

When a person calls the Legal Clinic or comes into the office, we ask for some basic information. This helps us to evaluate:

- If the person's problem falls in our areas of expertise. If not, we will refer as appropriate.
- If the person meets our financial eligibility requirements set by Legal Aid Ontario as we only serve people with low income. Our services are free and clients are only responsible for disbursements (e.g. costs for medical reports). Persons with higher income are referred as appropriate.
- If there is a conflict of interest. This may, for example, be the case where two tenants of the same building complain about each others' noise. In such a case, we refer the second tenant to Legal Aid.

If we are able to assist the client, he or she can sometimes meet the person responsible for Intake that day. If the client has called, the Intake person will try to call him or her back on the same day and provide advice by phone.

Each day, a different person will conduct Intake. Sometimes it is a lawyer and sometimes our community legal worker. The Intake person will take notes of the conversation with the client and input them into our Clinic's computer system. If the same client calls again on another day, the Intake person that day can refer to those notes.

In some cases, a client requires more than advice such as some research on case law or a letter drafted for him or her. In such a case, the Intake person may make an appointment with the client and conduct a "brief service" by doing the research or writing a letter, for example.

If a client needs representation, an appointment would usually be made and a file opened. The client would then authorize our clinic to act on his or her behalf as, for example, in proceedings at the Social Benefits Tribunal or Ontario Rental Housing Tribunal.

If you are looking for legal advice, please make sure you bring all relevant documents with you such as correspondence, your rental agreement, Tribunal documents and so forth. If you feel that there may be a language barrier, you are welcome to bring a family member or friend with you to translate for you.

**WE CAN HELP WITH:**

- Landlord/Tenant
- Ontario Works/ Ontario Disability Support Program
- Workplace Safety and Insurance
- Canada Pension Plan
- Criminal Injuries Compensation
- Employment Insurance

Call us: (519) 743-0254  
Must qualify financially

**WE CANNOT HELP WITH:**

- Family Law
- Criminal Law
- Immigration

For help in these areas, call  
Legal Aid: (519) 743-4306

**Waterloo Region  
Community Legal Services**

170 Victoria Street South,  
Kitchener, Ont. N2G 2B9  
Tel: 519-743-0254  
Fax: 519-743-1588  
[www.wrcls.ca](http://www.wrcls.ca)

Office Hours: Kitchener - 9  
a.m. to 5 p.m. Monday to  
Friday

Cambridge -  
Monday 1:30 to 4:30 p.m.  
and  
Friday 9:30 a.m. to 12:30  
p.m.

(at Cambridge Self Help  
Food Bank - 54 Ainslie  
Street South,  
Cambridge)

## HEATING

### THE WATERLOO REGION RENT BANK

#### What is it?

The Rent Bank is organized through Lutherwood in Kitchener. Its goal is to secure housing for persons who are in danger of being evicted or who need help with a last month rent deposit.

#### What services does it offer?

A very common reason for eviction is that the tenant is not paying his or her rent. Often, this is due to a sudden lack of funds. This may occur if a person loses employment, illness, if a roommate moves out suddenly or other personal crises. In many cases, the tenant cannot borrow enough from family and friends to cover living expenses and rent.

If a landlord will not negotiate a reasonable repayment plan, the tenant can apply for a loan at the Rent Bank. The Rent Bank considers the reason for the rental arrears, whether the rent is realistically sustainable in the future and whether the tenant can repay the loan. The Rent Bank cannot afford to put money into a situation where the tenant will soon be in arrears again.

The Rent Bank can loan up to two months' rent to a maximum of \$1,200. Loans must be repaid even over time in order to keep the Rent Bank from exhausting its limited funds.

The Rent Bank can also offer assistance with last month's rent deposits which can enable clients to enter into a new rental agreement.

In the past, the Rent Bank did not provide loans to persons on Social Assistance (OW, ODSP). However, this policy has changed. If a person has exhausted all funds available through Social Assistance (e.g. Community Start-Up Benefits), he or she is now eligible to receive a loan from the Rent Bank.

#### **Rent Bank/Eviction Prevention Program**

165 King Street East  
Kitchener, Ontario  
N2G 2K8  
Tel: Kristine Dearlove - 519-743-2246 x 225

By-laws in Kitchener and Waterloo provide for minimum temperature in rental units (see details below). This is important for units where the landlord controls the thermostat. The minimum temperature throughout the year is:

**21 degrees Celsius or 70 degrees Fahrenheit.**

If the landlord lets the temperature drop below this limit, you should first complain to the landlord in writing and keep a copy of your letter. This way, you will be able to prove that you complained. If the problem is not resolved, you can call By-Law Enforcement (see their phone numbers below). You may also be able to ask for an abatement of rent or other remedies. Please call the Legal Clinic or the Ontario Rental Housing Tribunal for information on how to proceed.

**Minimum temperature** is provided in :  
Kitchener Adequate Heating Chapter 640  
Waterloo Property Standards By-Law 02-85  
**By-Law Enforcement**  
**Kitchener:** (519) 741-2330  
**By-Law Enforcement**  
**Waterloo:** (519) 747-8557  
**Legal Clinic:** (519) 743-0254  
**Ontario Rental Housing Tribunal:** 1-888-332-3234