



Social Development Centre
WATERLOO REGION

Tenant Rights Information - MAINTENANCE & REPAIRS

Tenants keep their units clean, do not damage the property and report any repairs right away.

Landlords keep the rental property clean, all equipment in units and common areas functional, and regular pest control.

ESSENTIAL SERVICES

Running or hot water, heating, sewage or leaks.

Immediately seek the landlord or staff on site, call and report:

- with something in writing - a work order, a letter, email or text that your landlord signs on
- take photos, videos and take notes - dates, times, room, witnesses
- follow up if you do not hear back within 24 hours
- contact by-law property standards if no repairs done after 24 hours

By-law inspectors will request the landlord to resolve essential services within 24 to 72 hours.

Beyond that time, by-law may ask a contractor to do the work needed.

NON-ESSENTIAL SERVICES

Insects, mold, broken appliances or locks on front & back doors.

Contact the landlord or staff on site, call and report:

- submit a work order, a letter, or an email and include a reasonable time you expect repairs to be done, up to two weeks
- keep written notes about the issues (what, where, when, etc.)
- take photos and record videos
- follow up if you do not hear back within the time agreed upon
- always have a signed landlord's confirmation of each complaint

If the problem is not solved within two weeks, contact By-Law services. An inspector will come within a week and will ask the landlord to do the repairs within 19 days.

If you want **compensation for damage to your belongings or you wish to end your tenancy** due to landlord's lack of action, contact Waterloo Region Community Legal Services for advice. If you qualify financially, you can get assistance in filing in forms and preparing for a hearing at the Landlord and Tenant Board. All issues you had in the last 12 months can be brought to the Board, even if you moved out.

EVICTIION PREVENTION WR

ByLaw Cambridge (519) 623-1340 ext. 7907
Online: <https://forms.cambridge.ca/Bylaw-Inquiry>

Bylaw Kitchener (519) 741-2345
Online: <https://form.kitchener.ca/CSD/BYLAW/Property-Standards-Complaint-Form>

Bylaw Waterloo (519) 747-8785
municipal-enforcement@waterloo.ca

Waterloo Region Community Legal Services - 519-743-0254

Cambridge: michelle.knight@waterlooregion.org * 519-579-3800 ext. 8

KW : hollie.george@waterlooregion.org * 519-579-3800 ext.7



Social Development Centre
WATERLOO REGION

Tenant Rights Information - HEALTH AND SAFETY

Tenants keep their units clean, do not damage the property and report any damage right away.

Landlords keep all equipment, lights, doors, fire and smoke alarms in units and common areas functional.

IMMEDIATE HAZARD

Damaged sprinklers or fire alarms, fire exits blocked and faulty electrical systems

Immediately seek the landlord or staff on site, call and report:

- with something in writing - a work order, a letter, email or text that your landlord signs on
- take photos, videos and take notes - dates, times, room, witnesses
- follow up if you do not hear back within 24 hours
- contact Fire Prevention standards if no repairs done after 24 hours

Fire Prevention inspectors will come on site and request the landlord to resolve the immediate hazards within 24 to 72 hours.

Beyond that time, legal action may be taken by the Fire Prevention.

NON-EMERGENCY

Lack of lighting, damaged fire escape doors, blocked hallways or minor exits.

Contact the landlord or staff on site and report:

- submit a work order, a letter, or an email and include a reasonable time you expect repairs to be done, up to two weeks
- keep written notes about the issues (what, where, when, etc.)
- take photos and record videos
- follow up if you do not hear back within the time agreed upon
- always have a signed landlord's confirmation of each complaint

If the problem is not solved within two weeks, contact Fire Prevention services. An inspector will come within a week and will ask the landlord to do the repairs and may take legal action if the work is not done in time.

If you want **reimbursement for damage to your belongings or you wish to end your tenancy** due to landlord's lack of action, contact Waterloo Region Community Legal Services for advice. If you qualify financially, you can also get assistance in filing in forms and preparing for a hearing at the Landlord and Tenant Board. All issues you had in the last 12 months can be brought to the Board, even if you moved out.

EVICTIION PREVENTION WR

Fire Prevention Kitchener 519-741-2495

Fire Services Waterloo 519-884-2121 x 23306

Fire Prevention Cambridge 519-621-6001

Waterloo Region Community Legal Services - 519-743-0254

Cambridge: michelle.knight@waterlooregion.org * 519-579-3800 ext. 8

KW : hollie.george@waterlooregion.org * 519-579-3800 ext.7



Social Development Centre
WATERLOO REGION

Tenant Rights Information - CRIME AND SECURITY

Tenants keep the building safety by prevent vandalism, theft, violence and report it immediately.

Landlords keep the doors and parking lots well lit, locks and intercoms functioning, and trains staff on site.

IMMEDIATE EMERGENCY

In progress: assault, break and entry, medical emergency, collisions with people injured.

CALL 911!

Police Officers will come to intervene and make a report. If this involves altercation with another person, do not confront them by yourself.

Take notes, photographs or video only when you are safe and others are safe around you.

NON-EMERGENCY

Tenant disputes, car theft, drug dealing, evidence of incidents that have already happened.

Call non-emergency police number: 519-570-9777 or Crime Stoppers, you can leave an anonymous complaint: 1-800-222-8477.

Police officers will come out and make a report.

You can also report minor incidents (damage or loss under \$5,000 with no witnesses and no evidence at the crime scene) through online reporting at wrps.on.ca/en/services-reporting/online-reporting.aspx

If you want **reimbursement for damage to your belongings or you wish to end your tenancy** due to landlord's lack of action, contact Waterloo Region Community Legal Services for advice. If you qualify financially, you get assistance in filing in forms and preparing for a hearing at the Landlord and Tenant Board. All issues you had in the last 12 months can be brought to the Board, even if you moved out.

EVICTIION PREVENTION WR

Emergency 911

Waterloo Regional Police non-emergency number 519-570-9777
Report Online: wrps.on.ca/en/services-reporting/online-reporting.aspx

Waterloo Region Crime stoppers 1-800-222-8477
waterloocrimestoppers.com

Waterloo Region Community Legal Services - 519-743-0254

Cambridge: michelle.knight@waterlooregion.org * 519-579-3800 ext. 8

KW : hollie.george@waterlooregion.org * 519-579-3800 ext.7