

Maintenance and repairs

It is your landlord's job to repair and maintain your rented home. They must fix or replace anything that is in bad condition or does not work properly.

It does not matter if your rental agreement says something different or if you knew about the problem when you agreed to rent the place. The law says your landlord is responsible.

You are responsible for keeping your own rental unit clean, unless your rental agreement says your landlord will do it.

What are some things that my landlord must repair and maintain?

Your landlord must repair and maintain things that come with your place, such as appliances like a fridge or stove.

Your landlord must also clean and maintain the common areas. These are areas both inside and outside the building that are not part of tenants' rental units. For example, your landlord must:

- keep halls, elevators, stairways, and the lobby clean,
- keep laundry and garbage rooms clean,
- do yard work like cutting the lawn, and
- shovel snow and keep ice off driveways and sidewalks.

Your landlord can pay you or give you something else of value so that you do some of the maintenance work. But it must

be clear what work you have agreed to do and what you are getting in return. You should get legal advice if your landlord is trying to make an agreement like this.

What happens if I damage something?

If you or your guests break anything on purpose or by being careless, usually you must pay for the repair.

How much heat does my landlord have to provide?

Your landlord must make sure that you have enough heat in cold weather. Usually this means at least 20°C from September to June.

The rules about heat are not the same everywhere in Ontario. Contact your municipal office to find out the rules in your area.

What can I do if my place has bedbugs, mice, or other pests?

Your landlord must take steps to get rid of any pests and must try to stop them from getting in.

Can my landlord cut off my utilities or other important services?

Your landlord cannot cut off or interfere with any important services like your water, electricity, or heat. If this happens, you should get legal help. You should also contact the Rental Housing Enforcement Unit (RHEU) at **1-888-772-9277** or at [ontario.ca/page/solve-disagreement-your-landlord-or-tenant](https://www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant).

Can I stop paying rent if my landlord does not do repairs?

It is safest to keep paying your rent while you are trying to get your landlord to deal with repair problems. If you do not pay all your rent for any reason, your landlord can try to have you evicted. If you have paid for repairs yourself, make sure your landlord agrees in writing before you deduct any amount from your rent.

Can my landlord make me move out so they can do repairs or renovations?

Some work that requires a building permit cannot be done while people are living there. If your landlord says you have to move out for this reason, they must give you at least **120 days' notice** in writing on a Form N13 notice from the Landlord and Tenant Board (LTB). You can get this form at tribunalsontario.ca/ltb or call **1-888-332-3234**.

There is more information about what you can do in the CLEO brochure called **Being evicted for renovations**.

What can I do if my landlord does not do repairs?

- **Send a letter or email to your landlord telling them what is wrong and that you need it repaired.** You can use CLEO's Tenant Repair Request Form to help with this. Keep a copy. And take photos of the problem.
- **Ask other tenants in your building if they are having similar problems.** You might be able to get more done if you work together, especially if the problems are in common areas or if many different units are affected.

- **Call a government inspector.** Call your local property standards or by-law department, or your town or city hall, municipal office, or local councillor. They might have inspectors who can order your landlord to make repairs or to clean up your building.
- **Get legal help.** A community legal clinic can help you talk to your landlord or apply to the Landlord and Tenant Board (LTB). To find your local clinic, contact Legal Aid Ontario at **1-800-668-8258** or [legalaid.on.ca](https://www.legalaid.on.ca).
- **Apply to the Landlord and Tenant Board (LTB).** If your landlord continues to refuse to fix the problem, you can apply to LTB. You should apply to the LTB within one year of noticing the problem. CLEO's T6 Guided Pathway can help you fill out the forms you need to apply.



Visit stepstojustice.ca for more information about housing problems. This is general information for people in Ontario, Canada. It is not intended to be used as legal advice.

Vous pourriez avoir droit à des services en français devant les tribunaux ou auprès d'organismes gouvernementaux. Visitez justicepasapas.ca/droits-linguistiques-des-francophones.