

Steps to Resolving Tenant Issues

Depending on your issues or concerns, you may need to contact:

- Durham Community Legal Clinic, and/or
- The Landlord & Tenant Board, and/or
- The City of Oshawa

Before contacting the Board or the City, there are some important steps you need to follow:

- Understand your rights and responsibilities and those of your landlord
- Be able to clearly communicate what the problem is
- If the issue is the responsibility of the landlord, inform the landlord about the problem in writing and keep a copy of this request and any work order for your records
- If after informing the landlord about the problem, the landlord does not take steps to respond or to address your concerns within a reasonable time period, contact one of the agencies noted above

Note:

Do not submit complaints to the Board or the City until you have followed these steps. If the issue is an emergency, contact the appropriate emergency responders.

Did you know?

Your landlord is responsible for keeping their property, building and rental unit(s) in a good state of repair.

Valuable Contact Information

City of Oshawa - Service Oshawa

905-436-3311

www.oshawa.ca

Durham Region Social Services Department

905-668-7711

www.durham.ca

Durham Region Health Department (Bed Bug, Mould Information)

905-723-3818

www.durham.ca

Oshawa Fire Services

Emergency: 9-1-1

Fire Prevention: 905-436-3311

www.oshawa.ca/fire

Durham Region Police Service

Emergency: 9-1-1

Non-emergency: 905-579-1520

www.drps.ca

Landlord & Tenant Board (Province of Ontario)

1-888-332-3234

www.sjto.gov.on.ca/ltb

Durham Community Legal Clinic

(Free legal advice) 905-728-7321

www.durhamcommunitylegalclinic.ca

Notes:

This guide is provided for convenience only and is not a complete summary of all tenant and landlord rights and responsibilities.

This guide is not intended to substitute for independent legal advice. If necessary, please consult with your lawyer.

Revised October 2019

City of Oshawa Tenant Guide

A guide to your rights and responsibilities as a tenant



www.oshawa.ca/tenants



If this information is required in an accessible format, please contact Service Oshawa at 905-436-3311 or by email at service@oshawa.ca

Renting in Oshawa

As a tenant in Ontario, and specifically in the City of Oshawa, you have rights under law that provide you with basic levels of protection.

Those laws include:

- The Residential Tenancies Act, 2006
- Municipal By-laws

These tools provide you as a tenant with the ability to ensure that you are represented fairly and protected in your particular living situation.

This guide is intended to provide tenants with some helpful information and agency contacts who can assist in ensuring that renters are being treated fairly under the law and that each rental unit is safe, properly equipped and maintained in compliance with established standards.

Did you know?

In most cases a landlord can only enter a rental unit after a 24 hours written notice has been provided to the tenant.

Are you alarmed?

Working smoke alarms can save lives

Oshawa Fire Services is reminding all residents that it is required by law that all residential dwelling units have working smoke alarms, whether they are owned or rented. Owners and landlords are responsible for the installation and maintenance of smoke alarms. Test smoke alarms monthly and replace them if they are more than 10 years old.

The fine for non-working smoke alarms is up to \$50,000 for an individual and/or one-year imprisonment.

Know what to do when the alarms sound. Plan escape routes and practice escape plans.

Residential Tenancies Act

The Ontario Residential Tenancies Act establishes basic “ground rules” for tenants and landlords as it relates to rental rights and obligations. As a tenant, the most common rental issues that you may face that involve the Landlord and Tenant Board include:



Rent

Disputes involving rent increases, rent deposits, and methods of payment



Landlord & Tenant Disputes

Mediation involving disputes between the landlord and tenant



Tenancy Agreements

New tenancy agreements, ending or renewing a tenancy agreement and subletting



Eviction

Reasons for eviction and the eviction process

The Residential Tenancies Act is the responsibility of the Province of Ontario. Contact the Landlord & Tenant Board for more information at 1-888-332-3234.

Beginning in April 2018 the Province of Ontario requires landlords to use a Provincially approved standard lease template for most residential rentals; details are available at:

<http://www.mah.gov.on.ca/Page18704.aspx>.

Did you know?

Tenants are responsible for the day to day and ordinary cleanliness of their rental unit.

City of Oshawa Standards

The City of Oshawa has by-laws which apply to rental properties. These by-laws include provisions which can assist in ensuring that the rental units meet standards of safety and occupancy. The by-laws and services that you should be aware of include:



Property Standards

Minimum standards exist to ensure that your rental unit is safe, suitably equipped and properly maintained



Lot Maintenance

Minimum standards exist to ensure that properties are kept clear of waste and debris



Adequate Heat

Rental units are required to be heated to a minimum of 22 degrees Celsius from September 1 to June 15 of the following year



Parking Standards

Parking standards exist with regard to the minimum number of spaces required to be provided as well as how and where you park your vehicle



Noise

Excessive noise is not permitted



Fire Services

Oshawa Fire Prevention conducts inspections to help make your dwelling “fire safe”



Building Services

Building Services reviews permit plans and conducts inspections to ensure that construction is carried out in accordance with the Ontario Building Code

For more information call Service Oshawa 905-436-3311