health services, utilities, transit, hotlines, etc.)

**Brantford General Hospital**  
200 Terrace Hill Street,  
Brantford, ON, N3R 1G9  
519-751-5544

**Brant County Health Unit**  
194 Terrace Hill St.  
Brantford, ON, N3R 1G7  
519-753-4937

### CAMBRIDGE, KITCHENER, & WATERLOO

**Conestoga College Medical Care Clinic**  
299 Doon Valley Drive (Doon Campus) Kitchener, ON, N2G 4M4  
medicalcare@conestogac.on.ca  
519-748-5220 ext. 3679

**K-W Urgent Care Clinic**  
385 Fairway Road South  
Kitchener, ON, N2C 2N9  
519-748-2327

**K-W Urgent Care Clinic**  
751 Victoria Street South  
Kitchener, ON, N2M 5N4  
519-745-2273

**K-W Walk In Clinic**  
100 The Boardwalk  
Kitchener, ON, N2N 0B4  
519-279-4098

**Region of Waterloo Public Health**  
519-575-4400

**Anthony Davies Family Practice**  
38 Bridgeport Road East, Waterloo,  
ON N2J 2J5  
admin@anthonydavies.net,  
adaviesmpc@gmail.com  
519-742-2046

**Westmount Clinic**  
50 Westmount Rd.  
Waterloo, ON, N2L 2R5  
519-954-0111

**Waterloo Clinic**  
170 University Ave. W  
Waterloo, ON, N2L 3E9  
519-725-1514

**Townline Walk-in Clinic**  
940 Jamieson Pkwy,  
Cambridge, ON, N3C 4N6  
519-260-8100

**Delta Walk-In Clinic**  
614 Coronation Blvd., Unit 201  
Cambridge, ON, N1R 3E8  
519-624-4004

**St. Mary's General Hospital**  
911 Queen's Boulevard  
Kitchener, ON, N2M 1B2  
519-744-3311

**Grand River Hospital**  
835 King Street W.  
Kitchener, ON, N2G 4K9  
519-742-3611

**Cambridge Memorial Hospital**  
700 Coronation Blvd  
Cambridge, ON, N1R 3G2  
information@cmh.org  
519-621-2330

### GUELPH

**Westwood Medical Walk-In Clinic**  
500 Willow Rd., Unit 28  
Guelph, ON, N1H 7G4  
519-265-5858

**Silvercreek Walk-In Clinic**  
105 Silvercreek Pkwy N #103  
Guelph, ON, N1H 6S4  
519-822-9363

**Summer Side Medical Walk-In (at Walmart)**  
175 Stone Rd. W.  
Guelph, ON, N1G 5L4  
519-780-8588

**Arkell Walk-in Clinic**  
403 Arkell Rd. #4  
Guelph, ON, N1L 1E5  
clinic@arkellmedical.ca  
519-822-7841

**Guelph General Hospital**  
115 Delhi Street  
Guelph, ON, N1E 4J4  
info@gghorg.ca  
519-822-5350

**Wellington-Dufferin-Guelph Public Health**  
400 Bronte St. S, Milton, ON  
1-800-265-7293

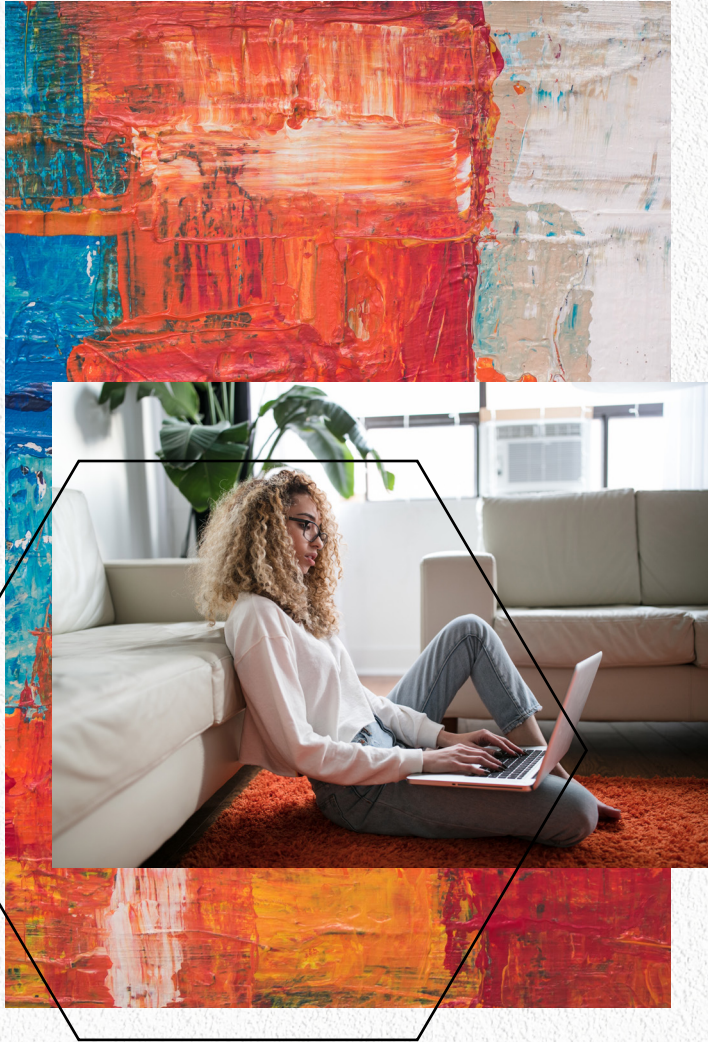
### MILTON

**Milton Urgent Care Clinic**  
400 Bronte St. S, Milton, ON  
1-905-876-0002

**Walk-In Clinic Halton Medix**  
100 Bronte St. S, Milton, ON  
1-289-812-0194

**Milton District Hospital**  
725 Bronte St. S, Milton, ON  
1-905-878-2383





# COMMUNITY HOTLINES

**211 Ontario**  
(Referrals for Community, Government,  
Social and Health Services across Ontario)  
211

**ConnexOntario (Mental Health, Addiction,  
and Problem Gambling Support)**  
1-866-531-2600

**Here 24/7**  
(Addictions, Mental Health, Crisis Services)  
1-844-437-3247

**Ontario Problem Gambling Helpline**  
1-888-230-3505

**Suicide Crisis Help Line**  
988

**Good2Talk Post-Secondary  
Student Helpline**  
1-866-925-5454  
Text: GOOD2TALKON to 686868

**Hope for Wellness Helpline**  
(Indigenous Mental Health Support)  
1-855-242-3310

**Talk4Healing**  
(Indigenous Women Support)  
Call or Text: 1-855-554-4325

**Crime Stoppers**  
(Anonymous Crime Reporting)  
1-800-222-8477

**National Indian Residential School  
Crisis Line (For former residential school  
students and those affected)**  
1-866-925-4419

**LGBT Youthline (Support for LGBT Youth)**  
askus@youthline.ca  
1-800-268-9688  
Text: 647-694-4275

**Guelph-Wellington Women In Crisis**  
adminrec@gwwomenincrisis.org  
519-836-5710

**Adult Counselling and Treatment -  
Waterloo Wellington**  
1-844-264-2993

**Victim Services Wellington**  
15 Wyndham St. South  
Guelph, ON, N1H 4C6  
victim@vswguelph.on.ca  
519-824-1212 ext. 7304

**Sexual Assault Support Centre  
of Waterloo Region**  
300 -151 Frederick St.  
Kitchener, ON, N2H 2M2  
info@sascwr.org  
519-741-8633

**KW Counselling Services**  
480 Charles St. East  
Kitchener, ON, N2G 4K5  
519-884-0000

**Waterloo Region Victim Services**  
200 Maple Grove Rd. P.O. Box 3070  
Cambridge, ON, N3H 5M1  
519-583-2363  
519-570-5143 (after hours)

**Sexual Assault Support Centre of Brant**  
519-751-3471

**Brant Counselling Services**  
519-752-2998

**Victim Services of Brant**  
519-752-3140

**Victim Services Halton (Milton)**  
905-825-4777 ext. 5239



## MILTON

**Milton Hydro**  
1-905-876-2044

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

**Water**  
Milton Hydro  
1-905-876-2044

## BRANTFORD

**Hydro**  
GrandBridge Energy  
customerservices@brantfordpower.ca  
519-751-3522

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

**Water**  
City of Brantford  
customerservices@brantford.ca  
519-756-1360

## CAMBRIDGE

**Hydro**  
GrandBridge Energy  
519-621-3530

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

**Water**  
City of Cambridge  
519-623-1340

## GUELPH

**Hydro & Water**  
Alectra Utilities  
519-822-3010

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

## KITCHENER

**Hydro**  
Enova  
226-896-2200

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

**Natural Gas & Water**  
City of Kitchener Utilities  
519-741-2529

## WATERLOO

**Hydro**  
Enova  
226-896-2200

**Natural Gas**  
Enbridge Gas  
1-888-774-3111

**Water**  
City of Waterloo  
519-747-8718

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## CELL PHONE & INTERNET PROVIDER

**Rogers**  
1-855-877-3824

**TELUS**  
1-866-558-2273

**Bell**  
1-888-906-7672

**Fido**  
1-888-945-3436

**Virgin Plus**  
1-855-238-6847

**Koodo**  
1-866-995-6636

**Freedom Mobile**  
1-877-946-3184

# UTILITIES





# TRANSPORTATION

## PUBLIC TRANSIT

**Guelph Transit**  
[transit@guelph.ca](mailto:transit@guelph.ca)  
 519-822-1811  
 Transit Schedule

**Grand River Transit**  
 519-585-7555  
 Transit Schedule

**Milton Transit**  
 905-864-4141  
 Transit Schedule

**Brantford Transit**  
 519-753-3847  
 Transit Schedules

**GO Transit**  
 1-888-438-6646  
 Transit Schedules

## TAXI SERVICES

### BRANTFORD

**City Taxi**  
 519-759-7800

**Bell City Cabs**  
 519-759-1300

**Brant Taxi**  
 519-752-1010

### GUELPH

**Red Top Taxi**  
 519-821-1700

**Canadian Cab**  
 519-824-3110

## WATERLOO REGION

**Golden Triangle Inc.**  
 519-621-1211

**Kitchener City Cabs**  
 519-747-7777

**United Taxi**  
 519-888-9999

**Waterloo Taxi**  
[pam@waterlootaxi.ca](mailto:pam@waterlootaxi.ca)  
[lostandfound@waterlootaxi.ca](mailto:lostandfound@waterlootaxi.ca)  
 519-888-7777

### MILTON

**Milton Taxi**  
 1-905-824-3110

**Communauto**  
 346 Waverley St, Ottawa, ON, K2P 0W5  
 1-855-742-7399





# CITY CONTACTS

[CITY OF BRANTFORD](#)  
519-759-4150

[CITY OF CAMBRIDGE](#)  
519-623-1340

[CITY OF GUELPH](#)  
519-822-1260

[CITY OF KITCHENER](#)  
519-741-2345

[CITY OF MILTON](#)  
1-905-878-7252

[CITY OF WATERLOO](#)  
519-886-1550



# SAFETY

## FIRE SAFETY

**When in doubt, parents or students should call fire prevention services in their city.**

- [City of Guelph: 519-763-8111](#)
- [City of Kitchener: 519-741-2495](#)
- [City of Waterloo: 519-884-2121 ext. 23306](#)
- [City of Cambridge: 519-621-6001](#)
- [City of Brantford: 519-752-7083](#)
- [City of Milton: 905-878-9251](#)

**Check out these basic fire safety tips:**

- Keep combustible items away from the stovetop
- Use a pot lid to smother cooktop fires
- Never leave candles or cooking unattended
- Do not use candles during parties, and encourage smoking outside instead of inside
- Always allow ashes to cool completely before disposal
- Do not overload electrical plugs or overuse extension cords
- Make sure your smoke alarms and carbon monoxide detectors are properly functioning
- Have a portable fire extinguisher available
- Have a fire escape plan

## STREET SAFETY

- Cross at designated crosswalks
- Walk with friends when possible
- Stay on well lit sidewalks and pathways
- Wear easy to see clothing at night (bright colours)
- Be aware of your surroundings

## HOME SAFETY

- Always lock doors and windows
- Keep valuables hidden
- Only share your address or contact information with people you trust
- Drink responsibly

## BIKE SAFETY

**Check out these cycling tips to stay safe when riding along roads or trails:**

- No spandex required, you can ride at a comfortable pace in your everyday clothing
- Most buses have a bike rack

### Riding on the Road

- Ride single file, with the flow of traffic
- Ride one metre out from the curb to avoid grates and debris
- Your bike must have a white front light and a red rear light or reflector when you ride at night
- Be predictable - ride in a consistent path and signal your moves
- You must follow all traffic signs and lights

### Riding on Trails

- Keep to the right of the trail
- Yield to pedestrians and ring your bell when passing
- You must dismount and walk your bike in crosswalks

### Cycling near ION Light Rail Transit or Train Tracks

- Look both ways and only cross at designated areas
- Always cross tracks at a right angle to help avoid a fall
- Tracks are for trains - never ride along the tracks





# AIRPORTS & SHOPPING CENTRES

## AIRPORTS

### **Region of Waterloo International Airport**

4881 Fountain St N #1, Breslau, ON, N0B 1M0  
519-648-2256

### **London International Airport**

1750 Crumlin Road, London, ON, N5V 3B6  
519-452-4015

### **John C. Munro Hamilton International Airport**

9300 Airport Road, #2206, Mount Hope, ON,  
L0R 1W0  
905-679-1999

### **Toronto Pearson International Airport**

6301 Silver Dart Dr, Mississauga, ON, L5P 1B2  
1-866-207-1690

### **Billy Bishop Toronto City Airport**

2 Eireann Quay, Toronto, ON, M5V 1A1  
416-203-6942

## MAIN SHOPPING MALLS

### BRANTFORD

#### **Lynden Park Mall**

84 Lynden Road, Brantford, ON, N3R 6B8  
519-753-8484

### CAMBRIDGE

#### **Cambridge Centre**

355 Hespeler Rd, Cambridge, ON, N1R 6B3  
519-624-9415

### GUELPH

#### **Stone Road Mall**

435 Stone Road W., Guelph, ON, N1G 2X6  
519-821-5780

### KITCHENER

#### **CF Fairview Park**

2960 Kingsway Drive, Kitchener, ON, N2C 1X1  
519-894-2450

#### **Sunrise Shopping Centre**

1400 Ottawa St S, Kitchener, ON, N2E 4E2  
519-749-9900

### MILTON

#### **Milton Mall**

55 Ontario St. S, Milton, On  
1-905-878-3900

### WATERLOO

#### **Conestoga Mall**

550 King St N, Waterloo, ON, N2L 5W6  
519-886-5500

#### **The Boardwalk**

101 Ira Needles Blvd, Waterloo, ON N2J 3Z4  
519-744-6464

#### **Shops at Waterloo**

49-75 King St S, Waterloo, ON, N2J 1P2  
519-886-4190



# RELIGIOUS & CULTURAL RESOURCES



## **KW Multicultural Centre**

102 King St. West, Kitchener, ON, N2G 1A6  
home@kwmulticultural.ca  
519-745-2531

**For a list of places of worship in your community,  
please use the link for the city you are in:**

[PLACES OF WORSHIP IN BRANTFORD](#)

[PLACES OF WORSHIP IN GUELPH](#)

[PLACES OF WORSHIP IN CAMBRIDGE](#)

[PLACES OF WORSHIP IN KITCHENER](#)

[PLACES OF WORSHIP IN MILTON](#)

[PLACES OF WORSHIP IN WATERLOO](#)





# BYLAWS

(Noise, Parking, Property Maintenance, Snow Removal)

As a tenant, you not only have rights and responsibilities under the Residential Tenancies Act, but you are also responsible for following the bylaws of the local municipality you live in. Some common bylaws you should become familiar with to be a good neighbour include those related to:

- Parking
- Noise
- Fireworks
- Property Maintenance
- Snow Removal
- Parks
- Pets

To learn more about the bylaws in your city, visit their websites:

- [Brantford](#)
- [Cambridge](#)
- [Guelph](#)
- [Kitchener](#)
- [Milton](#)
- [Region of Waterloo](#)
- [Waterloo](#)





# WASTE MANAGEMENT

## BRANTFORD

**Curbside Waste Collection:** Garbage is collected weekly, with a five bag/can limit. Blue boxes are collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [City of Brantford's website](#) or download the free Recycle Coach app.

## GUELPH

**Curbside Waste Collection:** Grey Carts (Garbage) and Blue Carts (Recycling) are collected bi-weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [City of Guelph's website](#) or download the free Guelph Waste app.

## WATERLOO REGION

**Curbside Waste Collection:** Garbage is collected every second week, with a three bag/can limit. Blue box and green bin is collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [Region of Waterloo's website](#) or download the free Waste Whiz app.

## MILTON

**Curbside Waste Collection:** Garbage (bi-weekly) and Blue Carts (Recycling) are collected weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [Town of Milton website](#) or download the free Milton Waste App.





# RIGHTS & RESPONSIBILITIES OF TENANTS & LANDLORDS

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Are you covered by the Residential Tenancies Act (RTA)? Yes, if you have a lease or rental agreement and you **DO NOT**:

- Sublet, or
- Share amenities with the owner (i.e., bathroom, kitchen, etc.), or
- Live in a care home, mobile park, land lease community, social and supportive housing, or co-operative housing units

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Forms for Tenants in LTB





# TENANT RIGHTS & RESPONSIBILITIES

## Tenants must:

- » Pay the full amount of rent when it is due, regardless of maintenance or repair problems.
- » Not cause damage to the rental or building.
  - » If you or your guests cause damage, you are responsible for repairs.
- » Be responsible for the ordinary cleanliness of the rental unit.
- » Not interfere with the reasonable enjoyment of other tenants or the Landlord.
- » Provide at least 60 days' notice to end the

fixed term or monthly tenancy using the form from the Landlord and Tenant Board.

- » If you are a fixed term tenancy (ex. 3 years), you cannot provide notice that becomes effective until the last day of the fixed term.
- » If you have experienced sexual or domestic violence, you may provide only 28 days' notice to end your tenancy at any time using a form from the Landlord and Tenant Board.
- » Not harass the Landlord.
- » Not change the locks without the consent of the Landlord.
- » Receive consent from the Landlord to sublet or assign the rental unit to another person.
- » Not disconnect or tamper with a smoke or carbon monoxide detector and notify the Landlord immediately if one is not working properly.

## Other important information to know as a Tenant:

- » Avoid signing a lease for a rental unit that is not completed (finished being built or renovated).
- » Consider purchasing tenant insurance to provide coverage for and protect personal items from fire, water damage, theft, and more.
- » Ask for and save rent receipts for proof of payment and claiming on an income tax return.
- » Landlords may request a tenant pay last month's rent as a deposit that cannot be more than the value of one month of rent.
  - » Landlords must pay tenants interest on the rent deposit every year.
  - » Landlords can request a "top-up" to the rent deposit if the rent increases

the next year to the new value of one month's rent.

- » Landlords can require a refundable key deposit.
  - » A key deposit can be for physical keys, remote entry devices, cards or any other device that provides entry.
  - » When the key is returned at the end of the tenancy, the key deposit must be refunded.
  - » Additional keys can be requested at a fee that does not exceed the actual cost of the key.
- » Tenants can apply for a rent reduction if:
  - » Municipal property taxes or charges on the rental property go down, or
  - » The landlord reduced or removed a service without reducing the rent, or
  - » The landlord did not keep a promise made in an agreement for a rent increase above the guideline.
- » Landlords do not need to provide 24 hours' notice to enter the rental unit if:
  - » It is an emergency
  - » The tenant consents to entry
  - » The tenancy agreements requires the landlord to clean the unit
  - » The tenancy agreement is coming to an end and the Landlord wants to show the unit between 8am and 8pm. They must make a reasonable effort to let the tenant know when it will happen.
- » Landlords and Tenants can agree to allow or prohibit smoking in a rental unit.
- » If a problem arises, Landlords and Tenants should work together to resolve the problem. If either feels the other is not obeying the law, they can contact the Landlord and Tenant Board for assistance understanding their rights and responsibilities and resolving the dispute.





# LANDLORD RIGHTS & RESPONSIBILITIES

## Landlords in Ontario must:

- » Use the Ontario Standard Form of Lease as the lease agreement.
  - » If you have questions about the Standard Lease, you can learn more from the Government of Ontario.
- » Keep the rental unit and property in good repair and comply with all health, safety, and maintenance standards.
  - » Includes maintenance and repair of things that came with the unit, such as appliances, and commons areas such as parking lots, elevators, and hallways.
- » Provide official notices and documents. Normally hand delivered, left in a mailbox where mail is ordinarily delivered, or mailed.
- » Provide rent payment receipts when requested and for up to 12 months after the tenancy ends.
- » Provide at least 90 days' notice before increasing rent and must use the proper form from the Landlord and Tenant Board.
  - » Landlords can increase rent once every 12 months.
- » Not raise rent by more than the rent increase guideline set annually unless approved by the Landlord and Tenant Board.
- » The rent increase guideline does not apply to:

- » Units in new buildings or additions to existing buildings occupied after November 15, 2018
- » New second units in an existing house, such as a basement apartment, created after November 15, 2018 and meets requirements set out in the act.
- » Reduce rent if:
  - » The municipal property tax is reduced by 2.49% or more, or
  - » The rent was increased above guideline to pay for repairs or renovations and the costs have been fully paid (only applies if you were living in the unit when the increase happened).
- » Ensure there is heating equipment capable of maintaining a minimum of 20 degrees Celsius from Sept. 1 – Jun. 15, unless stricter requirements are in place by the municipality.
- » Provide 24 hours' written notice to enter the rental unit between the hours of 8am and 8pm for:
  - » repairs,
  - » inspections,
  - » showing the unit to buyers, insurers, mortgage lenders, or real estate agents,
  - » any other reasonable purpose listed in the tenancy agreement.
- » Provide and maintain working smoke and carbon monoxide detectors for the rental unit.
- » Not cut off or interfere with essential rental services including heat, electricity, gas (if applicable) and water.
- » Not evict a tenant without an order/notice from the Landlord and Tenant Board.
  - » If you are served an eviction notice, you do not have to move out. You have

the right to a hearing to explain why you should not be evicted first.

- » Not force a tenant to leave when a lease agreement expires. The agreement's terms continue to be in effect usually as a monthly tenancy instead of a specified term.
- » Not harass a tenant.
- » Not discriminate against a tenant based on prohibited grounds under the Ontario Human Rights Code including race, sex, place or origin, citizenship, age, and more.
- » Not withhold consent arbitrarily or unreasonably from the tenant to assign or sublet the rental unit to another person.
- » Not change the locks of the rental unit unless new keys are provided to the tenant.
- » Not prevent the tenant from having guests, require notification of guests, or require permission before having guests.
- » Not prevent a tenant from having a roommate as long as municipal by-laws on occupancy standards are followed.
- » Not prohibit animals in the rental unit, unless prevented by a condominium corporation.
- » Not ask for or force tenants to:
  - » Provide advance rent payments (except for last month).
  - » Purchase items for the rental unit as a requirement to be the successful tenant (ex. Purchase appliances, window coverings, lights, etc. before moving in)
  - » Make rent payments by post-dated cheques, pre-authorized credit or debit, or any other automatic payment (You can offer and agree, but they cannot force you to.)
  - » Provide a damage deposit.





Have suggestions of other information or resources  
that should be included in this guide?

Send them to [csi@conestogac.on.ca](mailto:csi@conestogac.on.ca).

