

2022

# BEST PRACTICES FOR HOUSING PROVIDERS OF THE WATERLOO REGION: A TOOLKIT



Waterloo Region  
Community Legal Services

in collaboration with



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*WRCLS acknowledges, with gratitude and great respect, that we are on the traditional territory of the Anishnawbe, Haudenosaunee, and Chonnoton peoples.  
Waterloo Region Community Legal Services is situated on the Haldimand Tract, the land promised to the Six Nations that includes six miles on each side of the Grand River.*

# Introduction

Hello Housing Providers! We extend our gratitude to you for taking the time and effort to consider best practices for maintaining your landlord-tenant relationship and helping to ensure our community is one that everyone can call home.

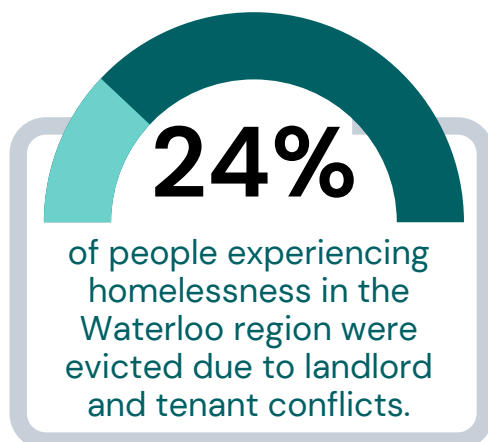
This toolkit includes information, tools, and tips to help housing providers with eviction prevention efforts. It can also be used to help develop new policies and improve existing practices. We hope that this toolkit can help you to maintain your business and develop a caring, professional relationship with your tenants.

## Our Goal

**Preserving tenancies is our primary goal.**

Successful tenancies create stable communities and keep operating costs down.

Housing is 1 of 3 most important factors of a person's wellbeing. Social housing providers are in the business of housing people – individuals and families who are our fellow community members.



*(Region of Waterloo: Community Services; September, 2021)*

## Thanks to Our Partners

This toolkit was developed with the efforts of our community partners at:

- Social Development Centre: Eviction Prevention KWC
- The City of Hamilton
- Ahwenehaode Indigenous Justice Program
- The Region of Waterloo
- ACTO (Advocacy Centre for Tenants Ontario)
- CLEO (Community Legal Education Ontario)



# What is Eviction Prevention?

Eviction prevention is a range of strategies that help you and your staff team stay organized, resolve conflict and keep tenants housed.

## Why is Eviction Prevention Important for Housing Providers in Waterloo Region?

- You can help decrease the risk of homelessness caused by financial reasons for vulnerable tenants.
- You can help ensure that your tenant pays you in a timely and consistent manner and prevent costs on you and your tenant.
- You can help reduce stress for you and your tenant by being proactive in resolving arrears. You can help ensure that tenants maintain their homes.
- Vacancy loss (landlord loses rental revenue while the unit is vacant because tenant moved out), bad debt, legal fees, other financial and social costs can be reduced.
- Minimizes tenant-on-tenant conflict; less intervention required from the housing provider.
- Vulnerable families and newcomers can maintain a better quality of life.
- All tenants are provided the dignity they deserve.
- Over time, a little eviction prevention can go a long way!



From March 1 to 31, 2022 there were 5,130 eviction hearings at the Ontario Landlord and Tenant Board, of which 4,040 were landlord applications.

*(ACTO TDCP Statistics, accessed March 2022)*



# Financial & Human Costs of Evictions to Landlords and Tenants

- Legal fees and loss of revenue
- Maintenance costs from unit turnovers
- Staff hours and staff stress
- Build up of rent arrears and credit issues
- Increased stress and family conflicts
- Negative effects on children – e.g. displacement from schools, parental conflict
- Exacerbation of mental health issues and health concerns
- Difficulty renting again
- Homelessness
- Moving costs
- Loss of belongings
- Stigma of eviction



To read more about the impacts of eviction:  
[www.healthaffairs.org/doi/10.1377/hpb20210315.747908](http://www.healthaffairs.org/doi/10.1377/hpb20210315.747908)

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## Is It Necessary for Individuals & Families to Go Through the Eviction Process?

The threat of eviction, let alone the eviction itself, can put a family through unnecessary stress and uncertainty. This is often linked to other concerns in their lives such as loss of employment, family violence, domestic abuse, depression & anxiety, or negative health effects.




# Standard Form of Lease



This form is a residential tenancy agreement (standard lease). Landlords of most private residential rental units must use this form when they enter into a tenancy. Please ensure that your tenant has a copy of this form.

Download the form in English and French at:  
[forms.mgcs.gov.on.ca/en/dataset/047-2229](https://forms.mgcs.gov.on.ca/en/dataset/047-2229)

**Ontario** 

**Residential Tenancy Agreement  
(Standard Form of Lease)**

**Note**

This tenancy agreement (or lease) is required for tenancies entered into on **March 1, 2021** or later. It does not apply to care homes, sites in mobile home parks and land lease communities, most social housing, certain other special tenancies or co-operative housing (see Part A of General Information).

Residential tenancies in Ontario are governed by the *Residential Tenancies Act, 2006*. This agreement cannot take away a right or responsibility under the *Residential Tenancies Act, 2006*.

Under the Ontario *Human Rights Code*, everyone has the right to equal treatment in housing without discrimination or harassment.

All sections of this agreement are mandatory and cannot be changed.

---

**1. Parties to the Agreement**

Residential Tenancy Agreement between:

**Landlord(s)**

1. Landlord's Legal Name

[Add a Landlord \(+\)](#)

**Note:**  
See Part B in General Information

**and Tenant(s)**

1. Last Name	First Name
2. Last Name	First Name
3. Last Name	First Name
4. Last Name	First Name

[Add a Tenant \(+\)](#)

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**2. Rental Unit**

The landlord will rent to the tenant the rental unit at:

Unit (e.g., unit 1 or basement unit)	Street Number	Street Name
City/Town	Province <b>Ontario</b>	Postal Code

Number of vehicle parking spaces and description (e.g., indoor/outdoor, location)

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The rental unit is a unit in a condominium.

Yes  No

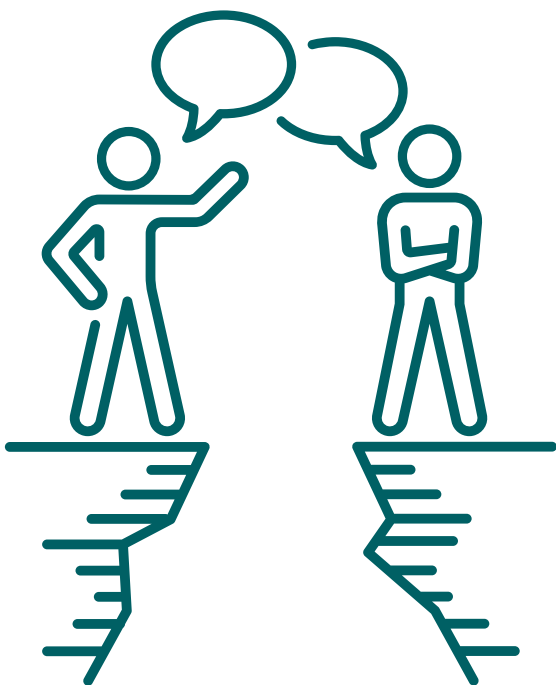
If yes, the tenant agrees to comply with the condominium declaration, by-laws and rules, as provided by the landlord.

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# Duty to Accommodate

The Ontario Human Rights Code (OHRC) legislates that housing providers have a legal duty to accommodate the needs of certain people based on the grounds of citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity (2SLGBTQ+), gender expression and receipt of public assistance (in housing); who are adversely affected by a requirement, rule or standard. **Accommodation** means landlords must take away barriers for people in these groups. They might have to make physical changes to the building, or they might have to change their rules or practices.

The duty to accommodate recognizes that people have different needs and require different solutions to gain equal access and treatment in public services, housing and employment.



To accommodate someone often means to remove the barriers which prevent people from having equal access to housing, and the use of services, goods and facilities. As a landlord, you have an obligation to change your services or housing (e.g. by making physical changes or by changing your practices or policies) to make it easier or possible for a person to participate in the services or facility or access the housing.

Please work with your tenant to provide the required accommodations. Your duty to accommodate can be explicit (i.e. a tenant makes a request) or implicit. When a tenant makes a request, you have a positive obligation to meet their needs. Accommodation under the OHRC only needs to be reasonable and not a perfect accommodation. The duty to accommodate is limited where there would be undue hardship on a landlord to provide the accommodation.

## Examples of Duty to Accommodate

The kind of accommodation that is required will depend on the specific circumstances of your situation. Some examples include:

- Making structural modifications to units (e.g. sound-proofing a unit, building a wheelchair access ramp).
- Modifying deadlines (such as deadlines to report income changes in social and supportive housing).
- Modifying ways that information is communicated to tenants (e.g. provide an interpreter, having a mental worker present).
- Giving your tenant a list of contact supports to call in emergency situations (as provided).

The accommodation process is unique to each case and no two cases are ever exactly alike. Accommodation needs can also change over time and the duty to accommodate requires that other and different accommodations may be reasonable if a person's needs change.



## What Is Undue Hardship?

The duty to accommodate under the Code is not unlimited. The legal limit is called undue hardship. A landlord is not required to accommodate a person's needs beyond the point at which the accommodation would cause undue hardship to the business or operation.

In determining whether an accommodation measure may create undue hardship, the following factors may be considered:

- **Costs:** this includes any reasonably expected financial costs associated with the accommodation as well as any outside sources of funding that may be available
- **Health and safety risks:** this includes the risk to the person requesting the accommodation as well as other employees, residents, services users and/or the general public
- see Human Rights in Housing: an Overview for Landlords (Brochure) for more (**page 8**)



A landlord cannot claim undue hardship just because an accommodation request would be expensive (such as building an accessible washroom). It is expected that accommodation may require some amount of financial hardship. To claim that an accommodation expense would impose undue hardship on a business, the business operator may have to prove that the cost is so extreme it would seriously interfere with running the business.

## Following Up

After a tenant requests accommodation, you should take reasonable steps to respond to the request, including:

- Accepting the accommodation request in good faith
- Understanding someone might not use the word “accommodation” when they are looking to be served in a way that meets their needs
- Obtaining expert opinion or advice where needed
- Taking an active role in exploring a range of reasonable options
- Keeping a record of the accommodation request and action taken
- Maintaining confidentiality
- Limiting requests for information (e.g. medical information) to what is relevant to the tenant's accommodation needs
- Responding to accommodation requests in a timely manner
- You can offer an alternative for the request and discuss this with your tenant



**NOTE:** Accommodation is a rental expense and landlords can deduct any reasonable expenses incurred to earn rental income. For more information on *Rental Expenses You Can Deduct* through the Government of Canada visit: [www.tinyurl.com/47jmnfn8](http://www.tinyurl.com/47jmnfn8)

## For more information visit:

<p>HR SC   Human Rights Legal Support Centre</p>	 <p>Ontario Human Rights Commission Commission ontarienne des droits de la personne</p>	 <p>Ontario Human Rights Commission Commission ontarienne des droits de la personne</p>
<p>CA JP   Centre d'assistance juridique en matière de droits de la personne</p>	<p><a href="http://www.ohrc.on.ca/en/policy-preventing-discrimination-based-mental-health-disabilities-and-addictions/13-duty-accommodate">www.ohrc.on.ca/en/policy-preventing-discrimination-based-mental-health-disabilities-and-addictions/13-duty-accommodate</a></p>	<p>Human Rights in Housing: an Overview for Landlords (Brochure)</p> <p><a href="http://www.ohrc.on.ca/en/human-rights-housing-overview-landlords-brochure">www.ohrc.on.ca/en/human-rights-housing-overview-landlords-brochure</a></p>



# Considerations for Newcomers



## Many newcomers:

- have large households and have difficulty finding suitable housing
- experience many barriers, including language, variations in cultural practices
  - this may cause difficulties in filling out documents and forms
- may experience a lack of information and support
- may lack Canadian credit checks, references and guarantors
- may experience feelings of displacement: a lack of community, place of worship/religious practice, access to cultural foods and items
- may feel disoriented, scared, confused and anxious
- may be experiencing health complications, mental health issues and/or other conditions or disabilities
- may lack access to technology, access to a computer and/or have limited technological skills
- may experience racism, discrimination, xenophobia in their lives
- may have trouble seeking employment
- may be unaware of their rights and responsibilities as a tenant
- may be experiencing systemic barriers (i.e. social assistance, navigating immigration status, etc.)
- may have experienced trauma, war and other hardships before settling in Canada

**Xenophobia** is defined as the fear or hatred of people from other countries.

## TIP:

- Newcomers are highly motivated to establish themselves in a new home and maintain successful long term tenancies
- Consider using an interpreter – this will ease communication, encourage understanding, build trust, and help relieve fear and frustration.
- Consider reaching out or asking your tenant to contact Kitchener–Waterloo Multicultural Centre at (519) 745–2531 or other relevant ethno–cultural community groups and associations that can assist them (e.g.. Nigerians in the Region of Waterloo, Somali Canadian Association of Waterloo Region, Coalition of Muslim Women, Muslim Social Services, etc.)
- A more extensive list can be found at: [www.wwhealthline.ca/listservices.aspx?id=10423](http://www.wwhealthline.ca/listservices.aspx?id=10423)

# Resources in this Toolkit



The free downloadable resources and materials in this toolkit have been developed to help guide you on how to actively participate in the Eviction Prevention initiative. Use the *5 Things to Know* Fact Sheet along with the Community, Rent Repayment and Education and Training Strategies. This Eviction Prevention Toolkit is designed to help you create new or revise current practices.

## 1 Strategies for Housing Providers

Contains 3 types of strategies that you can use to implement a good eviction prevention effort, to improve relationships with your tenants and to take proactive measures against evictions.

## 2 Community Resources for Housing Providers

Resources for housing providers in the community and across Canada. These resources can help you learn about your rights and responsibilities as a landlord.

## 3 Note for Your Tenants (in Various Languages)

Attach this page to all documentation sent to tenants. This note is available in 42 languages. Please give a copy of pages 17-18 to your tenants. The information will give tenants basic information they need to know.

## 4 Community Resources for Tenants

Resources for tenants in the community and across Canada. These resources can help them learn about their rights and responsibilities as tenants.

## 5 Tip Sheet: 5 Things to Know About Your Lease

This sheet is intended to highlight key responsibilities contained in a lease. This form helps tenants stay informed, organized and aware of their annual review dates.

## 6 Tip Sheet: Things to Do to Avoid Eviction & How to Read a Notice

This sheet informs tenants of how to read a Notice and if possible, work to resolve the issue to avoid eviction.

## 7 Repair Request Form for Tenants

Contains a Repair Request Form template from CLEO: Steps to Justice. This makes it easier for the tenants to request repairs in their unit.

## 8 Tip Sheet: Laundry Room Etiquette

You may want to print this poster and hang it in your Laundry Room as a reminder to be courteous when using this shared space.

## 9 Eviction Prevention Template

As a best practice, we suggest all housing providers develop their own Eviction Prevention policy. This policy template adapted from the Ontario Non-profit Housing is a good starting point.



Any of these can be found individually at [wrcls.ca/best-practices](http://wrcls.ca/best-practices) or scan QR code.

# Strategies for Housing Providers

There are strategies and tools that can help you establish or improve an effective eviction prevention program:



- 1) COMMUNICATION STRATEGIES
  - 2) RENT REPAYMENT STRATEGIES
  - 3) TRAINING & EDUCATION STRATEGIES
- 

## COMMUNICATION STRATEGIES

- Use plain and clear language in all documentation.
- Make sure your tenant has a copy of their lease. Use *Standard Form Lease* from the beginning of the tenancy (**page 5**).
- Be flexible and offer several methods to communicate: phone calls, follow up with a letter after a phone call, virtual meetings, visits, face-to-face meetings, reminder emails and letters – try to make early personal contact with a tenant in arrears before issuing any LTB Notices.
- Give your tenant the Language Translation & "Information for Tenants" sheets with each Notice (**pages 17–18 of this toolkit**).
- Use an interpreter when needed.
- Clearly explain the reasons for the Notice (i.e. For arrears, state the amount of rent owing and what it is for).
- Document all contact and/or attempts to contact the tenant.
- Document all actions taken in the tenant's file.
- Before issuing any Notices, explain the reason for the Notice. LTB Notices should not be the first time the tenant is informed of the issue. Establish a standard of 3 attempts before the LTB Notice is given – a Notice should be preceded and followed up with personal contact wherever possible.
- For social housing tenants, ensure tenants are advised in writing of the review process so they know their right to appeal or dispute a subsidy decision.
- Provide documents in accessible formats to accommodate tenant needs.
- Use lease signings, annual renewals, building meetings and information sessions to share information with tenants about eviction prevention.
- Respond promptly to tenant-tenant conflicts, repairs/maintenance requests etc.



**TIP:** Housing Providers should avoid setting tenants up for failure by setting up unrealistic repayment plans.

In a desperate attempt to satisfy the debt and save the tenancy, a tenant may promise more than they can pay. To help ensure success, consider lowering monthly payments to an affordable level and making the repayment period longer.

## RENT PAYMENT STRATEGIES

- Use creative solutions for consistently late payments (e.g. you can change the date rent is due or split the monthly rent into different payments).
- Be open to flexible payment options like bi-weekly rent payments for employed tenants.
- Discuss the option of “Pay Direct” as an option for OW/ODSP recipients (e.g. If the tenant is willing, ODSP can pay rent directly to the landlord).
- Make repayment plans fair & based on tenant’s income and expenses.
- Base repayment schedules on ability to pay, not on a time maximum (e.g. 3 months).
- For N4s, it is encouraged that you explore repayment options with your tenant before filing an application at the Landlord and Tenant Board.
- Attempt to mediate outside the LTB with community resources such as SDC Eviction Prevention KWC or CJI Housing Mediation (**pages 14 and 15.**)
- Attempt to mediate at the Landlord and Tenant Board in all cases.
- A reasonable agreement is one that is affordable and successful.
- Be aware of vulnerable tenants with a higher risk of eviction and respond promptly to their arrears.
- Landlords must provide receipts for tenants' payments.
- Refer your tenant to Starling Community Services' Rent Fund if they need assistance with rent arrears (see eligibility and contact information on **page 20.**)

**TIP:** Tenants who may be vulnerable include those with:

- Mental health issues, cognitive or development disabilities
- A complex income or rent profile which may or may not include a history of arrears
- Unstable family situation(s)
- Single mothers, some of whom have left situations of domestic violence and/or violence against women or whose partners have been incarcerated
- Senior tenants, who are not automatically vulnerable as a result of their age, but are at greater risk of becoming vulnerable
- Families with large households and/or young children





## EDUCATION AND TRAINING STRATEGIES

- Develop and implement an Eviction Prevention policy.
- Educate tenants and staff about the Eviction Prevention Policy.
- Train staff in early identification of tenants who may need help.
- Respond to complaints – investigate them in a consistent, fair and timely manner to reduce escalation.
- Provide eviction prevention training to new staff and annual refresher training to existing staff.
- For social housing tenants – address the issue of tenants’ income changing when they become 65 years old through a public education program or some other mechanism, so that affected tenants are aware of the impact this may have on their RGI (rent geared income) rent.
- Give staff and tenants positive feedback when eviction prevention is used to help tenants remain housed.
- Keep current information about available community resources for Landlords and for Tenants.
- Ensure staff give each tenant a copy of the Tenant Resources (**pages 17–27**).
- Create an environment where tenants(s) are able to discuss arrears or potential arrears.
- Share effective methods and protocols with other housing providers.
- Consider working with Waterloo Region Community Legal Services, Social Development Centre: Eviction Prevention or other agencies to hold information sessions to remind tenants of their responsibilities and how to get help if they have problems with their rent.

**Please encourage all staff to practice Eviction Prevention – there is no substitute for compassion and consistency!**



# Community Resources

## for Housing Providers

### LEGAL RESOURCES

<p><b>Landlord's Self Help Centre</b>          Website: <a href="http://www.landlordselfhelp.com">www.landlordselfhelp.com</a>          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><b>Waterloo Region Community Legal Services</b>          Website: <a href="http://www.wrcls.ca">www.wrcls.ca</a>          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><b>Eviction Prevention: Social Development Centre</b>          Website: <a href="http://www.waterlooregion.org/eviction-prevention-waterloo-region">www.waterlooregion.org/eviction-prevention-waterloo-region</a>          Telephone: 519-579-3800</p>	<p>Services include peer support, information &amp; referrals, assistance with Landlord/Tenant Board hearings or other conflict management processes, referrals to community supports.</p>
<p><b>Landlord &amp; Tenant Board: Help for Landlords</b>          Website: <a href="http://www.tribunalsontario.ca/lrb/help-for-landlords">www.tribunalsontario.ca/lrb/help-for-landlords</a>          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><b>RHEU (Rental Enforcement Unit)</b>          Website: <a href="http://www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant">www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant</a></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><b>Landlord &amp; Tenant Board: Brochures on Rights and Responsibilities of Landlords &amp; Tenants; Processes at the LTB</b>          Website: <a href="http://www.tribunalsontario.ca/lrb/brochures-videos">www.tribunalsontario.ca/lrb/brochures-videos</a></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><b>Landlord &amp; Tenant Board: How to Use Navigate Tribunals Ontario</b>          Website: <a href="http://www.navigatetribunalsontario.ca/lrb">www.navigatetribunalsontario.ca/lrb</a></p>	<p>A navigating guide that assist landlords and tenants to know what steps to take in resolving landlord and tenant issues.</p>
<p><b>Pro Bono Ontario: Housing</b>          Website: <a href="http://www.probonoontario.org/housing">www.probonoontario.org/housing</a>          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><b>Landlord &amp; Tenant Board: A Guide to the Residential Tenancies Act</b>          Website: <a href="http://www.bit.ly/3wxYvA7">www.bit.ly/3wxYvA7</a></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><b>Ontario Human Rights Commission: Human Rights in Housing</b>          Website: <a href="http://www.ohrc.on.ca/en/human-rights-housing-overview-landlords-brochure">www.ohrc.on.ca/en/human-rights-housing-overview-landlords-brochure</a>          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><b>Human Rights Code, R.S.O 1990</b>          Website: <a href="https://www.ontario.ca/laws/statute/90h19/v31">https://www.ontario.ca/laws/statute/90h19/v31</a></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>

# Community Resources

## for Housing Providers

<b>Law Society of Ontario Referral Service</b> Website: <a href="http://www.lsrso.ca">www.lsrso.ca</a>	Assistance finding a lawyer or licensed paralegal for at least 30 mins free consultation regarding your issue.
<b>CLEO (Community Legal Education Ontario)</b> Website: <a href="http://www.cleo.on.ca/en/resources-and-publications/resources-and-publications">www.cleo.on.ca/en/resources-and-publications/resources-and-publications</a>	Legal information to educate people in Ontario about their rights and obligations and where to find legal help. Available in several languages.
<b>Settlement.org: What Are My Rights As A Landlord?</b> Website: <a href="https://bit.ly/3wBptqC">https://bit.ly/3wBptqC</a>	Provides information about your legal rights and responsibilities and how to get legal help.

## ADDITIONAL RESOURCES

<b>Community Justice Initiatives</b> Website: <a href="http://www.cjiwr.com">www.cjiwr.com</a> Telephone: 519-744-6549	CJI utilizes a restorative justice approach to support community members and families in addressing situations of conflict and crime.
<b>Sulah - Community Justice Initiatives</b> Website: <a href="http://www.cjiwr.com/sulah">www.cjiwr.com/sulah</a> Telephone: 519-744-6549	Provides restorative justice approaches and mediation to individuals and groups who have experienced harm stemming from Islamophobia, racism, and/or xenophobia.
<b>KWMC (Kitchener-Waterloo Multicultural Centre)</b> Website: <a href="http://kwmulticultural.ca">kwmulticultural.ca</a> Telephone: 519-745-2531	Assistance with free or paid interpretation in most languages. They can also provide information about culturally specific associations and groups.
<b>City of Kitchener Municipal Code: Property Maintenance</b> Website: <a href="https://www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance">https://www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance</a> Telephone: 519-741-2345	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.
<b>City of Waterloo Bylaw: Building &amp; Property Standards</b> Website: <a href="http://www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#">www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#</a> Telephone: 519-747-8785 or TTY (for deaf) 1-866-786-3941	Provides the full text of bylaws applicable in the city of Waterloo. Also contains how to make bylaw complaints such as excessive noise, etc.
<b>Cambridge Property Standards</b> Website: <a href="http://www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf">www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf</a> Telephone: 519-623-1340 ext. 7907	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.

# Resources for Your Tenants

Please give your tenants the following resources (Pages 17 - 28). This will help to minimize conflict and barriers in your tenancy. This will also help to establish a good relationship with your tenant and ensure they are well informed of where to seek help should they need it.

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## Checklist



**Page 17 & 18** - A Note for Your Tenant: This note highlights the importance of the resources they receive. This note has been translated into 42 languages: "This is a very important legal document about your housing. If needed, please contact someone who can help you understand it immediately."



**Page 19-22** - A list of resources for tenants to acquire more information about their rights and responsibilities. There is information about by-laws, cultural and mental health supports.



**Page 24** - This resource highlights 5 important things that tenants should know about their lease.



**Page 25** - This resource ensures that tenants are able to read and understand the reason they have been given a LTB Notice.

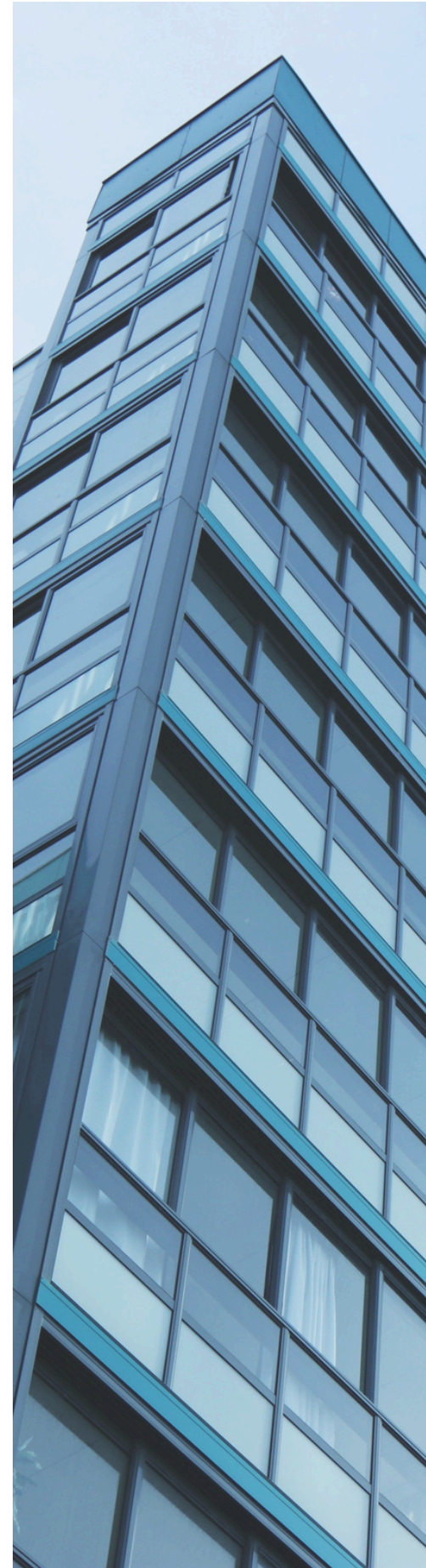


**Page 26 & 27** - This resource is a repair request form template that tenants can use to make requests. This reduces any miscommunication and language barriers for tenants in maintaining your property.



**Page 28** - This resource is a list of laundry room etiquette in order to maintain this shared space and reduce conflict between tenants.

Any of these resources can be found individually at [wrcls.ca/best-practices](http://wrcls.ca/best-practices) or scan QR code:



ENGLISH

This is a very important legal document about your housing. If needed, please contact someone who can help you understand it immediately.

<b>ALBANIAN</b> (Shqipëri)	Ky është një dokument legal shumë i rëndësishëm lidhur me banimin tuaj. Ju lutemi të kontaktoni menjëherë ndonjë person i cili mund t'ju ndihmojë kupton
<b>AMHARIC</b> (አማርኛ)	ይህ ስለ መኖሪያ ቤትዎ በጣም አስፈላጊ የሆነ ህጋዊ ሰነድ ነው። አስፈላጊ ከሆነ፣ እባክዎን ወዲያውኑ እንዲረዱት የሚረዳዎትን ሰው ያግኙ።
<b>ARABIC</b> (العربية الفصحى)	هذه وثيقة قانونية مهمة للغاية و متعلقة بسكنك . الرجاء الاتصال باسرع ما يمكن بشخص يستطيع مساعدتك على فهمها
<b>BULGARIAN</b> (Български)	Това е много важен правен документ за вашето жилище. Ако е необходимо, моля, свържете се с някой, който може да ви помогне да го разберете незабавно.
<b>CAMBODIAN (Khmer)</b> (ខ្មែរ)	នេះគឺជាឯកសារផ្លូវច្បាប់ដ៏សំខាន់បំផុតដែលទាក់ទងនឹងលំនៅដ្ឋានរបស់អ្នក។ សូមទាក់ទងជាបន្ទាន់អ្នកដែលអាចជួយអ្នកយល់
<b>CHINESE (Mandarin)</b> (普通话)	这是关于你住房的一个非常重要的法律文件，请立即与能帮你理解这个文件的人联系
<b>CROATIAN</b> (Hrvatski)	Ovo je važan pravni dokument koji se odnosi na vaše stanovanje. Odmah se obratite nekome tko vam može pomoći da to shvatite.
<b>CZECH</b> (Czech Čeština)	Toto je důležitý právní dokument týkající se vašeho bydlení! V případě potřeby okamžitě kontaktujte někoho, kdo vám pomůže dokument přeložit.
<b>DANISH</b> (Dansk)	Dette er et vigtigt juridisk dokument vedrørende din bolig! Hvis det er nødvendigt, bedes du straks kontakte en person, som vil hjælpe dig med at oversætte dokumentet.
<b>FARSI/DARI/PERSIAN</b> (فارسی)	این یک سند قانونی مهم در مورد مسکن شما است! در صورت نیاز، لطفاً فوراً با شخصی تماس بگیرید که در ترجمه سند به شما کمک کند.
<b>FILIPINO</b> (Tagalog)	Ito ay isang mahalagang legal na dokumento tungkol sa iyong pabahay! Kung kinakailangan, mangyaring makipag-ugnayan kaagad sa isang tao na tutulong sa iyo na isalin ang dokumento.
<b>FRENCH</b> (Français)	Ceci est un document très important concernant votre logement. Prière de contacter quelqu'un qui peut vous aider à le comprendre, le plus tôt possible.
<b>GERMAN</b> (Deutsch)	Dies ist ein sehr wichtiges Dokument in Bezug auf Ihren Wohnsitz. Wenden Sie sich bei Bedarf bitte an jemanden, der Ihnen sofort beim Verständnis helfen kann.
<b>GREEK</b> (ελληνικά)	Αυτό είναι ένα πολύ σημαντικό έγγραφο σχετικά με την κατοικία σας. Εάν χρειάζεται, επικοινωνήστε με κάποιον που μπορεί να σας βοηθήσει να το κατανοήσετε αμέσως.
<b>HINDI</b> (हिन्दी)	यह आपके निवास के संबंध में एक बहुत ही महत्वपूर्ण दस्तावेज है। यदि आवश्यक हो, तो कृपया किसी ऐसे व्यक्ति से संपर्क करें जो इसे तुरंत समझने में आपकी सहायता कर सके।
<b>HMONG</b> (ἻἻ)	Nov yog ib daim ntawv tseem ceeb heev txog koj qhov chaw nyob. Yog tias xav tau, thov hu rau ib tus neeg uas tuaj yeem pab koj nkag siab tam sim ntawd.
<b>HUNGARIAN</b> (Magyar)	Ez egy nagyon fontos dokumentum a lakóhelyével kapcsolatban. Ha sükséges, azonnal forduljon valakihez, aki segít megérteni.
<b>INDONESIAN</b> (Bahasa Indonesia)	Ini adalah dokumen yang sangat penting tentang tempat tinggal Anda. Jika diperlukan, silakan hubungi seseorang yang dapat membantu Anda memahaminya segera.
<b>ITALIAN</b> (Italiano)	Questo è un documento molto importante per quanto riguarda la tua residenza. Se necessario, contatta qualcuno che può aiutarti a capirlo immediatamente.
<b>JAPANESE</b> (日本語)	これはあなたの住居に関する非常に重要な文書です。必要に応じて、すぐに理解できる人に連絡してください。



<b>KOREAN</b> (한국어)	이것은 귀하의 거주에 관한 매우 중요한 문서입니다. 필요한 경우 즉시 이해를 도울 수 있는 사람에게 문의하십시오.
<b>KURDISH</b> (کوردی)	Ev di derbarê rûniştina we de belgeyek pir girîng e. Ger hewce be, ji kerema xwe bi kesekî re têkilî daynin ku di cih de ji we re bibe alîkar ku hûn wê fêhm bikin.
<b>PASHTO</b> (پښتو)	دا ستاسو د کور په اړه یو ډیر مهم قانوني سند دی. که اړتیا وي، مهرباني وکړئ د هغه چا سره اړیکه ونیسئ څوک چې تاسو سره مرسته کولی شي په سمدستي توګه پوه شي.
<b>POLISH</b> (Polski)	To bardzo ważny dokument dotyczący Twojego pobytu. W razie potrzeby skontaktuj się natychmiast z kimś, kto może pomóc Ci to zrozumieć.
<b>PORTUGUESE</b> (Português)	Este é um documento muito importante em relação à sua residência. Se necessário, entre em contato com alguém que possa ajudá-lo a entendê-lo imediatamente.
<b>PUNJABI</b> (ਪੰਜਾਬੀ)	ਇਹ ਤੁਹਾਡੇ ਨਿਵਾਸ ਸੰਬੰਧੀ ਇੱਕ ਬਹੁਤ ਮਹੱਤਵਪੂਰਨ ਦਸਤਾਵੇਜ਼ ਹੈ। ਜੇਕਰ ਲੋੜ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜੋ ਇਸਨੂੰ ਤੁਰੰਤ ਸਮਝਣ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕੇ।
<b>ROMANIAN</b> (Limba Română)	Acesta este un document foarte important în ceea ce privește reședința dumneavoastră. Dacă este necesar, contactați imediat pe cineva care vă poate ajuta să înțelegeți.
<b>RUSSIAN</b> (Русский язык)	Это очень важный документ, касающийся вашего места жительства. Если необходимо, пожалуйста, свяжитесь с кем-то, кто может помочь вам понять это немедленно.
<b>SERBIAN</b> (српски)	Ovo je veoma važan dokument u vezi sa vašim prebivalištem. Ako je potrebno, kontaktirajte nekoga ko vam može pomoći da to odmah razumete.
<b>SLOVAK</b> (Slovenčina)	Ide o veľmi dôležitý dokument týkajúci sa vášho bydliska. V prípade potreby sa obráťte na niekoho, kto vám môže pomôcť okamžite to pochopiť.
<b>SOMALI</b> (صوماليون)	Kani waa dukumeenti aad muhiim u ah oo ku saabsan deganaanshahaaga. Haddii loo baahdo, fadlan la xidhiidh qof kaa caawin kara inaad isla markiiba fahanto.
<b>SPANISH</b> (Español)	Este es un documento muy importante con respecto a su residencia. Si es necesario, comuníquese con alguien que pueda ayudarlo a comprenderlo de inmediato.
<b>SWAHILI</b> (كيشوهيل)	Hii ni hati muhimu sana kuhusu makazi yako. Ikihitaajika, tafadhali wasiliana na mtu ambaye anaweza kukusaidia kuielewa mara moja.
<b>SWEDISH</b> (Svenska)	Detta är ett mycket viktigt dokument angående din bostad. Om det behövs, kontakta någon som kan hjälpa dig att förstå det omedelbart.
<b>THAI</b> (ภาษาไทย)	นี่เป็นเอกสารที่สำคัญมากเกี่ยวกับที่อยู่ของคุณ หากจำเป็น โปรดติดต่อบุคคลที่สามารถช่วยให้อ่านเข้าใจได้ทันที
<b>TINGRINYA</b> (ትግርኛ)	እዚ ብዛዕባ መገንባሪኻ ዚገልጽ ኣዝዩ ኣገዳሲ ሕጋዊ ሰነድ እዩ ። ኣድላዪ እንተ ኹይኑ በጃኻ ብቅልጠፍ ንክትርድኦ ኹሕግዘኻ ዚኸእል ሰብ ርኽብ ።
<b>TURKISH</b> (Türkçe)	Bu, ikametgahınızla ilgili çok önemli bir belgedir. Gerekirse, lütfen hemen anlamanıza yardımcı olabilecek biriyle iletişime geçin.
<b>UKRANIAN</b> (українська мова)	Це дуже важливий документ щодо вашого проживання. Якщо потрібно, зверніться до когось, хто може допомогти вам зрозуміти це негайно.
<b>URDU</b> (اردو)	یہ آپ کی رہائش کے حوالے سے ایک بہت اہم دستاویز ہے۔ اگر ضرورت ہو تو، براہ کرم کسی ایسے شخص سے رابطہ کریں جو اسے فوری طور پر سمجھنے میں آپ کی مدد کر سکے۔
<b>UYGHUR</b> (ئۇيغۇر تىلى)	بۇ سىزنىڭ تۇرالغۇڭىزغا مۇناسىۋەتلىك ئىنتايىن مۇھىم ھۆججەت. ئەگەر ئېھتىياجلىق بولسا، دەرھال چۈشىنىشىڭىزگە ياردەم بېرەلەيدىغان بىرى بىلەن ئالاقىلىشىڭ.
<b>VIETNAMESE</b> (Tiếng Việt)	Đây là một tài liệu rất quan trọng liên quan đến nhà bạn đang ở. Nếu cần, xin tìm một người nào đó có thể giúp bạn hiểu được về nội dung tờ giấy này ngay lập tức.



# Community Resources

## for Tenants

<p><b>Waterloo Region Community Legal Services</b>          Website: <a href="http://www.wrcls.ca">www.wrcls.ca</a>          Telephone: 519-743-0254</p>	<p>Provides free legal assistance in specific areas of law to low-income individuals and families in the Waterloo region. Services range from summary advice and providing legal information to full representation.</p>
<p><b>Region of Waterloo – Find Affordable Housing</b>          Website: <a href="http://www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx">www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx</a>          Telephone: 519-575-4400; Hearing Impaired: 519-575-4608</p>	<p>The Region of Waterloo oversees a large number of affordable housing units. Learn about the different types of housing units and apply.</p>
<p><b>Eviction Prevention: Social Development Centre</b>          Website: <a href="http://www.waterlooregion.org/eviction-prevention-waterloo-region">www.waterlooregion.org/eviction-prevention-waterloo-region</a>          Telephone: 519-579-3800</p>	<p>Provides direct peer support to tenants in the Waterloo region who are at risk of facing eviction. Supports include information, referrals, assistance with LTB hearings, and alternative planning for eviction and loss of housing.</p>
<p><b>Starling Community Services: Housing Services</b>          Website: <a href="http://www.starlingcs.ca/housing">www.starlingcs.ca/housing</a>          Telephone: 519-749-2450</p>	<p>Assists individuals and families find and maintain housing. Services include assistance with housing search, individualized support, loans for rental deposits and arrears, referrals to family and youth shelters.</p>
<p><b>ACTO (Advocacy for Tenants Ontario)</b>          Website: <a href="http://www.acto.ca/for-tenants">www.acto.ca/for-tenants</a></p>	<p>Provides legal supports to low-income tenants across Ontario. Services include free legal advice on the day of scheduled hearing at LTB. The website provides downloadable tenant rights tip sheets.</p>
<p><b>Steps to Justice (CLEO)</b>          Website: <a href="http://www.stepsjustice.ca">www.stepsjustice.ca</a></p>	<p>Provides reliable and practical information about common legal problems. Includes step-by-step information about how to work through a legal problem, practical tools, referral information, and live chat and email support.</p>
<p><b>Law Society of Ontario Referral Service</b>          Website: <a href="http://www.lso.ca">www.lso.ca</a></p>	<p>Connects people looking for legal assistance with a lawyer or paralegal. For anything from dealing with a traffic ticket to buying your first home, you can find a legal representative with LSRS.</p>
<p><b>The Working Centre</b>          Website: <a href="http://www.theworkingcentre.org">www.theworkingcentre.org</a>          Telephone: 519-743-1151</p>	<p>Provides a range of supports and services related to food distribution, housing support, income support, job searching, and other community building resources.</p>
<p><b>RHEU (Rental Enforcement Unit)</b>          Website: <a href="http://www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant">www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant</a>          Telephone: 416-585-7214 or Toll-free: 1-888-772-9277</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 landlord and tenant.</p>
<p><b>Pro Bono Ontario: Housing</b>          Website: <a href="http://www.probonoontario.org/housing">www.probonoontario.org/housing</a>          Telephone: 1-855-255-7256</p>	<p>Free legal advice hotline that provides assistance to tenants and small landlords experiencing housing issues. When appropriate, Pro Bono Ontario will connect lawyers with Ontarians who can't afford a lawyer.</p>

# Community Resources

## for Tenants

<p><b>Kitchener Downtown Community Health Centre</b>          Website: <a href="http://www.kdchc.org">www.kdchc.org</a>          Telephone: (519-745-4404)</p>	<p>Their allied health team provides a range of programs to help patients manage their health. Services include diagnosis, treatment, education, referrals, complete health check-ups, well-baby checks, and immunizations.</p>
<p><b>Sanctuary Refugee Health Centre</b>          Website: <a href="http://www.sanctuaryrefugee.ca">www.sanctuaryrefugee.ca</a>          Telephone: 226-336-1321</p>	<p>Provides healthcare to refugee newcomers in the region, psychological and mental health assessments, trauma counselling, dietary advice, assistance with settlement issues help with completing applications for income security and disability benefits, health education, and special programs.</p>
<p><b>Carizon: Financial Wellness (Credit Counselling)</b>          Website: <a href="http://www.carizon.ca/counselling/credit-counselling/">www.carizon.ca/counselling/credit-counselling/</a>          Contact Krista: Telephone: 519-743-6333 ext. 1233          Email: <a href="mailto:kdobson@carizon.ca">kdobson@carizon.ca</a></p>	<p>Provides support, counselling, and education on issues related to debt, finance, bankruptcy, and money management.</p>
<p><b>YMCA of the Three Rivers (Settlement Services)</b>          Website: <a href="http://www.ymcacambridgekw.ca">www.ymcacambridgekw.ca</a>          Email: <a href="mailto:newcomers@ytr.ymca.ca">newcomers@ytr.ymca.ca</a></p>	<p>Provides multilingual support to newcomers. Settlement services include support from settlement workers who can assist in translating limited documents, filling out forms, and communicating with landlords, employers, services, etc.</p>
<p><b>Starling Community Services: Rent Fund</b>          Website: <a href="http://starlingcs.ca/housing/eviction-support/eviction-prevention-and-last-months-rent-rent-fund">starlingcs.ca/housing/eviction-support/eviction-prevention-and-last-months-rent-rent-fund</a></p>	<p>Rent Fund for emergency assistance with last month's rent or rental arrears.</p>
<p><b>Legal Aid Ontario</b>          Website: <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a>          Telephone: 1-800-668-8258</p>	<p>LAO provides legal help and advice in over 300 languages. If you financially qualify, they may also pay for a lawyer to represent you. They can provide services in the areas of Family Law and Criminal Law.</p>
<p><b>Canadian Centre for Housing Rights</b>          Website: <a href="http://www.housingrightscanada.com">www.housingrightscanada.com</a>          Telephone: 1-800-263-1139 or 416-944-0087          Email: <a href="mailto:cchr@housingrightscanada.com">cchr@housingrightscanada.com</a></p>	<p>Provides individualized services to individuals and families facing eviction, human rights violations in housing, and/or discrimination in housing.</p>
<p><b>KWMC (Kitchener-Waterloo Multicultural Centre)</b>          Website: <a href="http://www.kwmulticultural.ca">www.kwmulticultural.ca</a>          Telephone: 519-745-2531</p>	<p>Supports and assists newcomers to the Kitchener-Waterloo community. Services include job/career search, translation/interpretation services, ESL services, and newcomer youth, settlement, and refugee services.</p>
<p><b>211 Ontario: Community and Social Services Help Line</b>          Website: <a href="http://www.211ontario.ca">www.211ontario.ca</a>          Telephone: 2-1-1; Toll-free: 1-877-330-3213</p>	<p>211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly-trained specialists.</p>
<p><b>YWKW: Homelessness &amp; Housing Services</b>          Website: <a href="http://www.ykwk.ca/homelessness-housing">www.ykwk.ca/homelessness-housing</a>          Telephone: 519-576-8856          YW Emergency Shelter: (519) 744-0120</p>	<p>YWKW helps women and their children experiencing homelessness to secure housing. They provide referrals to longer-term community supports. They also offer emergency shelter, providing relief and basic needs for single women, transgender women, and women with children.</p>

# Community Resources

## for Tenants

<p><b>Region of Waterloo: The Renter's Toolkit</b>          Website: <a href="http://regionofwaterloo.ca/en/living-here/the-renter_s-toolkit.aspx">regionofwaterloo.ca/en/living-here/the-renter_s-toolkit.aspx</a></p>	<p>A guide that can help you search for and secure housing, deal with issues that come up as a tenant, or help you plan your next move. The guide also provides answers to common questions about finding and keeping a home.</p>
<p><b>Report Hate</b>          Website: <a href="http://www.reportinghate.ca">www.reportinghate.ca</a>          Telephone: 519-722-2449          E-mail: <a href="mailto:report@cmw.kw.org">report@cmw.kw.org</a></p>	<p>Report hate incidents and/or discrimination motivated by racism, Islamophobia, and Xenophobia. Coalition of Muslim Women staff can provide one-on-one support for survivors and help assist to resolve the issue.</p>
<p><b>Sulah &amp; Community Justice Initiatives</b>          Website: <a href="http://www.cjiwr.com/sulah">www.cjiwr.com/sulah</a> ; <a href="http://www.cjiwr.com">www.cjiwr.com</a>          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><b>City of Kitchener Municipal Code: Property Maintenance</b>          Website: <a href="http://www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance">www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance</a>          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><b>Cambridge Property Standards</b>          Website: <a href="http://www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf">www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf</a>          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><b>City of Waterloo Bylaw: Building &amp; Property Standards</b>          Website: <a href="http://www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#">www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#</a>          Telephone: 519-747-8785 or TTY (for deaf) 1-866-786-3941</p>	<p>A list of bylaws and enforcement in Waterloo, particularly regarding standards for maintaining a property in the City of Waterloo</p>
<p><b>Kitchener Housing</b>          Website: <a href="http://www.kitchenerhousinginc.ca">www.kitchenerhousinginc.ca</a>          Telephone: 519-744-6655</p>	<p>A non-profit organization, funded in part by the Region of Waterloo, that is dedicated to providing safe, decent, and affordable housing to members of the community.</p>
<p><b>Cambridge Housing</b>          Website: <a href="http://www.housingcambridge.com">www.housingcambridge.com</a>          Telephone: 519-650-5599</p>	<p>Housing Cambridge provides and manages quality, safe and affordable rental housing for low and moderate-income households.</p>
<p><b>Spectrum: Waterloo Region's Rainbow Community Space</b>          Website: <a href="http://www.ourspectrum.com">www.ourspectrum.com</a>          Telephone: 226-779-9695</p>	<p>SPECTRUM serves, affirms, and supports the well-being of 2SLGBTQ+ people in Waterloo Region. They also welcome newcomers and immigrants.</p>
<p><b>Wilmot Family Resource Centre</b>          Website: <a href="http://www.wilmotfamilyresourcecentre.wordpress.com">www.wilmotfamilyresourcecentre.wordpress.com</a>          Telephone: 519-662-2731</p>	<p>Provides social support services to low-income and food-insecure families and individuals in Wilmot and Wellesley Townships.</p>
<p><b>Woolwich Community Services</b>          Website: <a href="http://www.woolwichcommunityservices.org">www.woolwichcommunityservices.org</a>          Telephone: 519-669-5139</p>	<p>Provides many programs such as the Food Hamper program and the Family Violence Prevention program to residents residing in the Woolwich Township.</p>

# Community Resources

## for Tenants

### INDIGENOUS HOUSING RESOURCES

<p><b>Ahwenehaode Indigenous Justice Program</b>            Website: <a href="http://www.wrcls.ca/ahwenehaode-indigenous-justice-program/">www.wrcls.ca/ahwenehaode-indigenous-justice-program/</a>            Telephone: 519-743-0254</p>	<p>Provides support and advocacy for Indigenous people (status and non-status) living in the Waterloo region who are in need of legal assistance.</p>
<p><b>KW Urban Native Wigwam Project</b>            Website: <a href="http://www.kwunwp.weebly.com">www.kwunwp.weebly.com</a>            Telephone: (519) 743-5868            Email: <a href="mailto:kwunwphousing@gmail.com">kwunwphousing@gmail.com</a></p>	<p>Provides subsidized housing for Indigenous people in Waterloo Region</p>
<p><b>The Healing of the Seven Generations (&amp; Dehsahsodre Legal Services)</b>            Website: <a href="http://www.healingofthesevengenerations.ca">www.healingofthesevengenerations.ca</a>            Telephone: 519-570-9118</p>	<p>Provides services include family, drug, youth and criminal court support, assistance with documents and forms, Gladue services, counselling, information, system navigation, and referrals from a restorative justice approach.</p>
<p><b>Qualia Counselling</b>            Website: <a href="http://www.qualiacounselling.com">www.qualiacounselling.com</a>            Telephone: 519-804-4450 or Toll Free: 1-844-380-3228</p>	<p>Offers Cognitive Behavioural Therapy, coaching and training and support in mental health services. Services include: psychotherapy, couple mental health services, child and adolescents mental health services.</p>
<p><b>Métis Nation of Ontario (MNO)</b>            (Métis Housing Stabilization Program)            Email: <a href="mailto:housingstabilization@metisnation.org">housingstabilization@metisnation.org</a>            Phone: 1-800-263-4889 Ext. 350.</p>	<p>Services include intervention and prevention support; tenant advocacy to resolve landlord-tenant issues; emergency assistance to help avert eviction as well as referral to legal services as required.</p>
<p><b>Ontario Aboriginal Housing</b>            Website: <a href="http://www.ontarioaboriginalhousing.ca/programs">www.ontarioaboriginalhousing.ca/programs</a>            Telephone: (Toll Free) 1-866-391-1061            Email: <a href="mailto:info@oahssc.ca">info@oahssc.ca</a></p>	<p>Assist indigenous community members who are off-reserve in homeownership, renovations and repairs.</p>

### MENTAL HEALTH RESOURCES

<p><b>K-W Counselling</b>            Website: <a href="http://www.kwcounselling.com">www.kwcounselling.com</a> &amp; <a href="http://www.ok2bme.ca">www.ok2bme.ca</a>            Phone: 519-884-0000</p>	<p>Provides a wide range of individual and group counselling, outreach and education to the community. OK2BME provides support for folks who identify as 2SLGBTQ+. Quick Access Counselling is also offered by video or phone.</p>
<p><b>Here 24/7</b>            Website: <a href="http://www.here247.ca">www.here247.ca</a>            Telephone: 519-821-3582 or 1-844-437-3247</p>	<p>Provides hotline, mobile crisis services, and support for mental health, addictions and crisis services across Waterloo-Wellington. The staff can assist you to navigate the service system based on what you need.</p>
<p><b>Carizon</b>            Website: <a href="http://www.carizon.ca">www.carizon.ca</a>            Telephone: 519-743-6333</p>	<p>Provides a wide range of services in children's mental health, family violence, individual and family counselling, settlement supports and collective wellness. Their counselling services are offered to all ages, and offer phone or video chat Quick Access Counselling Sessions.</p>
<p><b>Family Counselling Centre of Cambridge and North Dumfries</b>            Website: <a href="http://www.fccnd.com">www.fccnd.com</a>            Phone: 519-621-5090</p>	<p>Provides mental health support and addiction support for anyone experiencing trauma, abuse, anxiety, depression, grief, relationship conflict.</p>

# 5 Things to Know About Your Lease



1. Rent is due on the \_\_\_ of every month.



2. Your lease is a legal contract between you and your landlord (housing provider).

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_



3. You are responsible for all occupants, invited guests and pets in your unit.

## FOR SOCIAL HOUSING TENANTS ONLY



4. You must report any changes in writing within 30 days (e.g. income changes, increase or decrease of household size) – note: if you report changes to OW/ODSP, then you must report it to your housing provider too.



5. You must have an annual review. Your one year date is: \_\_\_\_\_

VISIT [WWW.WRCLS.CA/BEST-PRACTICES](http://WWW.WRCLS.CA/BEST-PRACTICES) OR SCAN QR FOR OTHER LANGUAGES:





# Did You Know There Are Things You Can Do to Avoid Eviction?

Please carefully read the LTB NOTICE. There are several types of notices with slightly different names but usually the form starts with **Notice to Terminate** or **Notice to End a Tenancy**. The form may have one of these numbers: N4, N5, N6, N7, N8, N12, N13.

If you don't want to leave or you don't agree with the reasons in the notice, you do not have to move out. Call the property manager to talk about your options.

**Staff or  
Property  
Manager:**



Name: \_\_\_\_\_



Phone Number: \_\_\_\_\_



E-mail Address: \_\_\_\_\_

**Housing  
Provider  
(Landlord):**



Name: \_\_\_\_\_



Phone Number: \_\_\_\_\_



E-mail Address: \_\_\_\_\_

## How To Read Your Notice

(Example of a NOTICE.)

The *type* of Notice you receive is found on the top right corner of the Notice. Please read the Notice carefully.

The reason is indicated here



**Notice to End your Tenancy**  
N13  
(Disponible en français)

Because the Landlord Wants to Demolish the Rental Unit, Repair it or Convert it to Another Use

To: (Tenant's name) include all tenant names	From: (Landlord's name)
Address of the Rental Unit:	
<b>This is a legal notice that could lead to you being evicted from your home.</b>	
The following information is from your landlord	
I am giving you this notice because I want to end your tenancy. I want you to move out of your rental unit by the following termination date: <input type="text"/> / <input type="text"/> / <input type="text"/> <small>dd/mm/yyyy</small> .	
<b>My Reason for Ending your Tenancy</b>	
I have shaded the circle next to my reason for ending your tenancy.	
<input type="radio"/> Reason 1: I intend to demolish the rental unit or the residential complex.	

VISIT [WWW.WRCLS.CA/BEST-PRACTICES](http://WWW.WRCLS.CA/BEST-PRACTICES) OR SCAN QR FOR OTHER LANGUAGES:



# REPAIR REQUEST FORM FOR TENANTS

Landlord Name: \_\_\_\_\_

Tenant Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Unit: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

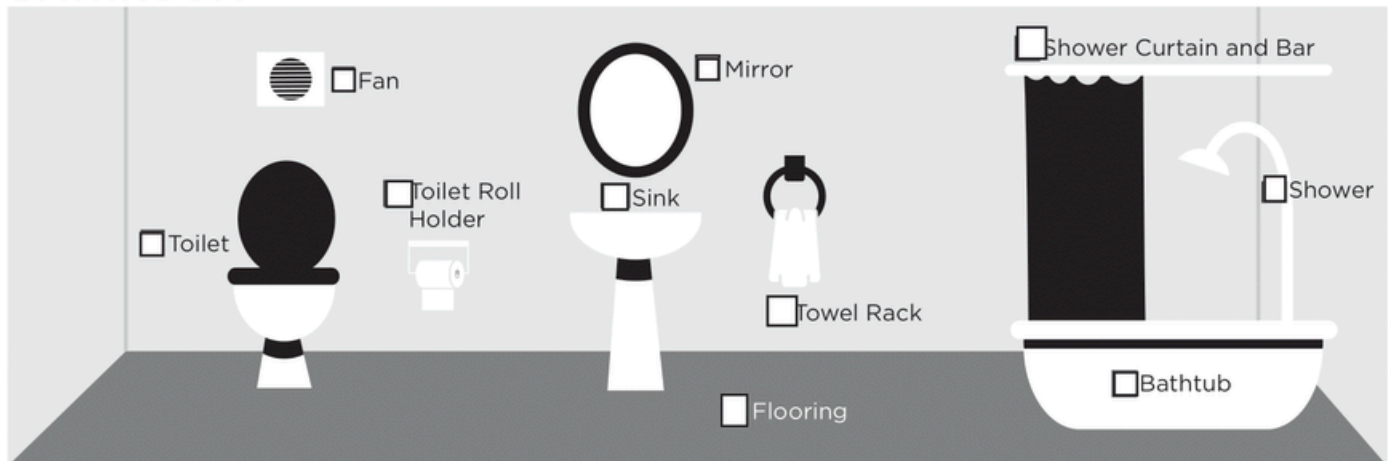
Landlords must give tenants 24 hours' written notice to come in to make repairs.  
They can come between 8am and 8pm.

- Please contact me to arrange a time.
- It would be good for me if you could come (write date and time): \_\_\_\_\_

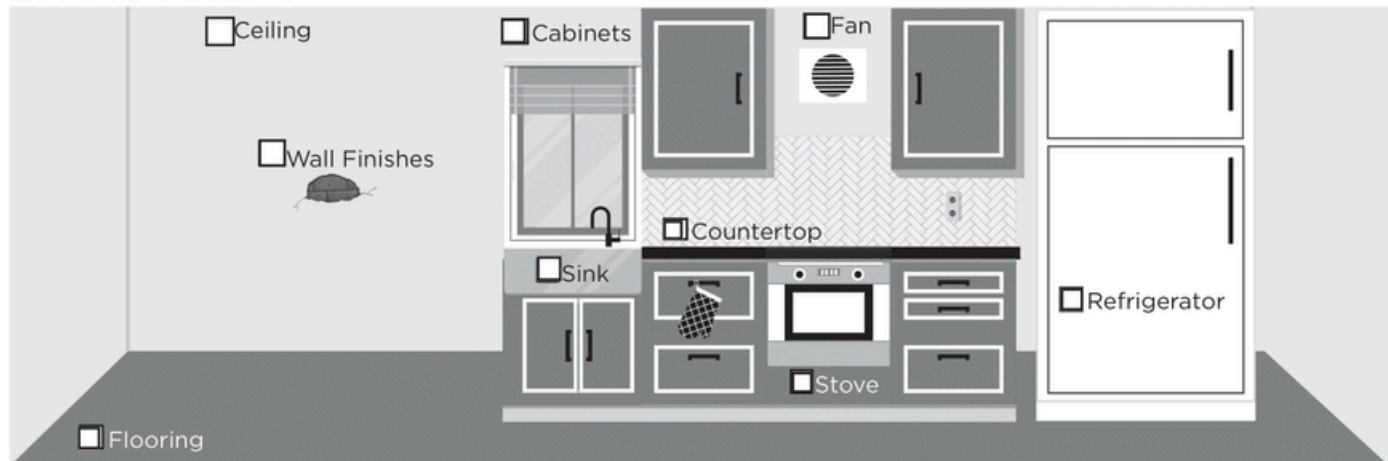
Tenant signature: \_\_\_\_\_

## Items that need repair are marked with a checkmark.

### BATHROOM











### LIVING AREAS












# LAUNDRY ROOM ETIQUETTE

## DO:

-  Be timely in removing your clothes from washers and dryers
-  Wait 15-20 minutes after their cycle has ended before removing someone else's clothes from the machine
-  Place other people's finished clothes in a laundry basket or on top of the machine if you remove it
-  Keep the laundry room and machine neat and tidy. Clean up spills and messes.
-  Empty the lint tray when done using the dryer
-  Return all clothing left behind to their owner
-  Check pockets of your clothes before putting them into the wash
-  Be respectful of other people's clothing

## DON'T:

-  Leave clothes in the washer or dryer after the cycle has finished
-  Throw other people's clothing onto the floor when removing it from machine
-  Use up all of the machines. Always share machines and leave at least one machine free for others to use
-  Overload machines with clothing or use too much detergent
-  Leave clothing or laundry baskets in the middle of the floor in the way of others
-  Make someone else clean up after you
-  Leave behind any clothing in the machines

VISIT [WWW.WRCLS.CA/BEST-PRACTICES](http://WWW.WRCLS.CA/BEST-PRACTICES) OR SCAN QR  
FOR THIS TIP SHEET IN OTHER LANGUAGES:



- Français (French)
- Español (Spanish)
- Deutsch (German)
- أف صومالي (Somali)
- العربية الفصحى (Arabic)
- فارسی (Persian/Farsi)
- हिन्दी (Hindi)
- українська мова (Ukrainian)
- Türkçe (Turkish)
- ኡጊርኛ (Tigrinya)
- 한국어 (Korean)
- 普通话 (Chinese/Mandarin)
- Tiếng Việt (Vietnamese)
- Tagalog (Filipino)



# Eviction Policy Template

## (For Social Housing Providers)

<b>POLICY NAME</b>	Eviction Prevention Policy
<b>POLICY NUMBER</b>	[Identifying Number]
<b>DATE</b>	[Date Developed]
<b>DATE REVIEWED OR REVISED</b>	[Most Current Date Revised or Reviewed]
<b>REFERENCES</b>	<p>[Identify any documents that have been referenced including housing provider or service manager policies or guidelines, legislation, or standards]</p> <p><i>Ontario Human Rights Code, 1990</i>  <i>Residential Tenancies Act, 2006</i>  <i>Housing Services Act, 2011</i></p>

### POLICY STATEMENT

Recognizing its role in providing safe, secure, affordable housing to the community as well as its responsibilities under the *Ontario Human Rights Code*, the *Residential Tenancies Act, 2006* and the *Housing Services Act, 2011* **[insert Housing Provider name]** will proactively work with its tenants to, where possible, prevent their eviction.

**[Insert Housing Provider Name]** also recognizes the roles that tenants must play in preventing eviction and will invite and encourage their participation in the eviction prevention process.

### PURPOSE AND SCOPE

#### PURPOSE:

The purpose of this policy is to help staff to work with tenants to retain their tenancies. This approach will help to identify strategies which will meet the needs of both the tenant(s), community members and the non-profit and may identify instances where accommodation is required.

## SCOPE:

This policy focuses on situations where tenants are at risk of losing their tenancy due to s or conduct which is believed to contravene the lease agreement and the Residential Tenancies Act, 2006. The service co-ordination approach outlined in the procedures will be implemented in cases where there is no threat to the safety of staff, tenants, or members of the community, or at the discretion of **[Insert Housing Provider name]**.

## DEFINITIONS AND CLARIFICATION

- Insert definitions of terms used in the Eviction Prevention Policy.

## PROCEDURE

### 1.0 TENANT RESPONSIBILITIES

- Insert a list of tenant responsibilities according to their obligations under their signed lease with the non-profit. These obligations are consistent with the *Residential Tenancies Act, 2006*, the *Housing Services Act, 2011*, and the *Ontario Human Rights Code, 1990*, and their Regulations (e.g. paying full rent on or before the first day of the month, reporting changes, etc.)

### 2.0 NON-PROFIT & CO-OP RESPONSIBILITIES

- Insert a list of the co-op or non-profit housing provider's responsibilities (e.g. giving tenants clear, complete, timely, and accurate information about their subsidy and rent, etc.)

### 3.0 EVICTION PREVENTION – ARREARS

- The non-profit will ensure that all Notices of Termination and Applications with regards to non-profit of rent are served and filed in a timely manner.
- Insert information about how and when tenants will be notified of arrears.
- Insert information about specific eviction prevention tools staff will use.

### 4.0 EVICTION PREVENTION – CONDUCT/DAMAGE

- Insert information about how the housing provider will work with tenants whose tenancy has been jeopardized by their conduct of the conduct of their occupants, guests or visitors (e.g. serving an N5 Notice to Terminate a Tenancy Early or negotiation of a *Behavioural Contract*).

### 5.0 RESOURCES AND SERVICES

- Insert any information about available services in the community to help prevent evictions and preserve tenancies.



**Thank you  
for your  
ongoing  
efforts and  
support!**

## **FUTURE PLANS FOR GROWTH**

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We applaud your efforts in helping tenants preserve their tenancies and ensuring that our community is a safe one for all; a community that can be called home.

We would like to see every housing provider do the same thing. Our target is to have 100% of the housing providers in the Waterloo Region adopt the best practices.

**TO FIND THIS TOOLKIT AND CONTENTS  
VISIT [WWW.WRCLS.CA/BEST-  
PRACTICES](http://WWW.WRCLS.CA/BEST-PRACTICES) OR SCAN:**



## **CONTACT INFORMATION**

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**Waterloo Region Community Legal Services**  
450 Frederick St Unit #101  
Kitchener, ON N2H 2P5  
(519) 743-0254  
[www.wrcls.ca](http://www.wrcls.ca)

