

About Action Housing

Action Housing is a charitable organization devoted to helping and providing the necessary tools to low and moderate income individuals and families to access and maintain safe, adequate and affordable housing. We offer the following services :

- ✓ Housing loss prevention services
- ✓ Tools to assist with housing search
- ✓ Subsidized housing applications
- ✓ Assistance in dealing with housing problems (e.g. eviction, maintenance, illegal rent increase, discrimination)
- ✓ Information about tenants' rights and responsibilities
- ✓ Information on emergency shelters
- ✓ Housing search drop-in centre available without an appointment, during open hours
- ✓ Free advertisement of vacant units through our Housing Locator Program

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How to Be a Good Tenant



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About This Booklet



All Ontario tenants and landlords have rights and responsibilities according to the Ontario Residential Tenancies Act. The following document contains tips for Ontario tenants on how to meet those legal responsibilities, while working towards a smoother, positive relationship with their landlords. Please note that this booklet is not a legal document; for advice on specific matters, please contact a housing loss prevention agency near you, or the Ontario Landlord and Tenant Board by calling 1-888-332-3234.

Additional Rules



- ✓ **Follow any additional rules the landlord has outlined in your lease.**
- ✓ **If you are receiving a housing subsidy, additional rules and regulations will apply to you.** Be sure to consult your subsidy agreement regarding those rules and regulations.

Ending Tenancy



- ✓ **Always give the landlord a written notice to vacate at least 60 days to the end of the month when you plan on leaving your unit.** This applies even when your lease is about to come to an end.
- ✓ **When you vacate your unit, ensure it is empty, clean and in good condition.** This also applies to your yard and balcony, if any.
- ✓ **Ensure all your utility bills are paid in full to the end of your occupancy.**

Resolving Issues



- ✓ **Landlords and tenants are required to follow the law.** If you have any problems or disagreements, you should first discuss the issue and try to resolve it with your landlord. If you feel that the landlord is not obeying the law, you may contact the Landlord and Tenant Board for information about your rights and responsibilities, including whether you may apply to the Landlord and Tenant Board to resolve the dispute.

- ✓ **Never make any alterations to your unit without written permission from your landlord.** This includes painting, adding, removing and changing flooring, appliances, etc.
- ✓ **Never change or add locks to your unit without your landlord's permission.** After getting permission, ensure the landlord is immediately provided with a copy of the key.
- ✓ **Immediately report drips, leaks, electricity issues and heating issues to your landlord.**
- ✓ **Always report a vermin or insect infestation to your landlord as soon as you notice it.** The longer you wait, the harder and more costly it will be to control the issue. Do not take matters in your own hands by purchasing inappropriate products.
- ✓ **Ensure your landlord and/or repair people can access your unit safely after your landlord issue you a 24-hour written notice to enter.** If you have a dog, ensure to make arrangements for it. You can make arrangements for someone to be there or to take the dog out of the unit during the visit, or if applicable, the dog can be locked away in another area of the unit.
- ✓ **Ensure your unit is properly prepped and your pets properly cared for when your landlord gives you a written notice for treatment for pests such as bedbugs, cockroaches, ants, termites, mice, rats and other vermin.**
- ✓ **Give your landlord a reasonable amount of time to fix issues in your unit after your report them.**

How to Be a Good Tenant

Financial Responsibility



- ✓ **Pay your rent in full and on time every month** at the location and using the method of payment agreed upon by you and your landlord. This applies even if you have maintenance or repair issues in your unit.
- ✓ **Do not make NSF payments** when paying your rent, any arrears or for any other money owing to your landlord. When a payment is NSF and is not fully replaced by the due date, the rent is considered to be late. The landlord can also charge you NSF fees.
- ✓ **Pay all utilities as per your lease in full and on time.**

Behaviour



- ✓ **Be a responsible pet owner.** Do not keep pets that are on the City's Prohibited Animal list. Clean up after your pet to ensure there are no smells. Ensure they do not cause any kind of damage to the unit or property. Do not allow your dog to use your balcony as a toilet. Immediately clean up after your pet in your yard and anywhere else

Maintenance



- ✓ **Take care of your unit and appliances, and keep them clean.**
- ✓ **Appropriately deal with your garbage, recycling and compost.** Be sure to properly sort your garbage, compost and recycling. If your landlord has communal bins, ensure to discard all items in the appropriate bins. If your landlord don't have communal bins, store your bins in a location designated by your landlord, put out the bins for collection at the designated time, and pick up your bins after they are emptied by the City.
- ✓ **Always, maintain your yard in the summer and sidewalks in the winter, if any, as per your lease.**
- ✓ **Take care not directly or indirectly cause damage to your unit or the property.**
- ✓ **Do not overburden electrical outlets.**
- ✓ **Always turn on kitchen and bathroom fans during and after use to prevent moisture build-up and mold.**
- ✓ **Respect the Fire Code at all times.** Do not improvise an extra sleeping space in an area where there are not two exit points. Do not improvise an extra sleeping space where there is a furnace that is not encased in a well vented separate room. Do not disable your smoke detector. Immediately, report defective smoke and CO detectors to your landlord. Clean up grease after you are done cooking on the cook top. Do not leave stoves or burning candles unattended. Be careful with lit cigarettes. Do not store flammable liquids in your unit or on your balcony. Do not have BBQs on your balcony. (See Ontario Fire Code for more information on the storage and use of BBQs.)

on the landlord's property. Ensure pets do not make excessive noise that bothers the neighbours. Ensure they are kept under control when you take them out of your unit.

- ✓ **Ensure that you, your pets, your guests or anyone else you allow onto the property does not make any excessive noise** especially between 11pm and 7am.
- ✓ **Ensure that you, your housemates, your guests or anyone you allow onto the property is respectful towards your neighbours.** Remember that as a tenant, you are ALWAYS considered to be responsible for the actions of your housemates, your guests and anyone else you allow onto the property.
- ✓ **Ensure to treat your landlord with the respect you would like to be treated.** Do not harass your landlord.
- ✓ **Refrain from participating in any illegal activity in your unit and on your landlord's property.**
- ✓ **Ensure you, your housemates, your guests and anyone else you allow onto the property abides by the parking rules, include visitor parking.**
- ✓ **Ensure you, your housemates, your guests and anyone else you allow onto the property smokes only in areas designated by your landlord as outlined in your lease.** If you live in a smoke-free property, ensure to smoke off the property.
- ✓ **Do not use your balcony or parking spot as storage space.**