



Hamilton Newcomer Services



A Guide to Finding Housing in Hamilton

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Acknowledgments:

This guide was produced in partnership with:



Hamilton Immigration
Partnership Council



Hamilton Community Legal Clinic
Clinique juridique communautaire de Hamilton

Please Note/Disclaimer

This publication contains general information only. Each situation is unique. The law may also change. For more information call one of the agencies in the Guide.

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Introduction

Welcome to Hamilton! Every year thousands of newcomers from all over the world choose to make Hamilton their home. Are you looking for a place to live and do not know where to go for help? There are people and community agencies who can help you with your housing needs.

This guide can help you start your search for clean, safe and affordable housing. If you need more information regarding settlement services and resources, visit welcometohamilton.ca or call Inform Hamilton at 905-528-0104.

Glossary of Terms to Help You Use this Guide

Term	Description
Affordable Housing	Housing for lower and middle income households where those households are paying no more than 30% of their family income for housing costs.
Apartment (Apt)	<p data-bbox="366 522 1324 595">A self-contained (your own kitchen, bathroom and living space) unit in a building with a few or many other units.</p>  <p data-bbox="1390 651 1611 677">Apartment Building</p>
Appliances (Appl.)	Household devices that include items like washers, dryers, refrigerators, stoves and dishwashers. Sometimes these items will be included in the cost of renting a unit.
Co-operative Housing (CO-OP)	Housing that operates on a non-profit basis in which residents are members and take part in the management and operation of the property.
Deposit (Dep.)	Money that a tenant may have to give to a landlord in order to hold a rental unit.

Duplex/Triplex	A building with 2 units (duplex); a building with 3 units (triplex)	 <p data-bbox="1459 383 1541 409">Duplex</p>
House	A dwelling that usually includes some outside property and is separated from other units.	 <p data-bbox="1465 586 1536 612">House</p>
Hydro	Electricity. Sometimes the cost of electricity is included in the rent and sometimes not.	
Landlord	A person who rents out housing (apartments, townhouses, rooms, etc.) to you. They are also responsible for collecting rent, and keeping the housing in good repair and good condition. The landlord may use a property manager.	
Landlord and Tenant Board (LTB)	Like a court, the Board settles disagreements between landlords and tenants using the Residential Tenancies Act (2006).	
Last Month's Rent (LMR)	A landlord is allowed to ask for the last month's rent in advance when you move into a unit. Remember to always get a receipt and any deposit you pay should be applied to your last month's rent.	

Lease	This is a written contract that you and a landlord both sign. A lease will outline things like how much, how often and when rent must be paid. You must be given a copy of the lease. The lease may be binding for a year or more.
Market rent	Rent that is not subsidized.
Multi-plex	A building or dwelling with multiple separate units.
Non-Profit Housing	This is housing provided by community agencies that are not for profit.
Ontario Works (OW)	If you have little or no income, you may be eligible for Ontario Works (financial assistance and benefits). OW applications are started by telephone. You should call immediately because you will only receive money from the date you make the call.
Ontario Disability Support Program (ODSP)	It is a program that assists disabled people and their families with financial assistance and benefits. ODSP applications are started by telephone (please refer to numbers listed in the Financial Assistance section of this Guide). As it is a lengthy process to apply for ODSP and if you need immediate assistance, it is better to first apply for Ontario Works. The Ontario Works Program will help you to apply for ODSP.
Private Market Rental Housing (Market Rent)	This is not government housing but rather a private business. It can include apartments, townhouses, duplexes, triplexes and houses.

Post-Dated Cheques	Cheques dated for some time in the future. These cheques are not intended to be cashed until the date that is written on them.
Rent	Money that a tenant pays a landlord for the right to live in a rental unit. This money may be paid weekly or monthly, depending on the agreement a tenant has made with the landlord.
Rent Geared to Income (RGI) or Government Housing/ Subsidized Housing	Housing subsidized by the government or a community agency that provides rent based on your household income. It is called rent-geared-to-income housing, subsidized housing, low income housing or social housing.
Residential Care Facility	Homes that are licensed by the City. They provide housing and care for the elderly or people living with physical disabilities, mental health illnesses or developmental disabilities.
Rooming House	Housing where tenants have their own rooms but share kitchens, bathrooms and/or common areas.
Second Stage Housing	Temporary housing, usually for up to one year, for survivors of domestic violence and their children.
Semi-Detached Unit	Two self-contained (your own kitchen, bathroom and living space) units attached side by side.



Semi-Detached Unit

Subsidized Housing	This is housing which is subsidized by the government with rents based on your household income. It is called rent-geared-to-income housing (RGI), low-income housing, subsidized housing or government housing.
Supportive Housing	Housing where services are provided to tenants. This can include help with home maintenance and daily activities or health care.
Residential Tenancies Act (RTA)	The law that sets out rules for tenants and landlords in Ontario.
Tenant	A person who lives in a rental unit, and is responsible for paying rent to the landlord.
Townhouses	Self-contained (your own kitchen, bathroom and living space) units attached side-by-side in a row or a square. <div data-bbox="1367 629 1628 823" data-label="Image"> </div> <div data-bbox="1414 829 1571 858" data-label="Caption"> <p>Townhouses</p> </div>
Unit	A self-contained space (your own kitchen, bathroom and living space) for which you pay rent. This includes an apartment, townhouse, house or room.
Utilities	Water, hydro, gas etc.

Abbreviations Used in Housing Advertisements

This is a list of shortened versions of some words that you may come across in your housing search:

Abbreviation	Meaning	Abbreviation	Meaning	Abbreviation	Meaning
A1	Good Condition	Furn.	Furnished	prkg	Parking
Appl.	Appliances	Hyd.	Hydro, electricity	Priv.	Private
Avail. immed.	Available immediately	Inmed.	Immediately	Refs.	References required
Apt.	Apartment	Incl.	Included	Renov.	Renovations or newly painted
Bach.	Bachelor	kit	Kitchen	prkg	Parking
Bal.	Balcony	Last/LMR	Last month's rent	Priv.	Private
BR	Bedrooms	Laun/Indry	Laundry	Refs.	References required
Bsmt.	Basement	Lrg.	Large	Renov.	Renovations or newly painted
Dep.	Deposit	Lwr.	Lower floor	Req.	Required
dr.	Dining room	Mo.	Month	rm	Room
Fam.	Family	Msg.	Message (leave a message)	Upr.	Upper
gar.	Garage	Neg.	Negotiable	W/	With; included in the rent
Flr.	Floor	nr	Near	XL	Extra Large
Frdg.	Fridge	ph	Phone (please phone)		

Getting To Know Hamilton

The City of Hamilton is made up of a number of smaller communities. Surrounding the central part of Hamilton are the communities of Dundas, Ancaster, Stoney Creek, Flamborough and Glanbrook.

Some Hamilton streets say “North”, “South”, “East” or “West,” after their name. For example, streets that cross King Street are labeled either “North” or “South,” depending on the side of King Street they are on (e.g. Wentworth Street North is north of King Street). Streets that cross James Street are labeled “East” or “West,” in a similar way (e.g. Main Street West is west of James Street).

The Niagara Escarpment runs through Hamilton. It is known as “the Hamilton Mountain,” or simply, “the Mountain”. Many main streets on the Mountain have the same name as the streets of lower Hamilton, but have the word “Upper” before the street name (e.g. Upper James).

Within Hamilton, there are many different neighbourhoods that have services, programs, schools, public libraries, recreation centres and grocery stores. Information about many of these services is available at the City of Hamilton website: www.hamilton.ca. For other information and maps about Hamilton you can visit the Tourism Hamilton website at www.tourismhamilton.com.

Starting Your Housing Search

Many newcomers choose to rent a place to live when they first arrive in the city. To begin your housing search, contact the Hamilton Housing Help Centre. It is a non-profit agency that provides free information, advocacy and support to people who need housing, especially people with low incomes.

The Hamilton Housing Help Centre has access to free phones and maintains a current list of rental units available in Hamilton. A housing worker is available to assist you in finding a home on the list that meets your needs. If you don't speak English, the Hamilton Housing Help Centre can link you to an interpreter, with more than 179 languages available.

Hamilton Housing Help Centre

119 Main St. East Hamilton, ON

905-526-8100

Fax: 905-528-1448

Website: www.housinghelpcentre.ca

Email: info@housinghelpcentre.ca

Where else can I go to find housing?

There are a number of other places in Hamilton that advertise for tenants and home buyers. They include:

Agency	Description of Service
The Hamilton Spectator	This is Hamilton's daily newspaper. Copies are available at public libraries and the Housing Help Centre. You can also check their website for rental listings at www.thespec.com
The Renters News	This is a listing of rentals that are available in Hamilton. Free copies are available at variety stores, in newspaper boxes and at the Housing Help Centre.
'For Rent' Signs	Walk or drive through neighborhoods you are interested in and look for "For Rent" signs.
Bulletin Boards	Check bulletin boards in public places such as grocery stores, laundromats or community centres for places available for rent.
City of Hamilton – Housing Services Division	Visit www.hamilton.ca/housing or call 905-546-2424 ext. 3901 for additional help finding housing (including emergency shelter) or how to apply for financial assistance for housing.

Rental Housing

There are different types of rental housing in Hamilton. Rent is paid monthly, with first and last month's rent being paid when you start your rental or lease agreement. Payment of last month's rent may be negotiated with some landlords.

Co-operative Housing

Housing co-operatives provide not-for-profit housing for their members. The members do not own equity in their housing. If they move, their home is returned to the co-op, to be offered to another individual or family who needs an affordable home. Some co-op households pay a reduced monthly rent (housing charge) geared to their income. Government funds cover the difference between this payment and the co-op's full charge. Other households pay the full monthly charge based on cost. Because co-ops charge their members only enough to cover costs, repairs, and reserves, they can offer housing that is much more affordable than average private sector rental costs. Co-op housing also offers security. Co-ops are controlled by their members who have a vote in decisions about their housing. There is no outside landlord. Each housing co-operative is a legal association, incorporated as a co-operative.

For more information about co-operative housing in this area, please visit:

Golden Horseshoe Co-operative Housing Federation (GH-CHF)

905-561-2667 or 905-561-1153

36 Keefer Court Unit 1A Hamilton, Ont. L8E 4V4

ghCHF@primus.ca

www.ghCHF.ca

Market Rent

Most rental housing in Hamilton is owned by landlords who operate their properties on a for-profit basis. Market rent in Hamilton is known for being more affordable compared to communities such as Toronto.

Subsidized Housing

About one quarter of the rental housing in Hamilton is “subsidized housing” (also known as social housing), meaning that the rent is geared to your income or the rent is below the rental market price. To apply for subsidized housing, contact:

Access to Housing

499 King Street East, Hamilton, ON L8E 1E1
Phone: 905-524-2228 | Fax: 905-524-1199
www.hamilton.ca

Who Can Apply for Subsidized Housing?

The following are the conditions to qualify for subsidized housing:

1. All members of the household must be:
 - A Canadian Citizen, or
 - A permanent resident, or an applicant for permanent resident status, or
 - A refugee or a refugee claimant

You must attach proof of status for each member of your household to your application.

2. At least one person in your household must be 16 years of age or older and able to live independently. You must attach proof of age.
3. If you or any member of your household owes rent that has not been paid to any social housing provider within Ontario, Access to Housing will require confirmation that you have entered into an agreement with the housing provider for the repayment of the rent owing before they can process your application.
4. Your application will be rejected if within the last 2 years any member of the household has been convicted in court or at the Landlord and Tenant Board of an offence related to rent-geared-to-housing under the Residential Tenancies Act (RTA) or a crime under the Criminal Code.
5. If anyone in your household has a financial interest in another home anywhere in the world, you must agree, in writing, to divest yourself of the property within one-year of getting housed. You do not have to make this decision when you first apply, but you will have to make it before you get housed.

How Long Will You Have To Wait?

After your application is completed, you will be added to a waiting list. This waiting list is based on the date that you apply for housing.

In the City of Hamilton there are rules that give priority to certain types of applicants. Proper documentation, as supplied by the Federal Government, to confirm that the applicant is a refugee, refugee claimant, or a permanent resident is required. The more buildings you choose for housing, generally the shorter the wait time is. The fewer buildings you choose or if you have very specific choices, the longer the wait.

The Next Step In Your Housing Search: Viewing Units & Meeting Landlords

Once you've made a selection for the type of housing you want, the following tips can help with the next step of your housing search:

Viewing rental units:

When you go to see a unit it is important to look at the unit thoroughly. It is a good idea to take notes. Use the checklist at the end of this guide when you are viewing units.

Information asked for by Private Market Landlords:

When you look at a unit and decide you want to fill out an application form, there are some standard information the landlord will require from you:

- Names and telephone numbers of people who can give you a good reference, such as friends and relatives or your supervisor at work
- Name of your previous landlords and the old addresses where you rented

Landlords often check this information, so be sure that it is accurate. If the landlord decides to run a credit check, they will require sufficient identification, including your Social Insurance Number (S.I.N.) to make sure they have the right person. If you are asked for your S.I.N., be sure to ask what it is for.

Some additional facts that you should know:

- A landlord can ask about your rental history, credit references and/or do a credit check; however, a lack of rental or credit history should not count against you.
- A landlord can ask you about your income, but they must also look at any available information on your rental history, credit references and credit rating.
- A landlord should not refuse to rent to you because they do not feel that your income is high enough, or because you are on social assistance.
- Income information can only be considered by landlords on its own when no other information is made available, and only to make sure you have enough to pay the rent.
- Landlords can only ask you for a “guarantor” (someone who promises to pay your rent if you can’t) to sign the lease if they have the same requirements for all tenants.

What is a deposit?

When you find a rental unit that meets your needs, a deposit is money given to a landlord to hold the unit while you are filling out a rental application. Do not give the landlord money unless you are sure you want to take the unit. Make sure you get a receipt from the landlord for the deposit. The receipt should state the amount of the deposit and what the money was for.

Once you have agreed with the landlord to rent the apartment, your deposit is put towards your rent. Getting a deposit back can be very difficult and you should seek legal advice if this becomes a problem. Some landlords also ask for a “key deposit” to ensure that replacement costs are covered if you key is lost or stolen. A reasonable amount to ask for a key deposit by a landlord shouldn’t exceed about \$75.00.

You are now a tenant. What does this mean?

Once you have rented a place to live, you become a tenant. You have rights and responsibilities and so does your landlord. The rules about your relationship with your landlord are usually covered in the **Residential Tenancies Act (RTA)**. Some rental situations are not covered by the Act, such as if you share the rental unit with the owner of the building or a member of his/her family, if you pay rent to another tenant, or if you live in a housing co-op. The landlord must give tenants written information about their rights and responsibilities. If you rent a unit, ask for this information. If you are unsure about your rights, call the Housing Help Centre or the Hamilton Community Legal Clinic listed at the beginning of this guide.

Signing a Lease

When you rent a place to live, you make a legal agreement with the landlord. The agreement is often a written contract, commonly called a “lease”, which you and the landlord sign. Before you sign a lease, make sure you understand everything it says. Bring someone to help you read it, or call the Hamilton Community Legal Clinic. You must be given a copy of the lease. The landlord must give you his or her address and full name. Ask the landlord for his or her telephone number.

The lease states that you have agreed to rent a particular place and to pay a certain amount of rent on a certain date. Your lease could say you pay monthly or weekly. The usual length of a lease is for one year. The lease should also state what utilities and services are included in the rent and what you will pay for in addition to the rent. It should also list the appliances included in the unit.

Paying Rent

Rent is money that a tenant pays weekly or monthly to a landlord (depending on the agreement made) for the right to live in a rental unit. Usually you pay rent on the first day of the month, but not always – check your lease to make sure. If you do not pay on the day promised your rent is overdue the next day.

Your first month's rent is paid when you move in. Once you move in, any money you have paid the landlord in advance will be used for your last month's rent (LMR). The law says that a landlord may only ask for up to one additional month's rent in advance before you move in.

After moving in, the landlord cannot ask you for the last month's rent if they have not already done so. If you cannot afford both the first and last month's rent at the time you agree to take the unit, some landlords may let you make payments towards the last month's rent over a few months.

Types of Payment for Rent

You may pay your rent by cash, cheque, money order or bank draft. **Always** get a receipt that clearly indicates your address, the amount, the time period for which you are paying and who received the payment. Never pay cash unless a proper receipt is given to you at the time you pay. A landlord cannot require post-dated cheques. You may choose to pay this way for convenience; however, there are also potential risks. Collecting payments is often a way for you to ensure that the landlord remains in regular contact.

Repairs

Landlords are responsible for keeping units in good repair and for meeting all of Hamilton's health, safety and property standards. You should make sure the landlord has installed a fully operational smoke detector in your apartment as well. As a tenant, you are responsible for keeping the unit clean and for any damage to the unit caused by either yourself or anyone you allow into your unit or the building.

Bed Bugs, Cockroaches and/or Mice – Who is Responsible?

Landlords, under Section 20 of the RTA, are reasonable for maintaining the rental property including eliminating pest infestations. This is supported by Hamilton Bylaws 34(1), no. 3-117 & no. 4-280.

It is important to ask questions when inspecting a unit with regard to bed bugs and other pests. The Housing Help Centre has information if you've rented a place that needs to be "debugged". If you have bed bugs and the landlord doesn't hire a pest control company to get rid of them, contact the City of Hamilton Public Health Department and ask for an assessment.

Inform your landlord with a dated, written notice about your maintenance concerns and be sure to keep a copy for yourself. If your landlord is not upholding their responsibilities, contact:

- The Housing Help Centre: [905-526-8100](tel:905-526-8100) ext. 209
- Hamilton Public Health Department: [905-546-3570](tel:905-546-3570)

Eviction

The Residential Tenancies Act allows a landlord to evict you for a number of reasons. Some of these include:

- Not paying the rent or often paying the rent late
- Damaging the unit or committing illegal acts in your unit or on the building's premises
- Making too much noise or disturbing other tenants or the landlord
- The landlord wants to use the unit for themselves or their family

A landlord is not allowed to evict you, even if there is a valid reason, unless he or she provides you with written notice of the complaint and follows certain steps set out in the Residential Tenancies Act (RTA). If you get a notice of eviction, call the Hamilton Community Legal Clinic at [905-527-4572](tel:905-527-4572) for advice.

Anti-discrimination, Human Rights and Housing

Housing is a human right.

In Ontario, the Human Rights Code applies to both tenants and landlords.

Under the Code, everyone has the right to equal treatment in housing without discrimination and harassment, and landlords are responsible for making sure housing environments are free from discrimination and harassment.

People cannot be refused an apartment, harassed by a housing provider or other tenants, or otherwise treated unfairly because of:

- Race, colour or ethnic background
- Religious beliefs or practices
- Ancestry, including individuals of Aboriginal descent
- Place of origin
- Citizenship, including refugee status
- Sex (including pregnancy and gender identity)
- Family status
- Marital status, including those with a same-sex partner
- Disability
- Sexual orientation
- Age, including individuals who are 16 or 17 years old and no longer living with their parents
- Receipt of public assistance

People are also protected if they face discrimination because of being a friend or relative of someone identified above.

When do housing rights apply?

The right to equal treatment without discrimination applies when renting a unit (for example, in a high rise apartment, condo, co-op or house). It covers processes for choosing or evicting tenants, occupancy rules and regulations, repairs, the use of related services and facilities, and the general enjoyment of the premises.

Examples of housing discrimination:

- A landlord directs new immigrants and single mothers into older buildings and units that need fixing, because they wrongly think these groups are less responsible than other tenants
- A couple's family is growing and needs more space but the landlord refuses them to transfer to a larger unit
- A landlord refuses to rent to a recent immigrant family or requires a co-signer because they have no Canadian credit or landlord references
- A landlord requires all applicants to have at least 6 months stable employment

Tips for apartment hunting:

- Know your rights
- Bring a friend. Now you have a witness
- When filing an application, make a copy
- Write down the landlord's name, telephone and address
- Make use of the Hamilton Housing Help Centre and other community resources

The Ontario Human Rights Code states that every person who occupies accommodation has a right to freedom from harassment by the landlord or agent of the landlord or by an occupant of the same building because of the same reasons stated above. If one resident is subjecting another resident to discriminatory harassment, it is the landlord's responsibility to take reasonable steps to ensure that the harassment stops. If the landlord does not take steps to stop the harassment, they could be subject to a human rights complaint.

It can be difficult to prove discrimination, but if you feel you have been denied housing for one of these reasons, or you are being harassed and your landlord has not taken action, contact the Hamilton Community Legal Clinic (905-527-4572 / www.hamiltonjustice.ca) or the Centre for Equality Rights in Accommodation (1-800-263-1139 ext. 22 / <http://www.equalityrights.org/cera/>).

Purchasing A Home

To find help with purchasing or owning a home, visit the **Canada Mortgage and Housing Corporation's Housing for Newcomers website:**

www.cmhc.ca/newcomers

Canada Mortgage and Housing Corporation (CMHC) is Canada's national housing agency and is committed to helping Canadians access a wide choice of quality, affordable homes, while making vibrant, healthy communities and cities a reality across the country.

The Housing for Newcomers website is divided into three areas: Renting, Buying and Maintaining a home. Information is available in eight languages. You can also contact CMHC by phone at [1-800-668-2642](tel:1-800-668-2642).

Habitat for Humanity

Habitat for Humanity Canada is a national, non-profit organization that works with people to help them own a home. Families are chosen by way of application process based on:

- Level of need
- Willingness to become partners in the program
- Ability to repay the no down-payment, interest-free mortgage that is geared to income

To obtain an application or for more information, please call [905-560-6707](tel:905-560-6707) or visit www.habitathamilton.ca

Real Estate Brokers

Real estate brokers will help you find a home and their service is paid through a percentage of the cost of the home should you purchase one they have found for you. To find information about buying and selling a home, legal advice or to find a realtor to work for you in Hamilton, contact:

Realtors Association of Hamilton-Burlington

505 York Boulevard
Hamilton, Ontario L8R 3K4
905-529-8101
www.rahb.ca

Financial Assistance

There are financial assistance programs for people who are in need. For more information, contact the **City of Hamilton's Housing Services Division** at [905-546-2424](tel:905-546-2424) ext. 3901 or contact any of the programs listed below:

Ontario Works (OW) and Ontario Disability Support Program (ODSP)

Online applications: www.ontario.ca/socialassistance or call 905-546-4800

Housing Emergency Loan Program (H.E.L.P) & Rent Bank

Housing Help Centre

905-526-8100

LEAP – Low Income Emergency Assistance Program

LEAP is a one-time utility payment assistance program available to low income individuals and families who are in arrears with Union Gas or Horizon Utilities, who have recently received a disconnection notice, and whose personal circumstances make it difficult to pay the bills. For more information, call 905-523-6611 ext. 3009.

HOUSING SEARCH CHECKLIST

Use this checklist when viewing apartments or houses to rent. List the addresses, phone numbers and contact person on this page. Note information about each address on the following pages so you can decide which unit is best for you.

Address 1: _____

Address 3: _____

Phone: _____ Contact: _____

Phone: _____ Contact: _____

Directions: _____

Directions: _____

Address 2: _____

Address 4: _____

Phone: _____ Contact: _____

Phone: _____ Contact: _____

Directions: _____

Directions: _____

	1	2	3	4
General Information				
Number of bedrooms?				
Type of building? (apartment, house, etc.)				
What floor is the unit on?				
Is there an elevator?				
What appliances are included (fridge, stove, etc.)?				
What is the type of heat? (gas, electric, oil, radiator)				
Who controls the heat?				
Where is the parking? (underground, on-street)				
Laundry facilities on-site?				
Location				
Close to buses?				
Close to Laundromat?				
Close to grocery store?				
Close to work and school?				

Safety				
Are the entrance, halls and parking area well lit?				
Do doors and windows have strong locks?				
Does the building have a locked front door or buzzer?				
Is there a smoke detector?				
Are there 2 fire exits?				
Quality of Accommodation				
Is the unit and building clean and well-maintained?				
Are appliances in good repair?				
Are windows and doors in good working order? Have screens? Childproof?				
Is there enough cupboard and closet space?				
Is there enough hot water?				

Is plumbing in good repair? Do taps or pipes leak? Does toilet flush properly?				
Any sign of infestation? (cockroaches, mice, bed bugs, etc.)				
Cost and Lease				
How long is the lease for?				
What is the rent?				
How much is hydro?				
How much is heat?				
How much is water?				
Is parking included?				
Is last month's rent required? Initial payment? Subsequent payments: (\$/month)				
TOTAL COST				

Community Connections

Agency	Address/Locations
Housing Help	
Hamilton Housing Help Centre	119 Main St. East Hamilton, ON 905-526-8100 www.housinghelpcentre.ca
Legal Help	
Hamilton Community Legal Clinic	100 Main St. East Suite 203 (2nd Floor) Hamilton, ON 905-527-4572 www.hamiltonjustice.ca
The Centre for Equality Rights in Accommodation (CERA)	1-800-263-1139 ext. 22 http://www.equalityrights.org/cera/
Human Rights Legal Support Centre	1-866-625-5179 http://www.hrlsc.on.ca/

Agency	Address/Locations
Police/Fire	
Call 911	If it is a non-emergency, call 905- 546-4925
City of Hamilton	
<ul style="list-style-type: none"> • General inquiries 	905-546-2489 www.hamilton.ca
<ul style="list-style-type: none"> • Ontario Works & Ontario Disability Support Program 	online applications at www.ontario.ca/socialassistance or call 905-546-4800
<ul style="list-style-type: none"> • Housing Services 	email housing@hamilton.ca or call 905-546-2424 ext. 3901
<ul style="list-style-type: none"> • Parking and By-law Services – Municipal Law Enforcement (Property Standards) 	905-546-2782
<ul style="list-style-type: none"> • Public Health Inspection Services (Health Standards) 	905-546-3570
<ul style="list-style-type: none"> • Fire Department (Fire Prevention Standards) 	905-546-3346

Agency	Address/Locations
<ul style="list-style-type: none"> • Garbage Collection: Garbage pick-up is once a week. For information about recycling, green boxes and weekly limits 	905-546-2489 or visit the City of Hamilton website
Community Service Directory	
Community Information Hamilton	905-528-0104 www.inform.hamilton.ca