

**YOU CANNOT WITHHOLD
RENT BECAUSE THE
LANDLORD HAS NOT DONE
REPAIRS TO YOUR RENTAL
UNIT. YOU MUST FOLLOW
THE STEPS LISTED IN THE
MAINTENANCE & REPAIR
CHECKLIST. YOU HAVE 1
YEAR TO FILE YOUR
MAINTENANCE & REPAIR
APPLICATION WITH THE
LANDLORD & TENANT
BOARD**

MAINTENANCE AND REPAIR CHECKLIST

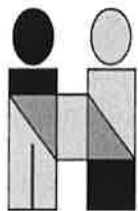
Included in your package:

1. Demand Letter
2. Tip sheet on maintenance and repair issues
3. Information on how to fill out a Landlord and Tenant Board application form
4. T6 Maintenance and Repair Landlord and Tenant Board application (1 year to file)
5. Fee Wavier Form from the Landlord and Tenant Board for those that cannot afford the cost of the form.

TO DO:

- ✓ If no response in 5 business days fill out demand letter and give to landlord (keep copy)
- ✓ Gather evidence of your maintenance issues
 - photographs and videos, letters, e-mails, and texts, invoices and receipts, bank statements, medical records, reports from building inspectors, witnesses (for example, family, friends, social workers, police officers, or building inspectors).
- ✓ Contact the following agencies that apply to make a complaint (keep a copy of any orders issued):
 - Property Standards #905-546-2782 i.e. maintenance and repair issues
 - Public Health (ask to speak to public health inspector) #905-564-3500 i.e. pests/mold
 - Rental Housing Enforcement Unit #1-888-772-9277
 - Fire Department #905-546-3333
 - Electrical Safety Authority #1-877-372-7233
 - Technical Standards & Safety Authority (elevators) #1-877-682-8772
- ✓ Fill out T6 Maintenance and Repair Application and Fee Waiver and come back to Clinic to have it reviewed with a Legal Worker before filing with the Landlord and Tenant Board

PLEASE NOTE: THIS TOOLKIT IS NOT A SUBSTITUTE FOR LEGAL ADVICE. PLEASE CONTACT THE LEGAL CLINIC TO HAVE YOUR APPLICATION REVIEWED BEFORE FILING.



Hamilton Community Legal Clinic
Clinique juridique communautaire de Hamilton



203-100 Main Street East, Hamilton, ON L8N 3W4 905-527-4572 / 905-523-7282 (fax)

Tenant: _____
Address: _____

Date: _____

Landlord: _____
Address: _____

Dear sir or madam:

Re: Maintenance/Disrepair Issues in my Unit

I am the tenant in the above-noted unit. There are a number of disrepair and maintenance issues in my unit which I would like you to address immediately. These issues are: (list)

The following property of mine has also been damaged, lost or stolen due to your breach of your maintenance and repair obligations:

I first notified you of these issues on: _____ (date) (further comments)

Since that time you have taken the following steps to fix the problems:

These steps did not fully resolve my disrepair and maintenance issues. I am therefore requesting that you undertake the necessary work to bring my unit into an acceptable state of maintenance and repair immediately.

These disrepair and maintenance issues are substantially interfering with my reasonable enjoyment of my unit. Furthermore, as a Landlord, you have responsibilities under ss. 20 and 22

the *Residential Tenancies Act, 2006*, to maintain my unit in a good state of maintenance and repair. Since I am not getting full value for what I am paying for, I may be entitled to a rent abatement, compensation for my damaged property, compensation for out-of-pocket expenses, and/or other remedies.

I am asking that you address these issues no later than _____ (date). If you do not effectively address the problems by this date, I will take further action to enforce my rights as a tenant.

Sincerely,

(Tenant signature)



TIP SHEET FOR TENANTS

What can I do if my landlord does not do repairs or respect my legal rights?

□□□ This tip sheet contains general information on what to do if your landlord is not keeping the place you rent in good repair or if your landlord does not respect your legal rights.

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This tip sheet contains general information. It is not a substitute for getting legal advice about your particular situation.

Prepared by the Tenant Duty Counsel Program and funded by Legal Aid Ontario.

To download this and other tip sheets for tenants, go to **acto.ca**

The law that applies to most rental housing in Ontario is known as the Residential Tenancies Act or RTA. It sets the rules that tenants and landlords must follow. If you rent an apartment, room, or house and you do not use the same kitchen or bathroom as the owner or a close relative of the owner, the RTA probably applies to you.

If you believe that your landlord is not following the rules in the RTA or not respecting your legal rights, you can ask for a hearing before a special court called the Landlord and Tenant Board. In this tip sheet, "Board" means the Landlord and Tenant Board.

This tip sheet is divided into four parts:

Part 1: tells you what to do if your landlord is not keeping your place in good repair. See pages 2 to 10.

Part 2: tells you what to do if your landlord is not respecting your legal rights. See pages 10 to 16.

Part 3: explains what you can expect after you file an application to the Board. See pages 16 to 19.

Part 4: tells you where to get more help and information. See pages 19 to 20.

PART 1:

If your landlord is not keeping your place in good repair

The RTA says that your landlord is responsible for keeping the place you rent

- in good repair,
- in a state fit for you to live in, and
- in a state that complies with health, safety, housing, and maintenance standards.

Your landlord is responsible for this even if you rented the place knowing that repairs were needed.

If the place you rent is not in good repair, tell your landlord about the problems and ask the landlord to fix them. It is best to do this by writing a letter to your landlord. Make sure you keep a copy of the letter.

If your landlord does not respond to your letter or does not fix the problems, you can apply to the Landlord and Tenant Board for a remedy. A "remedy" is something the Board can order the landlord to do to fix the problems or to make up for not following the law.

To ask the Board to hear your case, you must fill out a form called a **Tenant Application about Maintenance - Form T6** and give it to the Board. It costs \$45 to apply, but you may not have to pay if you can get a fee waiver. To find out if you qualify, fill in a **Fee Waiver Request** and give it to the Board with your application.

You can get the Tenant Application about Maintenance - Form T6, **T6 Instructions**, and the Fee Waiver Request from a Board office or a ServiceOntario Centre. These forms are also available to download from the Board's website at **www.sjto.ca/ltb**.

When you have completed your application, hand it to the staff at the front counter of a Board office or a ServiceOntario Centre. This is called "filing" your application. You can also file using **LTB e-file**. You can get more information on how to use LTB e-file at **www.sjto.ca/ltb**.

When should I file a Tenant Application about Maintenance - Form T6?

To ask the Board for a hearing, you must file your application **within 1 year** of when the maintenance problem happened. If the problem is ongoing, you can apply even if the problem started over 12 months ago. If you are applying about a problem that began within the last 12 months and has been fixed, the Board will only consider the time up to when the landlord fixed the problem.

You can apply even if you have moved out of the place.

How do I fill out Form T6?

Before you begin, read Form T6 and the T6 Instructions carefully. The T6 Instructions tell you how to fill out Form T6.

When you have completed your application, go over it carefully. Make sure that it is complete and correct. **The Board may dismiss or delay your hearing if it finds serious mistakes in your application.**

If you are having trouble completing the form, talk to a lawyer or legal worker before you give it to the Board. At the end of this tip sheet, you will find information about getting legal help.

When you fill out your Form T6, be sure to print:

- your first and last name
- the address where you want the Board to send your mail
- a phone number where you can be reached.
- the address of the place you are applying about. This is especially important if you moved out before filing your Form T6.
- your landlord's full legal name, address, and phone number. Sometimes the landlord is a company, and sometimes there is more than 1 landlord. One way to find the legal name and address of the landlord is to look on your lease. Another way is to contact the Municipal Property Assessment Corporation Office or visit the Registry Service at your local City Hall or Civic Centre.

You will need to fill out a **Schedule of Parties** form and add it to your application if

- there are more than 2 tenants living in the place you rent and you want to include them in your application, or
- there is more than 1 landlord or you want to include other people in your application such as the superintendent or someone else who works for your landlord.

You can get a Schedule of Parties form from the Board, a ServiceOntario Centre, or the Board's website at **www.sjto.ca/lrb**.

What should I say when I fill in the reasons for my application?

When you fill out your Form T6, include every maintenance problem that you want the Board to consider. If you forget to include something, the Board will not allow you to talk about it at your hearing. If you need more space, use a separate sheet of paper and attach it to your form.

Tell your story in your own words. Describe **each problem** in as much detail as you can.

- What is the problem and when did you first notice it?
- Did you try to do anything to fix the problem?
- Did you tell your landlord about the problem? How? When? How many times?
- Did your landlord answer you? When?
- Did your landlord do anything to fix the problem?
- Was the problem fixed? When?
- Did you report the problem to any authorities, such as the City or the Fire Marshall?
- Were any of your belongings damaged because of the problem? Give details.

It is important to include the dates when things happened. If you cannot remember the exact date, try to say what part of the month it was. For example, if you asked your landlord to fix a leak in November, try to remember if it was at the beginning, middle, or end of the month.

If you can, attach evidence to prove what you say in your application.

What is evidence?

Evidence is any documents that you or landlord gives to the Board. Evidence is also what you, your landlord, or your witnesses say at the hearing.

Here are some examples of different kinds of evidence:

- photographs and videos
- letters, e-mails, and texts
- invoices and receipts
- bank statements
- medical records
- reports from building inspectors
- witnesses (for example, family, friends, social workers, police officers, or building inspectors).

What is a remedy?

When you file your application, you must ask the Board for a remedy. A remedy is something that the Board will order the landlord to do to make up for not keeping your place in good repair.

Form T6 lists many possible remedies. Think carefully about which ones apply to your situation, and choose all the remedies that you want the Board to consider. **If you do not choose a remedy, the Board will not choose one for you.**

The Board can order any of the following remedies:

- **Remedy 1** (*Rent abatement*) – The Board can order your landlord to give you back some of the rent that you paid before a problem was fixed. For this, the Board will only go back 12 months from the date you filed your Form T6. If you still have repair problems on the date of your hearing, the Board can order your landlord to decrease your rent until all the problems are fixed. When you decide how much to ask for, consider how much the problem affected you and how long you had to put up with it.
- **Remedy 2** (*Compensation*) – The Board can order your landlord to pay to repair or replace your belongings if they were damaged or lost because your landlord did not fix the problems in your place. The Board will want proof of the damage or loss, of the value of the belongings at the time, and of the cost to fix or replace them. Make a list of what was damaged or lost, and get estimates of repair or replacement costs. Receipts are also helpful.
- **Remedy 3** (*Other reasonable expenses*) – If you had extra expenses because of problems your landlord did not fix, the Board can order the landlord to repay you. For example, you can ask for your landlord to pay for food that spoiled because of a broken fridge. If your landlord did not fix the furnace and you had to buy a space heater, you can ask the Board to order your landlord to pay for it. You will need receipts to prove how much you paid.
- **Remedy 4** (*Cost of repairs you did*) – If you fixed the problem yourself or hired someone to do the work for you, you can ask the Board to order your landlord to pay you for the work. If you paid someone else to do the work, bring all the invoices and receipts to your hearing. It helps if you got 3 estimates before you hired someone to do the work.
- **Remedy 5** (*Cost of repairs you will do yourself*) – If you want, you can ask the Board to let you do the repairs yourself. The Board can order your landlord to pay you for the repairs or to deduct the amount from your rent.
- **Remedy 6** (*Order your landlord to do repairs*) – The Board can order your landlord to do the work by a specific date.

- **Remedy 7** (*Freeze your rent*) – The Board can order your landlord not to increase your rent until certain repairs have been completed.
- **Remedy 8** (*End your tenancy*) – The law usually requires tenants to give 60 days' notice before they can end their tenancy. But, if you do not want to stay in your place because of the maintenance problems, you can ask the Board to let you move without giving this notice. If the Board agrees, your tenancy will be "terminated" or ended. If you have already moved out without giving proper notice, you can ask the Board to end your tenancy on the day you moved.
- **Remedy 9** (*Other*) – In this section, you can ask for a remedy that is not listed. For example, if your landlord's behaviour caused you inconvenience or emotional stress, you can ask the Board to order your landlord to pay you money.

On page 7, mark the box that says you are a tenant, sign, and date the form. **The Board will not accept your application if you do not sign it.**

On the page called **Request for Accommodation or French Language Services:**

- If you want your hearing to be in French, check the box marked "French-Language Services".
- If you have special needs, you can use this page to tell the Board what kind of help you need. If your special needs are related to grounds listed in the Ontario Human Rights Code, the Board must make special arrangements to help you use the Board's services. For example, if you are not from Canada and have difficulty speaking or understanding English or French, you can ask the Board to provide an interpreter to help you participate in your hearing. Or, if you have a physical or mental disability that may affect your use of the Board's services, you can ask the Board for special assistance.

On the page called **Payment and Scheduling Information Form:**

Fill in the box that says how you want to pay the filing fee. Remember, if you get a fee waiver, you will not have to pay.

List any days when you cannot attend a hearing. For example, list any days when you have medical appointments or will be out of town.

What do I do with my completed application?

When you have filled out Form T6 and attached the documents you want the Board to consider, hand your application and your Fee Waiver Request to the staff at the front counter of a Board office or a ServiceOntario Centre. The staff will stamp the date on your documents. **If you do not get a fee waiver, you will have to pay \$45 before the Board will accept your application.**

If you are filing your Form T6 and attached documents using LTB e-file, print copies of your completed documents **before** sending them online. You can get more information on how to use LTB e-file at **www.sjto.ca/ltb**.

What happens next?

When your application is accepted, the Board will set a date for your hearing. The **Notice of Hearing** tells you the date, time, and place of your hearing. In most cases, the Board will mail copies of your Form T6 application and the Notice of Hearing to you and your landlord and anyone else listed in your application. In some cases, the Board may order you to deliver these documents instead.

If you have to deliver the documents, the Board will give you an **Order to Serve Documents**. It will tell you what documents you are responsible for delivering and when you must deliver them. Deliver the documents as soon as possible, but **no later than the deadline** listed in the Order to Serve Documents. **If you do not follow the instructions in the Order, the Board may delay your hearing or dismiss your application.**

After you have delivered the documents, fill in the **Certificate of Service** and give it to the Board.

Do I have to pay my rent if my landlord will not do repairs?

The law does not permit you to stop paying your rent because your landlord is not following the rules or making repairs.

If you are filing a Tenant Application about Maintenance - Form T6, you can ask to pay your monthly rent to the Board, in trust, until your application is decided. To

do this, you must complete a **Request to Pay Rent to the Board on a Tenant Application about Maintenance** form. You can get this form from the Board, a ServiceOntario Centre, or the Board's website at www.sjto.ca/lrb.

The Board will only grant your request if there are **special circumstances** that prevent you from paying rent to your landlord.

Here are some examples of special circumstances:

- you cannot contact your landlord or you do not know who to pay
- your landlord will not accept your rent
- you will be moving out and you may find it hard to collect money that the Board orders the landlord to pay.

You can file a Request to Pay Rent to the Board on a Tenant Application about Maintenance when you file your Form T6. If the Board agrees to your request, **you must pay all of your rent to the Board on time** until your case is decided. If you do not, the Board may decide not to hear your case.

How do I make a payment to the Board?

Follow these steps **each time** you make a payment to the Board.

1. Get a deposit slip from the Board.
 - Go to your nearest Board office and tell the staff at the front counter that you want to "make a payment into the Board, in trust". These staff members are sometimes called Customer Service Representatives or CSRs.
 - Give your Board file number to the CSR. It is the number on the top right-hand corner of the Board order or Notice of Hearing. It looks something like this: EAL-12345-12, TNL-23456-11, or SOL 34567-13.
 - The CSR will give you a deposit slip to take to any branch of the Canadian Imperial Bank of Commerce (CIBC). You must pay at the CIBC. No other bank will accept these payments. The money goes into a special type of account called a trust account. The Board will pay your landlord from this account.
2. Take the deposit slip to any branch of the CIBC and make your payment.

- Tell the bank teller that you want to "make a payment into the Board, in trust".
 - Give the bank teller the deposit slip you got from the Board and say how much money you want to pay. The teller will fill in the deposit slip.
 - When you have paid, the teller will date and stamp the completed deposit slip and give it back to you. It is your proof of payment.
3. Return the completed deposit slip to the Board.
- You **must** do this so that the Board has proof that you paid your rent. The deposit slip will go into your Board file.
 - **Keep a copy** of the deposit slip for your own records.

PART 2:

If your landlord is not respecting your legal rights

You have legal rights as a tenant, and your landlord must respect these rights. You can apply to the Board for a remedy if your landlord, or someone who works for your landlord, does any of these things:

- comes into your place without your permission or without giving you notice, in writing, 24 hours ahead of time
- changes the lock to your place and does not give you the key
- shuts off your water, heat, or electricity
- seriously interferes with your enjoyment of the place where you live
- harasses, threatens, or coerces you. (Coerce means to force you to do something.)
- does not give you the care services or meals that your landlord agreed to provide
- does not follow the proper procedures to evict you. (This is called "wrongful eviction".)
- does not give you 72 hours to pick up your property after the Sheriff has evicted you.

To apply to the Board for any of these reasons, you must fill out a form called **Application about Tenants Rights – Form T2** and give it to the Board. You have other legal rights as well. If you think you have rights that your landlord is not respecting, get legal advice.

You can get the Application about Tenants Rights – Form T2 and the **T2 Instructions** from a Board office or a ServiceOntario Centre. These forms are also available to download from the Board’s website at **www.sjto.ca/ltb**.

When you have completed your application, hand it to the staff at the front counter of a Board office or a ServiceOntario Centre. This is called “filing” your application. You can also file using **LTB e-file**. You can get more information on how to use LTB e-file at **www.sjto.ca/ltb**.

When should I file an Application about Tenants Rights – Form T2?

To ask the Board for a hearing, you must file your application **within 1 year** of when the problem happened. If the problem is ongoing, you can apply even if the problem started over 12 months ago. If the problem happened within the last 12 months but has stopped, the Board will only consider the time up to when the problem stopped.

You can apply even if you have moved out of the place.

How do I fill out Form T2?

Before you begin, read Form T2 and the T2 Instructions carefully. The T2 Instructions show you how to fill out Form T2.

When you have completed your application, go over it carefully. Make sure that it is complete and correct. **The Board may dismiss or delay your hearing if it finds serious mistakes in your application.**

If you are having trouble completing the form, talk to a lawyer or legal worker before giving it to the Board. At the end of this tip sheet, you will find information about getting legal help.

When you fill out your Form T2, be sure to print:

- your first and last name
- the address where you want the Board to send your mail
- a phone number where you can be reached

- the address of the place you are applying about. This is especially important if you moved out before filing your Form T2.
- your landlord's full legal name, address, and phone number. Sometimes the landlord is a company, and sometimes there is more than 1 landlord. One way to find the legal name and address of the landlord is to look on your lease. Another way is to contact the Municipal Property Assessment Corporation Office or visit the Registry Service at your local City Hall or Civic Centre.

You must fill out a **Schedule of Parties** form and add it to your application if

- there are more than 2 tenants living in the place you rent and you want to include them in your application, or
- there is more than 1 landlord or you want to include other people in your application such as the superintendent or someone else who works for your landlord.

You can get a Schedule of Parties form from the Board, a ServiceOntario Centre, or the Board's website at www.sjto.ca/ltb.

What should I say when I fill in the reasons for my Application about Tenant Rights – Form T2?

On page 3 of Form T2, check the boxes that best describe the problems you are having with your landlord. Explain your story in your own words.

On page 4, explain each problem in as much detail as you can. For each problem, you should say

- what happened and when
- who caused the problem
- how often the problem happened
- how it affected you and your family
- who you spoke to or reported the problem to.

It is important to include the name of the person who caused the problem and the dates when things happened. If you cannot remember the exact date, try to say what part of the month it was. For example, if your landlord changed the lock on your door in November, try to remember if it was at the beginning, middle, or end of the month.

Your Form T2 must include every problem that you want the Board to consider. If you forget to include something in your application, the Board will not allow you to

talk about it at your hearing. For example, if your application does not say that the landlord shut off the heat, you will not be able to talk about it at the hearing. If you need more space, use a separate sheet of paper and attach it to your form.

If you can, attach evidence to prove what you say in your application.

What remedies can I ask for in an Application about Tenant Rights – Form T2?

You can ask the Board to consider the following remedies:

- **Remedy 1** (*Rent abatement*) – If your landlord evicted you without following proper procedures, the Board can order your landlord to give you back some of the rent you paid while you were unable to live in your place.
- **Remedy 2** (*Stop*) – The Board can order your landlord or the superintendent to stop the activity that made you file this application.
- **Remedy 3** (*Pay a fine*) – The Board can order your landlord to pay a fine to the Board. The fine is to discourage the landlord from behaving in the same way again. The fine cannot be more than \$25,000. A high fine is very rare.
- **Remedy 4** (*End your tenancy*) – The law usually requires tenants to give 60 days' notice before they can end their tenancy. But, if you do not want to stay in your place because of the problems with your landlord, you can ask the Board to let you move without giving this notice. If the Board agrees, your tenancy will be "terminated" or ended. If you have already moved out without giving proper notice, you can ask the Board to end your tenancy on the day you moved.
- **Remedy 5** (*Compensation*) – The Board can order your landlord to pay to repair or replace your belongings if they were damaged or lost because of the landlord's behaviour. For example, if your landlord threw out your belongings after wrongfully evicting you, you can ask the landlord to pay for them. The Board will want proof of the damage or loss, of the value of the belongings at the time, and of the cost to fix or replace them. Make a list of what was damaged or lost and get estimates of repair or replacement costs. Receipts are also helpful.
- **Remedy 6** (*Increased rent*) – If you moved out because of your landlord's behaviour and the rent for your new place is higher, the Board can order the landlord to pay the difference in your rent for up to 1 year. You must provide proof of your new rent.

- **Remedy 7** (*Moving and storage expenses*) – If you moved out or want to move out because of your landlord’s behaviour, the Board can order the landlord to pay your moving costs or the cost of storing your belongings after you moved. If you have not moved but are asking the Board to end your tenancy, get 3 estimates of moving and storage costs for the Board.
- **Remedy 8** (*Other reasonable expenses*) – If the landlord’s behaviour created extra expenses for you, the Board can order the landlord to repay you. For example, if your landlord locked you out of your place and you had to stay at a motel, you can ask the landlord to pay the cost of your room and meals. Be sure to keep your receipts.
- **Remedy 9** (*Move back*) – If the landlord locked you out of your place, the Board can order the landlord to let you move back. However, the Board cannot do this if the landlord has rented the unit to someone else.
- **Remedy 10** (*Return your property*) – If the landlord did not give you 72 hours to pick up your belongings after you were evicted, the Board can order the landlord to return your property or to pay you for it.
- **Remedy 11** (*Other*) – In this section, you can ask for a remedy that is not listed. For example, if your landlord’s behaviour caused you inconvenience or emotional stress, you can ask the Board to order your landlord to pay you money.

On page 8, mark the box that says you are a tenant, sign, and date the form. **The Board will not accept your application if you do not sign it.**

On the page called **Request for Accommodation or French-Language Services**:

- If you want your hearing to be in French, check the box marked “French-Language Services”.
- If you have special needs, you can use this page to tell the Board what kind of help you need. If your special needs are related to grounds listed in the Ontario Human Rights Code, the Board must make special arrangements to help you use the Board’s services. For example, if you are not from Canada and have difficulty speaking or understanding English or French, you can ask the Board to provide an interpreter to help you participate in your hearing. Or, if you have a physical or mental disability that may affect your use of the Board’s services, you can ask the Board for special assistance.

What do I do with my completed application?

When you have filled out Form T2 and attached any documents you want the Board to consider, hand your application to the staff at the front counter of a Board office or a ServiceOntario Centre. The staff will stamp the date on your documents.

If you are filing your Form T2 and attached documents using LTB e-file, print copies of your completed documents **before** sending them online. You can get more information on how to use LTB e-file at **www.sjto.ca/ltb**.

What happens next?

When your application is accepted, the Board will set a date for your hearing. The **Notice of Hearing** tells you the date, time, and place of your hearing. In most cases, the Board will mail copies of your Form T2 application and the Notice of Hearing to you and your landlord and anyone else listed in your application. In some cases, the Board may order you to deliver these documents instead.

If you have to deliver the documents, the Board will give you an **Order to Serve Documents**. It will tell you what documents you are responsible for delivering and when you must deliver them. Deliver the documents as soon as possible, but **no later than the deadline** listed in the Order to Serve Documents. **If you do not follow the instructions in the Order, the Board may delay your hearing or dismiss your application.**

After you have delivered the documents, fill in the **Certificate of Service** and give it to the Board.

PART 3:

After you file your Form T6 or Form T2 application

What if I need to make changes to my application AFTER I have filed it with the Board?

You may want to change something in your application after you have given it to the Board. This is called "amending" your application.

Some changes are minor, for example, correcting the spelling of someone's name. You can ask the Board to make a minor change at your hearing. However, some changes are significant and may confuse your landlord, for example, changing your story or adding another remedy. If you want to make a significant change, you must ask the Board in writing.

You can follow these steps to change any type of application:

1. Write a letter to the Board asking to amend your application.
 - In your letter, list and describe the changes or additions you want to make.
2. Fill out a new application with the changes.
 - Write "AMENDED" at the top of the first page of the application.
 - Mark your changes by putting an asterisk (*) beside changes or underlining new information.
3. Give your letter and the amended application to the Board.
 - The Board will give you copies of all the documents and may give you a **new** Notice of Hearing.
4. Give your landlord a copy of the amended application and, if necessary, the new Notice of Hearing. You must also give copies to anyone else included in your application.
5. Fill out a new Certificate of Service and give it to the Board.
 - This will let the Board know how and when you gave the new documents to the landlord and anyone else included in your application.

The Board **may not agree** to let you amend your application. At the beginning of your hearing, you will have to explain why the Board should let you make the changes. The Board will consider these questions:

1. Did you ask for the amendment as soon as you realized you needed to make the change?
2. Will changing the application harm the landlord?
3. Will the Board have to change the date of the hearing to give the landlord more time to prepare?
4. Is the change necessary and did you ask for it in good faith?
5. Are there any other considerations?

If the Board does not agree to your request, the hearing will go ahead using your original application.

What if I have an emergency and need the Board to hear my application right away?

In some situations, you may need the Board to make a decision as soon as possible.

- For example, you may need to present your case right away if your landlord
 - has changed the locks and not given you a new set of keys
 - is harassing, threatening, or coercing you
 - is entering your place illegally
 - is interfering with vital services, such as your heat in winter or your water supply
 - is not allowing you to pick up your property within 72 hours of the Sheriff evicting you.

If you have any other type of emergency, talk to a lawyer or legal worker about what the Board will consider an “emergency situation”.

How do I ask the Board to shorten the time?

You must complete a form called **Request to Extend or Shorten Time**. You can get the form from the Board’s website at www.sjto.ca/lrb, or you can pick it up at a Board office or a ServiceOntario Centre. File this request as soon as possible even though there is no deadline.

For more information, see the tip sheet called *What should I do if I am late to file a form with the Board or if I need a hearing quickly?* Part 4 tells you where to find this tip sheet and where to get legal help.

What should I expect at the hearing?

Before your hearing, you should think about what you want to say and what evidence you want to give.

To prepare:

1. Write down everything that happened and when.
2. Make a list of the evidence you want to present.
 - You must bring **3 copies** of any documents you want to use at your hearing: one copy for you, one for your landlord, and one for the Board member who is hearing your case.
 - If your evidence is a still photo on your camera, phone, or computer, bring prints of the photo.
 - If your evidence is a video recording on a computer disc, bring your own laptop or ask the Board ahead of time to provide a computer at your hearing.
3. Make a list of any witnesses you want at the hearing and think about what you want them to say.
 - Usually police, building inspectors, and other officials cannot go to a hearing as witnesses unless they are “summonsed”. For information about how to summons a witness, contact the Board or your local community legal clinic.

Because this is your application, you will tell your story first. This is the time to show the Board your evidence and have your witnesses speak. The landlord, or the landlord’s representative, will be allowed to question you and your witnesses. This is called “cross-examination”. The Board member may also ask questions.

After you are finished, the landlord, or the landlord’s representative, will present their side of the story. You can then cross-examine the landlord and the landlord’s witnesses. The Board member may also ask questions.

When everyone has finished giving their evidence and the Board member has no more questions, you must tell the Board what you want the Board to do, and why you should get what you ask for. The landlord is given the same opportunity.

The Board may make a decision right away, or the Board may take a few days to decide. This is called “reserving the decision”. Either way, the Board will mail the final order to you and the landlord.

I think the Board's order is wrong. What should I do?

If you believe the Board has made a **serious error** in its order, you can apply for a review of the decision. In other words, you can ask the Board to look at your case one more time.

To request a review, fill out a **Request to Review an Order** form and give it to the Board. You must request a review within **30 days** from the date of the decision. It costs \$50 dollars to file this request, but you may not have to pay if you can get a fee waiver.

You get only one chance to ask for a review of the Board's order so you should get legal advice before completing the form. At the end of this tip sheet, there is information on where to find legal help.

Is there anything else I can do to challenge a Board decision?

You have the right to appeal to the Divisional Court if you believe there is an **error of law** in the Board's decision. You have **30 days** from the date of the Board's order to do this.

Going to Divisional Court can be very expensive. If you lose, you could be made to pay your landlord's legal costs. That could be thousands of dollars.

Get legal advice before going to court.

PART 4:

Where can I get help or more information?

Tip sheets for tenants

Free tip sheets are available online at **www.acto.ca**. They deal with many of the housing problems tenants face.

Community legal clinics

Across Ontario, community legal clinics give free legal advice to people with low

incomes. You can contact your local legal clinic for help with landlord and tenant matters.

To find the community legal clinic for your area, go to Legal Aid Ontario's website at **www.legalaid.on.ca**. Click on "Contact LAO", then on "Community legal clinics". Or call Legal Aid Ontario:

Toll-free 1-800-668-8258
Toronto area 416-979-1446
Toll-free TTY 1-866-641-8867
TTY, Toronto area 416-598-8867

Landlord and Tenant Board

You can contact the Board to get their forms and for general information about landlord and tenant issues. All the Board's forms and other brochures are available on their website at **www.sjto.ca/ltb**. The Board cannot give you legal advice.

Toll-free 1-888-332-3234
Toronto area 416-645-8080

Other sources of information

You can find information for tenants online at **www.yourlegalrights.on.ca**.

In Toronto, you can also call the Tenant Hotline at 416-921-9494 for free information and referrals to your local legal clinic.



Social Justice Tribunals Ontario

Providing fair and accessible dispute resolution

Landlord and Tenant Board

Form T6

Tenant Application about Maintenance

Instructions

- **Section A:** When to use this application..... p. 1
- **Section B:** How to complete this application..... p. 1
- **Section C:** What to include when you file your application..... p. 7
- **Section D:** How to file your application..... p. 7
- **Section E:** What to do if you have any questions..... p. 8

January 16, 2017

SECTION**A****When to use this application**

You can use this application to apply to have the Landlord and Tenant Board (LTB) determine whether your landlord:

- has not repaired or maintained the rental unit or the residential complex,
- or
- has not complied with health, safety, housing or maintenance standards.

If the problem has been fixed, you must apply within one year of the date the problem was fixed.

You can make this application if you are either a **current** or **former tenant**.

SECTION**B****How to complete this application**

Read these instructions before completing the application form. You are responsible for ensuring that your application is correct and complete. Follow the instructions carefully when you complete the application form.

The information you fill in on the form will be read electronically; therefore, it is important to follow the instructions below:

- Print clearly or type and do not touch the edges of the boxes.
- If there are more boxes in a line than you need, start from the left and leave the extra boxes blank.
- Do not fill in boxes that do not apply to you (for example, if you do not have a fax number, do not fill in boxes in the space marked "Fax Number").
- If the instructions tell you to shade a box or a circle (for example, circles marked "Yes" or "No"), shade the box or circle completely.

PART 1: GENERAL INFORMATION**Address of the rental unit covered by this application**

Fill in the complete address of the rental unit, including the unit number (or apartment or suite number) and the postal code.

If the street name includes a direction that will not fit in the five spaces provided (such as Northeast) use the following abbreviations: *NE* for Northeast, *NW* for Northwest, *SE* for Southeast, *SW* for Southwest.

Example:

If the address is: #208 at 1120 Mayfield Road North, London, this is how you should complete Part 1 of the application:

Street Number										Street Name																			
1 1 2 0										M A Y F I E L D																			
Street Type (e.g. Street, Avenue, Road)										Direction (e.g. East)										Unit/Apt./Suite									
R O A D										N O R T H										2 0 8									
Municipality (City, Town, etc.)																				Prov.		Postal Code							
L O N D O N																				O N		N 6 J 2 M 1							

Tenant Names and Address

In the *Tenant Names and Address* section, fill in your name. If two tenants live in the rental unit, fill in both your names. If more than two tenants live in the rental unit, fill in information about two tenants in this section of Part 1. Provide the names, addresses and telephone numbers of any additional tenants on the *Schedule of Parties* form which is available from the LTB website at sjto.ca/ltb.

Mailing Address

Fill in your mailing address **only** if it is different from the address of the rental unit. Provide your daytime and evening telephone numbers. Also provide your fax number and e-mail address if you have them.

Landlord's Name and Address

In the *Landlord's Name and Address* section, fill in the landlord's name and address. If the landlord is a company, fill in the name of the company under "First Name". Include both daytime and evening telephone numbers and a fax number and e-mail address, if you know them.

If there is more than one landlord, fill in information about one of the landlords in this section of Part 1. Provide the names, addresses and telephone numbers of the additional landlords on the *Schedule of Parties* form which is available from the LTB website at sjto.ca/ltb.

Questions about Your Tenancy

In the *Questions about Your Tenancy* section, fill in the date you moved into the rental unit you are applying about. Shade the appropriate circle to indicate whether you still live in the rental unit. If you shaded "No", fill in the date you moved out of the rental unit.

Related Applications

If you or your landlord have filed other applications that relate to this rental unit, and those applications **have not** been resolved, fill in the file numbers in the space provided.

PART 2: REASONS FOR FILING THIS APPLICATION

You can make this application if the landlord has not repaired or maintained the rental unit or the residential complex or has not complied with health, safety, housing and maintenance standards. If the problem has been fixed, you must apply within one year of the date the problem was fixed.

A landlord is responsible for maintaining a residential complex and the rental units in a good state of repair and fit for habitation and for complying with health, safety, housing and maintenance standards. The responsibilities of the landlord of a mobile home park or leasehold community also include maintaining the park roads in a good state of repair, removing snow and garbage and maintaining the water supply, sewage disposal, fuel, drainage and electrical systems in a good state of repair.

Explaining your Reasons

Describe the maintenance problem in detail. Indicate the date the problem started and whether it is ongoing. If the problem was fixed within the last year, indicate the date it was fixed and who fixed it. If you are not sure of the exact dates, provide approximate dates. Explain who and what may have caused the problem.

Also, in the space provided fill in the date you first informed the landlord about the maintenance problem.

PART 3: REMEDIES

There are nine different remedies which the LTB can grant in an order for a *Tenant Application about Maintenance*. If the LTB issues an order in your favour, it may decide to order a different remedy or remedies than you request.

The most the LTB can order based on your claims is \$25,000. If you believe the landlord owes you more than \$25,000, and you want to collect the full amount, you should apply to court and not to the LTB. Once the LTB issues an order, you no longer have any claim to amounts greater than \$25,000.

Shade the appropriate box(es) for the remedy(ies) you want the LTB to include in its order.

Remedy 1: The landlord must pay me a rent abatement.

A rent abatement can relieve the tenant from their obligation to pay all or some portion of their rent for a specified period of time.

If you choose this remedy, you must fill in the dollar amount of the abatement you want the LTB to order. You must also fill in the amount of your current rent and how often you pay it (for example, by the month or the week). In the box provided, explain in detail how you determined the amount that you are asking for. Attach additional sheets if necessary.

Remedy 2: The landlord must pay me for the costs to repair or replace my property that was damaged, destroyed or disposed of because the landlord did not repair or maintain the rental unit or the residential complex.

If the LTB determines that your property was damaged, destroyed or disposed of as a result of the landlord's failure to repair or maintain the rental unit or residential complex, the LTB can order the landlord to pay you compensation for the costs that you have incurred or will incur to repair or replace your property.

If you choose this remedy, you must fill in the dollar amount of the compensation you want the LTB to order. In the box provided, explain in detail how you determined the amount you are asking for. Describe how your property was destroyed, damaged or disposed of. Also, you must explain whether or not your property can be repaired. If you believe that repairing the property is not reasonable and that it must be replaced, tell the LTB why you think this. Attach additional sheets if necessary.

Remedy 3: I had or will have out-of-pocket expenses because the landlord did not repair or maintain the rental unit or the residential complex. The landlord must pay me for these expenses.

If the LTB determines that the landlord did not repair or maintain the rental unit or the residential complex as claimed on your application, and as a result of these actions you experienced or will experience additional costs, the LTB may order the landlord to pay you for any reasonable out-of-pocket expenses (actual costs you paid to third parties) that you have paid or will pay.

Fill in the dollar amount of the compensation you want the LTB to order. In the box provided, describe in detail the additional expenses that you have incurred or will incur and how you determined this amount. Explain how the landlord's failure to repair or maintain the rental unit or the residential complex has caused or will cause you to incur these expenses. Attach additional sheets if necessary.

Remedy 4: I did repairs, replacements or other work because the landlord did not repair or maintain the rental unit or the residential complex. I want the LTB to authorize the work I did and to order the landlord to pay me for my costs.

You can choose this option if you did the repair or other work yourself, or purchased a replacement at your own expense because the landlord did not repair or maintain the rental unit or the residential complex and you want the landlord to pay you for these costs. For example, if you paid to have your refrigerator repaired, the LTB could approve the repair and order the landlord to refund you the cost by a specific date. The LTB could also allow you to deduct the amount owing from future rent payments.

If you choose this remedy, shade the box on the form. Indicate the total costs in the space provided. Describe the work you did or the item you purchased and provide a detailed explanation of how you determined the amount you are asking for. Attach additional sheets if necessary.

Remedy 5: I want the LTB to allow me to do the repairs, replacement or other work that is necessary and to order the landlord to pay me for my costs.

The LTB can authorize you to do the repair or other work, or to purchase a replacement item and order the landlord to pay you for them. For example, if you are willing to pay to have your refrigerator fixed, the LTB could approve the repair and order the landlord to refund you the cost of the repair by a specific date. The LTB could also allow you to deduct the repair costs from future rent payments.

In the box provided, describe in detail what work you plan to do, how much will it cost and provide a detailed explanation of how you calculated the cost of the repairs, replacement or other work that is necessary. Attach additional sheets if necessary.

Remedy 6: I want the LTB to order the landlord to do the repairs, replacement or other work that is necessary.

The LTB can order the landlord to complete the repair, replacement or other work by a specific date. It is an offence for the landlord to contravene such an order.

In the box provided, explain in detail what work you want the landlord to do.

Remedy 7: I want the LTB to order that the landlord cannot increase the rent for this rental unit until the landlord completes the work necessary to fix any serious maintenance problems that the landlord has been ordered to do or will be ordered to do.

If you want the LTB to stop the landlord from increasing the rent until the landlord has completed the repairs, replacements or other work necessary to fix any serious maintenance problems, shade this box on the form.

Remedy 8: I want the LTB to end my tenancy.

If you want the LTB to end your tenancy, shade this box on the form and indicate the date you would like the tenancy to end.

If you ask for this remedy and the LTB orders it, the LTB may include provisions in its order to evict you if you do not move out by the date set out in the order. This means that if you do not move out, your landlord can file the order with the Sheriff to have you evicted.

Remedy 9: I want the LTB to order other remedies.

The LTB can make any other order that it considers appropriate. If you want the LTB to issue an order which provides for remedies that are not reflected in remedies 1 through 8, explain in detail what order you would like the LTB to make in the space provided. Attach additional sheets if necessary.

PART 4: SIGNATURE

If you are the tenant, shade either the circle marked "Tenant 1" or "Tenant 2" depending on whether you filled in your name under "Tenant 1" or "Tenant 2" on page 1 of the form. Then, sign the application form and fill in the date.

If you are the tenant's representative shade the circle marked "Tenant's Representative". Then, sign the application form and fill in the date.

REQUEST FOR ACCOMMODATION OR FRENCH-LANGUAGE SERVICES

The LTB wants to ensure that everyone who uses its services can ask for and receive accommodation and/or French Language services in order to be able to participate in its proceedings on an equal basis.

Shade the appropriate box or boxes on the form to indicate whether you need accommodation under the Ontario *Human Rights Code*, French-language services or both. The LTB will not include a copy of this form when we give the other parties a copy of the application form. However, the information will be included in your application file. The file may be viewed by other parties to the application.

If you require accommodation under the *Human Rights Code*, explain what services you need in the space provided.

PAYMENT AND SCHEDULING INFORMATION FORM

Complete this form to provide the LTB with the information required to process your application. Your application will not be accepted if you do not pay the application fee at the time you file the application. If you owe money to the LTB as a result of failing to pay a fee or any fine or costs set out in an order, your application may be refused or discontinued.

You may request a fee waiver if you meet the financial eligibility requirements set out by the LTB. You will need to complete the *Fee Waiver Form* which is available from the LTB website at sjto.ca/lrb. For more information about fee waivers and the eligibility criteria, go to the fee waiver rules and practice direction on the Rules of Practice page of the LTB website.

Part 1: Payment Method

Shade the appropriate box to show whether you are paying by cash, debit card, money order, certified cheque, Visa or MasterCard. You cannot pay by cash or debit card if you are filing your application by fax or mail. If you are paying by credit card, include the cardholder's name and signature, the card number and expiry date. The information you fill in on this part of the form is confidential. It will be used to process your application, but will not be placed on the application file.

Part 2: Information Required to Schedule the Hearing

The LTB will normally schedule your hearing between 3 weeks and 6 weeks after the date you file your application. The LTB will schedule your hearing on the first available hearing date within this 3 week period. If there are any dates that you are not available during this 3 week period, list them here. The LTB will not schedule your hearing on the date(s) you indicate you are not available and will schedule your hearing on the next available hearing date. **The LTB will not contact you to schedule a hearing.**

SECTION

C

What to include when you file your application

To file this application, you must include the following:

- The completed T6 application form,
- The application fee (listed on the cover page of the application).

Your application will be refused if you do not pay the application fee.

SECTION

D

How to file your application

You can file your application in one of the following ways:

1. e-File

Complete and pay for your T6 application online using LTB e-File.

If you e-File your application you must pay by credit card or debit card.

2. In Person at the nearest LTB office.

To find a list of LTB office locations visit the LTB website at sjto.ca/lbt. You can also call the LTB at 416-645-8080 or 1-888-332-3234 (toll-free).

If you file your application in person at an LTB office, you can pay the application fee by cash, debit card, certified cheque, money order, Visa or MasterCard.

3. By Mail

Mail your T6 application to the nearest LTB office.

To find a list of LTB office locations visit the LTB website at sjto.ca/lbt. You can also call the LTB at 416-645-8080 or 1-888-332-3234 (toll-free).

If you mail your application, you can pay the application fee by certified cheque or money order, Visa or MasterCard.

4. By Fax

You can fax your application to the nearest LTB office.

To find a list of LTB office fax numbers visit the LTB website at sjto.ca/ltb. You can also call the LTB at 416-645-8080 or 1-888-332-3234 (toll-free).

If you fax your application you can pay the application fee by Visa or MasterCard.

Certified cheques and money orders must be made payable to the *Minister of Finance*.

SECTION

E

What to do if you have any questions

You can visit the LTB website at: sjto.ca/ltb

You can call the LTB at 416-645-8080 from within the Toronto calling area, or toll-free at 1-888-332-3234 from outside Toronto, and speak to one of our Customer Service Representatives.

Customer Service Representatives are available Monday to Friday, except holidays, from 8:30 a.m. to 5:00 p.m. They can provide you with **information** about the *Residential Tenancies Act* and the LTB's processes; they cannot provide you with legal advice. You can also access our automated information menu at the same numbers listed above 24 hours a day, 7 days a week.



Important Information for Tenants

Use this form to apply to have the Board determine whether your landlord:

- has not repaired or maintained the rental unit or the residential complex, or
- has not complied with health, safety, housing or maintenance standards.

Instructions for Form T6 are available on the Board's website at sjto.ca/LTB.

1. Complete all four parts of this application.
 - **Part 1** asks for general information about:
 - the rental unit covered by this application,
 - you and the other tenants living in the unit, your landlord and other parties to the application,
 - your tenancy and any other unresolved applications that relate to the rental unit.
 - **Part 2** asks you to select and explain the reasons for your application.
 - **Part 3** asks you to select the remedies you want the Board to include in the order.
 - **Part 4** requires your signature or that of your representative, and, if you are being represented, your representative's contact information.
2. Complete the *Request for Accommodation or French-Language Services* form at the end of this application if you will need additional services at the hearing.
3. File all pages of the application with the Board (not including this page). The Board will send you a *Notice of Hearing* showing the time and location of your hearing.
4. Pay the application fee to the Board at the same time as you file the application. The Board will not process your application unless you pay the fee. Your T6 application fee is **\$50** for the first unit (**or \$45 if you e-File**) and **\$5** for each additional unit to a maximum of **\$450**. If you file the application in person, you can pay the fee by cash, credit card, debit card, certified cheque or money order (certified cheques and money orders must be made payable to the Minister of Finance). If you mail the application, you can't pay by cash or debit card. If you e-File the application, you must pay by credit card or debit card.
5. Contact the Board if you have any questions or need more information.

416-645-8080

1-888-332-3234 (toll free)

sjto.ca/LTB



Read the instructions carefully before completing this form. Print or type in capital letters.

PART 1: GENERAL INFORMATION

Address of the Rental Unit Covered by This Application

Street Number	Street Name	
<input type="text"/>	<input type="text"/>	
Street Type (e.g. Street, Avenue, Road)	Direction (e.g. East)	Unit/Apt./Suite
<input type="text"/>	<input type="text"/>	<input type="text"/>
Municipality (City, Town, etc.)	Prov.	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Tenant Names and Address

Tenant 1: First Name (If there are more than 2 tenants, complete a *Schedule of Parties* form and file it with this application.)

Tenant 1: Last Name

Tenant 2: First Name

Tenant 2: Last Name

~~Mailing Address (if it is different from the address of the rental unit)~~

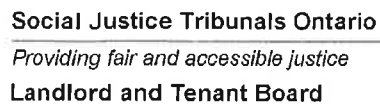
Unit/Apt./Suite	Municipality (City, Town, etc.)	Prov.	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Day Phone Number	Evening Phone Number	Fax Number
(<input type="text"/> <input type="text"/>) <input type="text"/> - <input type="text"/>	(<input type="text"/> <input type="text"/>) <input type="text"/> - <input type="text"/>	(<input type="text"/> <input type="text"/>) <input type="text"/> - <input type="text"/>

E-mail Address

OFFICE USE ONLY

File Number





PART 2: REASONS FOR FILING THIS APPLICATION

I am applying to the Board because the landlord has not repaired or maintained the rental unit or the residential complex, or has not complied with health, safety, housing or maintenance standards.

Explaining your Reason

In the box below, describe the maintenance problems that led you to apply to the Board.

- What is the problem? If there is more than one problem, list each problem.
- Give the date each problem started.
- Has the problem been repaired? If so, give the date it was repaired and explain who repaired it.
- Explain who or what may have caused the problem.
- How did you inform the landlord about the problem?

Describe in Detail:

SEE ATTACHED SCHEDULE "A"

Attach more sheets if necessary.

When did you first tell the landlord about the maintenance problems?

		/			/				
dd/mm/yyyy									

SCHEDULE A

Issue: _____ (ex. Leaking Roof)

Brief Description: _____

This issue first started approximately: _____ (date)

This issue continued over the following time period(s): _____

I first told the Landlord about this issue approximately: _____ (date)

The Landlord did the following repairs (what, who, when etc.) _____

This issue had the following effect on me: _____

Issue: _____ (ex. Leaking Roof)

Brief Description: _____

This issue first started approximately: _____ (date)

This issue continued over the following time period(s): _____

I first told the Landlord about this issue approximately: _____ (date)

The Landlord did the following repairs (what, who, when etc.) _____

This issue had the following effect on me: _____

PART 3: REMEDIES

The remedies listed below are orders the Board can make to address your reasons for filing the application. Shade the box completely next to the remedies you want the Board to order. If the Board decides in your favour, it may decide to include a different remedy or remedies than the one(s) you selected.

☐ **Remedy 1:** The landlord must pay me a rent abatement of \$ _____.

My current rent is \$

I am required to pay rent by the ☐ month ☐ week ☐ other (specify)

Please explain: How did you calculate the rent abatement?

EXAMPLE: $\frac{\text{Rent}}{\text{Reduction percentage}} \times \frac{\text{Months problem persisted}}{\text{Total Abatement}} = \$$

Attach more sheets if necessary.

☐ **Remedy 2:** The landlord must pay me for the costs to repair or replace my property that was damaged, destroyed or disposed of because the landlord did not repair or maintain the rental unit or the residential complex.

The total costs are \$

Please explain: How was your property damaged, destroyed or disposed of? List each item and the cost to repair or replace it.

Attach more sheets if necessary.



- ☐ **Remedy 6:** I want the Board to order the landlord to do the repairs, replacement or other work that is necessary.

Please explain: What work must the landlord do? Be specific.

Attach more sheets if necessary.

- ☐ **Remedy 7:** I want the Board to order that the landlord cannot increase the rent for this rental unit until the landlord completes the work necessary to fix any serious maintenance problems that the landlord has been ordered to do or will be ordered to do.

- ☐ **Remedy 8:** I want the Board to end my tenancy on

		/			/				
--	--	---	--	--	---	--	--	--	--

dd/mm/yyyy

- ☐ **Remedy 9:** I want the Board to order other remedies. I have described those remedies below.

Please explain: What else do you want the Board to order?

Attach more sheets if necessary.

PART 4: SIGNATURE

Tenant/Representative's Signature

--

dd/mm/yyyy

Who has signed the application? Shade the circle completely next to your answer.

☐ Tenant 1 ☐ Tenant 2 ☐ Representative

Information About the Representative

First Name

[illegible]

Last Name

[illegible]

LSUC #

--	--	--	--	--	--

Company Name (if applicable)

[illegible]

Mailing Address

[illegible]

Unit/Apt./Suite

--	--	--	--	--	--	--

Municipality (City, Town, etc.)

[illegible]Prov.

--	--

Postal Code

--	--	--	--	--	--	--	--	--

~~Day Phone Number~~

()				-			
---	--	--	---	--	--	--	---	--	--	--

~~Evening Phone Number~~

()		-		
---	--	--	---	--	---	--	--

~~Fax Number~~

()				-			
---	--	--	--	---	--	--	--	---	--	--	--

E-mail Address

[illegible]



Collecting Personal Information

Under section 185 of the *Residential Tenancies Act, 2006*, the Landlord and Tenant Board has the right to collect the personal information requested on this form. We use the information to resolve your application. After you file the form, your information may also be available to the public. If you have questions about how the Board uses your personal information, contact one of our Customer Service Officers at **416-645-8080** or **1-888-332-3234 (toll free)**.

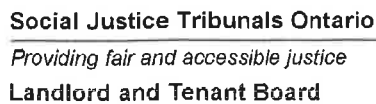
Important Information from the Landlord and Tenant Board

1. You can ask the Board to provide French-language services at your hearing. If you are the applicant, you can fill out the *Request for Accommodation or French-Language Services* form included at the end of this application. If you are the respondent, the *Request for Accommodation or French-Language Services* form is available at Board offices and at the Board's website at sjto.ca/LTB.
2. You can ask the Board to make special arrangements (called a Request for Accommodation) under the Ontario *Human Rights Code* to help you participate in the hearing. For example, you can ask the Board to make arrangements to provide a sign-language interpreter. You can make a request for accommodation under the *Code* by telephone, fax or mail. If you are the applicant, you can fill out the *Request for Accommodation or French-Language Services* form included at the end of this application. If you are the respondent, the *Request for Accommodation or French-Language Services* form is available at Board offices and at the Board's website at sjto.ca/LTB.
3. It is an offence under the *Residential Tenancies Act, 2006* to file false or misleading information with the Landlord and Tenant Board.
4. The Board can order either the landlord or the tenant to pay the other's costs related to the application.
5. The Board has *Rules of Practice* that set out rules related to the application process and *Interpretation Guidelines* that explain how the Board might decide specific issues that could come up in an application. You can read the *Rules and Guidelines* on the Board's website at sjto.ca/LTB or you can buy a copy from a Board office.

OFFICE USE ONLY:

Delivery Method: ☐ In Person ☐ Mail ☐ Courier ☐ Email ☐ Efile ☐ Fax

MS ☐ FL ☐



Shade the appropriate boxes to indicate whether you need accommodation under the Ontario *Human Rights Code*, or French-language services, or both. We will not include a copy of this form when we give the other parties a copy of the application form. However, we will include the information in your application file. The file may be viewed by other parties to the application.

The Board will provide accommodation for *Code* related needs to help you throughout the application and hearing process in accordance with the Social Justice Tribunals Ontario policy on accessibility and accommodation. For example, you may need a sign-language interpreter at your hearing. We may contact you about your request. You can obtain a copy of the policy at [SJTO.ca](https://www.sjto.ca).

[illegible]

The Landlord and Tenant Board will assign a bilingual adjudicator to be in charge of the hearing. We will also arrange for a French-English interpreter to attend the hearing.



Part 1: Payment Method

Select how you are paying the application fee:

☐ Cash ☐ Debit Card ☐ Money Order ☐ Certified Cheque

Money orders and certified cheques must be made payable to the "Minister of Finance"

Credit Card: ☐ Visa ☐ MasterCard

Important: If you are paying by credit card, you must complete the information on the next page.
The information you fill in on the next page is confidential. It will be used to process your application, but will not be placed on file.

Part 2: Information Required to Schedule the Hearing

The Board will normally schedule your hearing between 3 weeks and 6 weeks after the date you file your application. The Board will schedule your hearing on the first available hearing date within this 3 week period.

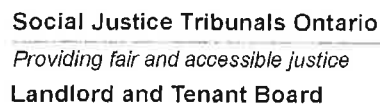
List the date(s) you are **not available** during this 3 week period. The Board will not schedule your hearing on the date(s) you indicate you are not available and will schedule your hearing on the next available hearing date. **The Board will not contact you to schedule a hearing.**

I am not available on the following date(s).



Card Information

Credit Card Number:	Expiry Date (mm/yy):
Cardholder's Name:	
Cardholder's Signature:	



If you want the Landlord and Tenant Board (LTB) to waive fees, you MUST complete this *Fee Waiver Request* and attach it to the FRONT of the application or request form(s) you want to file and/or the description of what you want the LTB to provide.

First Name:		Last Name:	
Mailing Address:		Daytime Phone Number:	
Email Address:			

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To be eligible for a fee waiver, your gross monthly household income must be below the threshold set out below:

Threshold	
Number of people in household	Gross monthly household income
1	Less than \$1,650
2	Less than \$2,475
3	Less than \$2,840
4	Less than \$3,390
5 or more	Less than \$3,940

Part 3: Declaration

Instructions: Do not sign your *Fee Waiver Request* until you are sure that you understand what you are declaring here.

To the best of my knowledge, the information in this *Fee Waiver Request* is complete and accurate.

I understand that it is an offence under s. 234 of the *Residential Tenancies Act, 2006* to file false or misleading information in my *Fee Waiver Request*.

I understand that I may be required to provide financial documents to prove the information in the request if I am asked to do so by the LTB.

I understand that personal information contained on this form is collected under the authority of s. 181.1 of the *Residential Tenancies Act, 2006*. This information will be used to determine fee waiver eligibility. Any questions about this collection may be directed to a Customer Service Officer at **416-645-8080** or toll-free at **1-888-332-3234**.

Signature:

Date:

The LTB will provide you with a copy of your approved or denied *Fee Waiver Request* form to notify you of whether or not it has been approved. If the request is denied, the LTB will not process the attached request until payment is received.

FOR OFFICE USE ONLY

Fee Waiver is: ☐ Approved ☐ Denied (criteria not met)

Date Received:

CSO Initials:

File number(s) relating to the request: