

WINTER TENANT GUIDE

The winter season brings many challenges for tenants. I hope that these tips and resources give you the tools you need to get through the next few months.

Your Landlord has a responsibility to provide your unit with heating

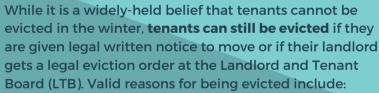
In the City of Toronto, landlords are required to provide heating to a minimum of 21°C between September 15th and June 1st. This only applies to inside the unit, not to common areas such as stairwells or elevators.

While there is a minimum temperature bylaw, there is no maximum temperature bylaw. If the heat interferes with your reasonable enjoyment of your unit, or your landlord does not fix your heating despite numerous attempts to establish contact with them, you may file a T2 application. If your landlord withholds or interferes with vital services, they are violating the Residential Tenancies Act (2006).

For immediate assistance with heating in your unit, you can contact 3-1-1 to have the City investigate. For assistance with a violation of the Residential Tenancies Act, you can contact the Rental Housing Enforcement Unit at (416) 585-7214.







- Non-payment of rent;
- Causing significant damage in the apartment;
- Committing illegal acts in the apartment;
- Overcrowding;
- Putting other tenants in danger;
- · Unauthorized renovations or demolition; and
- Interfering with the reasonable enjoyment of neighbours.

If you receive a legal eviction notice, the LTB may schedule a hearing which you should attend. We also recommend that you have legal representation, which you can obtain from your local legal aid clinic. In Don Valley North, many residents rely on Willowdale Community Legal Services. Section 83 of the Residential Tenancies Act gives adjudicators at the LTB discretion to issue a delayed eviction date during the winter months.





Your Landlord or Property Manager is responsible for snow clearing

Landlords and property managers are responsible for clearing steps, landings, walkways, parking spaces, and ramps within 24 hours of snowfall to provide safe access for people and vehicles. If you live in an apartment building, your property manager is responsible for clearing the parking lot of snow and ice if it is located on private property.



Make your request in writing to your landlord or property manager to have the snow cleared near your unit or building. If they do not respond, contact 3-1-1 or give our office a call for further assistance.



Establish a line of communication with your neighbours

The best way to address issues with your Landlord and unsafe conditions during the winter months is by establishing a line of **communication with your neighbours!** Having your neighbour's phone number or email can be extremely helpful if you need immediate assistance with snow clearing, groceries, or even a nice conversation during the poor weather.



You can also **form a tenant association** with tenants in your residential building or those who live in your neighbourhood. Tenant Associations can help residents to come together and educate one another on community issues, organize group responses, and advocate for better living conditions. The **Federation of Metro Tenants' Association (FMTA)'s** Tenant Organizers can also assist you with forming a Tenant Association.

Key Contacts

Councillor Shelley Carroll

416-338-2650

councillor_carroll@toronto.ca

shelleycarroll.ca

Willowdale Legal

416-492-2437

bedross@lao.on.ca

willowdalelegal.com

City of Toronto

3-1-1

🔀 311@toronto.ca

RentSafeTO

416-396-7228

rentsafeto@toronto.ca

Federation of Metro Tenants' Associations

416-921-9494

torontotenants.org

Landlord and Tenant Board (LTB)

416-645-8080

ltb.gov.on.ca

Legal Aid Ontario

1-800-668-8258

(#) legalaid.on.ca/en

Toronto Rent Bank

416-397-RENT (7368)

torontorentbank.ca