

# Privacy

Your landlord may own the place you are renting but it is your home and they must respect your privacy.

## Does my landlord have a right to come into my home?

The law says when your landlord has a right to enter your home. If the landlord does not have a valid reason or they are not following the rules, they do not have a right to come into your home, and you do not have to let them in.

Your landlord has the right to come in for the following reasons, as long as they give you notice in writing **24 hours ahead of time** and the time of entry is **between 8 a.m. and 8 p.m.:**

- to do repairs or inspect your place to see if any repairs are needed
- to show your place to a possible buyer, insurer, or mortgage lender
- to let a real estate agent show your place to a possible buyer
- to have a property inspection done before making your building into a condominium
- to come into your place for any reasonable purpose listed in your rental agreement.

You can let your landlord in at other times and for other reasons but that is your choice.

## Can my landlord ever come into my home without telling me?

Your landlord can only come into your home without telling you ahead of time if:

- there is an emergency
- your rental agreement says that your landlord gives you cleaning services
- you are living in a care home or retirement home and your rental agreement says your landlord must check on your condition

Your landlord can also enter if you agree to let them in when they come to your door. But if they did not give you 24-hour notice in writing or it is not for one of the reasons listed above, you can refuse to let them in.

## I am moving out. Does my landlord have to tell me when they are going to show my home?

Your landlord does not have to give you 24 hours' written notice but they must try to tell you ahead of time when they are coming and it must be between 8 a.m. and 8 p.m. Your landlord can do this only if:

- you have given notice to move out,
- your landlord has given you a legal notice to move out, or
- you and your landlord have agreed that you will move out.

## What can I do if the landlord ignores the rules about coming into my home?

You can tell your landlord you expect them to follow the rules about giving you notice and about when they can come into your place. If the landlord does not have a valid reason or they are not

following the rules, they do not have a right to come into your home. You do not have to let them in.

You can show your landlord legal information about your privacy rights. For example, you can show them a government website or a factsheet about tenant privacy. It might convince them to respect your rights.

## **Can I change my lock or add a new lock?**

If you are concerned about your safety or privacy in your home, you might want to change or add a lock. But the law says that you need your landlord's permission to change or add a lock.

## **What can I do if my landlord or someone who works for them has not respected my privacy?**

If the problem continues, you can complain to your landlord in a letter or email. Your letter or email should include details about what happened and why you think your landlord did not follow the rules. Put the date on the letter and keep a copy for yourself in case you need it later.

You can also call the Rental Housing Enforcement Unit (RHEU) at **1-888-772-9277**. RHEU staff might contact your landlord to discuss the situation. Sometimes this can solve the problem.

You can also make an application to the Landlord and Tenant Board. There is more information about this on Steps to Justice: **What if my landlord harasses me or invades my privacy?**

## **Where can I get more help and information?**

To find a lawyer at a community legal clinic, contact Legal Aid Ontario at **1-800-668-8258** or [legalaid.on.ca](https://www.legalaid.on.ca). They can advise you on how to apply to the Landlord and Tenant Board (LTB).

If your landlord continues to invade your privacy, that could be considered harassment. For more information, read the CLEO brochure **Harassment and discrimination**.

If you are concerned about your safety, you might want to call the police.



Visit [stepstojustice.ca](https://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](https://justicepasapas.ca/droits-linguistiques-des-francophones).