



CITY COUNCILLOR

Shelley Carroll 高雪莉

WARD 17 DON VALLEY NORTH

SUMMER TENANT GUIDE

The summer 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.

Keeping your unit cool

If your unit has an existing air conditioning (A/C) system installed by the landlord, **it must be operated from June 2 to September 14 to maintain an indoor temperature of no more than 26°C**. If the A/C unit is not functional, your landlord is required to fix or replace it. Unfortunately, a landlord is not required to install A/C in a unit that does not have one already.

While there is a minimum temperature bylaw, **there is no maximum temperature bylaw**. If the temperature interferes with your reasonable enjoyment of your unit, or your landlord does not fix your A/C 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 cooling 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**.



Eviction Hearings at the Landlord & Tenant Board

Eviction hearings are ongoing at the Landlord and Tenant Board (LTB). Tenants can be legally evicted for a variety of reasons, including:

- 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**. If you have difficulty attending your online hearing, **legal clinics and public libraries can connect you with secure internet access**.



What to do if you are behind on rent

Speak to your landlord or property manager as soon as you realize you will be unable to pay your rent. You may be able to **arrange a rent deferral or other repayment plan**.

The **City of Toronto Rent Bank (416-397-7368)** provides grants to tenants who are unable to pay their rent or need help with a rental deposit. The **Housing Stabilization Fund** is also available to people who are currently receiving social 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 property maintenance, groceries, or even a nice conversation.

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 (FMFTA)**'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