



CITY COUNCILLOR

**Shelley Carroll** 高雪莉

WARD 17 DON VALLEY NORTH

## 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**.



### You can still be evicted in the winter

While it is a widely-held belief that tenants cannot be evicted in the winter, **tenants can still be evicted** if they are given legal written notice to move or if their landlord gets a legal eviction order at the Landlord and Tenant Board (LTB). Valid reasons for being evicted include:

- 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](mailto:councillor_carroll@toronto.ca)  
🌐 [shelleycarroll.ca](http://shelleycarroll.ca)

### Willowdale Legal

📞 416-492-2437  
✉️ [bedross@lao.on.ca](mailto:bedross@lao.on.ca)  
🌐 [willowdalelegal.com](http://willowdalelegal.com)

### City of Toronto

📞 3-1-1  
✉️ [311@toronto.ca](mailto:311@toronto.ca)

### RentSafeTO

📞 416-396-7228  
✉️ [rentsafeto@toronto.ca](mailto:rentsafeto@toronto.ca)

### Federation of Metro Tenants' Associations

📞 416-921-9494  
🌐 [torontotenants.org](http://torontotenants.org)

### Landlord and Tenant Board (LTB)

📞 416-645-8080  
🌐 [ltb.gov.on.ca](http://ltb.gov.on.ca)

### Legal Aid Ontario

📞 1-800-668-8258  
🌐 [legalaid.on.ca/en](http://legalaid.on.ca/en)

### Toronto Rent Bank

📞 416-397-RENT (7368)  
🌐 [torontorentbank.ca](http://torontorentbank.ca)