

A Quick Reference Guide ~ Tenant Rights and Responsibilities

Prepared by: Hamilton Housing Help Centre from the Residential Tenancies Act

All material provided in this document is for information purpose only and not advice.

Tenant Rights

1. Right to not be discriminated against for any of the following reasons:
 - Race,
 - Sex,
 - Marital status,
 - Age (includes discrimination due to having children),
 - Disability (e.g. physical, intellectual or psychiatric),
 - Sexuality (e.g. trans-sexuality), or
 - Sexual preference (e.g. homosexuality).
2. Right to security of tenancy.
 - The tenant may live in the rental unit until he/she gives the landlord proper notice that he/she will be moving out and the landlord is in agreement or the landlord gives the tenant a notice to end tenancy for a reason allowed by the Act. This is true even after a lease ends.
 - If the tenant receives a notice to end tenancy, he/she does not have to move out. The landlord must apply to the Board to get an order to evict the tenant and the tenant has the right to go to a hearing and explain why the tenancy should not end.
3. Right to privacy.
 - The landlord must give the tenant 24hours written notice before visiting. Exceptions include emergencies or if the tenant agrees to allow the landlord to enter.
4. Right to vital services.
 - Your landlord cannot shut off or interfere with the supply of any of the following vital services to the tenant's rental unit:
 - Heat (from September 1st to June 15th),
 - Electricity ,
 - Fuel (such as natural gas or oil), or
 - Hot/cold water.
 - Exception is when landlord may need to shut off services temporarily to do a repair.
5. The landlord can only increase rent rates every 12 months at a rate set by the Ministry of Municipal Affairs and Housing.
 - The landlord can change rent rates before 12 months for valid reasons that are accepted by the Board. These include: utility responsibility changes, large increase or reduction in municipal or utility taxes or reasons related to renovations. All these must be approved by the Board.
6. The landlord cannot take the tenant's personal property.
 - This applies even if the tenant does not pay rent and is still living in the rental unit.
7. All tenants have the right to have a rental unit that is in "a good state of repair and fit for habitation."

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8. Tenants are allowed to have pets.
9. Tenants are allowed to have overnight guests.
10. Upon the tenant's request the landlord must provide the tenant with a rent receipt. One year after tenancy has ended the landlord is not required to provide the tenant with a rent receipt.

Tenant Responsibilities:

The tenant is responsible for:

1. Paying rent on time.
2. Keeping the rental unit clean. Up to the standard that most people would consider ordinary or normal cleanliness.
3. Repairing any damage. The tenant must repair the damage to the rental property that was caused by the tenant of the tenant's guests. This does not include "normal wear and tear."
4. The tenant may not change the locks on the rental unit unless the tenant has the landlord's permission nor may the landlord change the locks and not provide the tenant with a new key.

For the tenant's protection, all agreements with the landlord should be in writing.

Landlord and Tenant Board

To find out more visit the Landlord Tenant Board website.

www.LTB.gov.on.ca

Or call: 1-888-332-3234 (toll free) or 416-645-8080

For more help visit our website www.housinghelpcentre.ca

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