

Community Resources

for Housing Providers

<p>Landlord's Self Help Centre Website: www.landlordselfhelp.com Telephone: 416-504-5190 Toll free: 1-800-730-3218</p>	<p>LSHC provides information to members regarding landlord and tenant relations. Services include general information, referral, summary advice and, in some cases document preparation.</p>
<p>Waterloo Region Community Legal Services Website: www.wrcls.ca Telephone: 519-743-0254</p>	<p>Provides free legal information, referrals and mediation between landlords and tenants. Provides information regarding rights and responsibilities under the Residential Tenancies act, rent arrears, maintenance issues, etc.</p>
<p>Eviction Prevention: Social Development Centre Website: www.waterlooregion.org/eviction-prevention-waterloo-region Telephone: 519-579-3800</p>	<p>Services include peer support, information & referrals, assistance with Landlord/Tenant Board hearings or other conflict management processes, referrals to community supports.</p>
<p>Landlord & Tenant Board: Help for Landlords Website: www.tribunalsontario.ca/lrb/help-for-landlords Telephone: 1-888-332-3234</p>	<p>Information on common landlord complaints and what to do about them. You can also call the LTB for information or check their website for information about housing rights and responsibilities.</p>
<p>RHEU (Rental Enforcement Unit) Website: www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant</p>	<p>The RHEU can assist if a landlord or tenant breaks a rule under the Residential Tenancies Act. This web page provides information on how to make a complaint related to a disagreement between a landlord and tenant.</p>
<p>Landlord & Tenant Board: Brochures on Rights and Responsibilities of Landlords & Tenants; Processes at the LTB Website: www.tribunalsontario.ca/lrb/brochures-videos</p>	<p>Brochures provide information on rights and responsibilities of landlords and tenants and LTB processes. Also available in large prints and braille.</p>
<p>Landlord & Tenant Board: How to Use Navigate Tribunals Ontario Website: www.navigatetribunalsontario.ca/lrb</p>	<p>A navigating guide that assist landlords and tenants to know what steps to take in resolving landlord and tenant issues.</p>
<p>Pro Bono Ontario: Housing Website: www.probonoontario.org/housing Telephone: 1-855-255-7256</p>	<p>This free legal advice hotline can provide information and help to small landlords with housing issues.</p>
<p>Landlord & Tenant Board: A Guide to the Residential Tenancies Act Website: www.bit.ly/3wxYvA7</p>	<p>A summary guide of Ontario's Residential Tenancies Act that sets out the rights and responsibilities of landlords and tenants who rent residential properties.</p>
<p>Ontario Human Rights Commission: Human Rights in Housing Website: www.ohrc.on.ca/en/human-rights-housing-overview-landlords-brochure Telephone: 416-326-9511 or Toll Free: 1-800-387-9080</p>	<p>Helps landlords understand their legal obligations regarding human rights in housing to avoid breaking the law.</p>
<p>Human Rights Code, R.S.O 1990 Website: https://www.ontario.ca/laws/statute/90h19/v31</p>	<p>The provincial law that prevents discrimination by outlining equal rights and opportunities without discrimination in areas such as work housing and services.</p>

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<p>City of Kitchener Municipal Code: Property Maintenance Website: https://www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance Telephone: 519-741-2345</p>	<p>The Municipal Code compiles the most active bylaws of the Corporation of the City of Kitchener, consolidated with all amendments. There are 12 sections within this Code. Multi-language interpretation support is available by phone.</p>
<p>City of Waterloo Bylaw: Building & Property Standards Website: www.waterloo.ca/en/living/bylaws-and-enforcement.aspx# Telephone: 519-747-8785 or TTY (for deaf) 1-866-786-3941</p>	<p>Provides the full text of bylaws applicable in the city of Waterloo. Also contains how to make bylaw complaints such as excessive noise, etc.</p>
<p>Cambridge Property Standards Website: www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf Telephone: 519-623-1340 ext. 7907</p>	<p>The Property Standards By-law regulates property maintenance and occupancy standards. These regulations ensure public safety in or around existing buildings or on vacant land.</p>
<p>Sulah – Community Justice Initiatives Website: www.cjiwr.com/sulah Telephone: 519-744-6549</p>	<p>Provides restorative justice approaches and mediation to individuals and groups who have experienced harm stemming from Islamophobia, racism, and/or xenophobia.</p>
<p>Community Justice Initiatives Website: www.cjiwr.com Telephone: 519-744-6549</p>	<p>CJI utilizes a restorative justice approach to support community members and families in addressing situations of conflict and crime.</p>
<p>KWMC (Kitchener-Waterloo Multicultural Centre) Website: kwmulticultural.ca Telephone: 519-745-2531</p>	<p>Assistance with free or paid interpretation in most languages. They can also provide information about culturally specific associations and groups.</p>
<p>CLEO (Community Legal Education Ontario) Website: www.cleo.on.ca/en/resources-and-publications/resources-and-publications</p>	<p>Legal information to educate people in Ontario about their rights and obligations and where to find legal help. Available in several languages.</p>
<p>Settlement.org: What Are My Rights As A Landlord? Website: https://bit.ly/3wBptqC</p>	<p>Provides information about your legal rights and responsibilities and how to get legal help.</p>
<p>Law Society of Ontario Referral Service Website: www.lsrso.ca</p>	<p>Assistance finding a lawyer or licensed paralegal for at least 30 mins free consultation regarding your issue.</p>