

Preventing Evictions in Toronto

A Handbook
for Renters

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toronto.ca/EvictionHelp

Acknowledgements

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Most of all, the City extends its thanks to the renters who have generously shared their stories and ideas to help make this handbook as useful as possible for other Toronto renters who may be facing an eviction. We are incredibly grateful for your participation.

Disclaimer

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Go to <https://cotsurvey.chkmkt.com/evictions>

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Quick Reference for Common Eviction Scenarios



- If you are behind on rent, page 19.
- If your landlord or their family wants to move into the unit you are renting, page 21.
- If your landlord is selling their property, which includes your unit, page 22.
- If your landlord wants to renovate the building or your unit, page 24.

About the Handbook

This handbook is designed to help Toronto renters at risk of eviction to find the resources and information they need. The more you know about your rights and available tenant support services, the more you can be prepared if you find yourself facing an eviction. In addition to renter rights, you'll also find:

- ♦ step-by-step information about how evictions work in Ontario
- ♦ common eviction scenarios and actions you can take
- ♦ resources that provide a range of support including legal aid, financial assistance, housing help and mental health services

Eviction applications in Toronto are on the rise

Eviction applications were 77 per cent higher in the first nine months of 2023 versus the same period in 2022.¹



This handbook was initially created in 2021 as a response to increasing evictions to provide renters with the latest information about evictions in Toronto.

¹ A September 2023 CBC report indicated that N12 eviction notices, which are issued by landlords seeking to evict renters for their own use of the unit, increased 77 per cent in the first nine months of 2023, as compared to the first nine months of 2022.

<https://www.cbc.ca/news/canada/toronto/personal-use-n12-evictions-up-1.6999969#:~:text=N12%20applications%20have%20increased%2077,their%20name%20using%20lowercase%20letters>

If You Are Facing an Eviction

The following recommendations may assist you if your landlord has indicated they are going to evict you.

Recommended Actions

Connect with eviction prevention support services early to get information, advice and support.

See Renter Support Organizations on page 33 for more details.

Keep all communication with your landlord in writing. If your landlord calls you, ask them to communicate in writing. This can help legal workers support you and can provide evidence for a hearing if one takes place.

Attend the hearing if the Landlord and Tenant Board (LTB) notifies you that you have an eviction hearing – this is very important. Legal support is available for renters that have eviction hearings through the Tenant Duty Counsel Program. Call Legal Aid Ontario at 416-979-1446 to learn more.

Talk with your renter neighbours, if applicable, and get organized. Sometimes landlords move to evict many renters at the same time. Communicating with your neighbours can help you support one another. Some buildings and neighbourhoods have renter associations that help support renters facing eviction. The Federation of Metro Tenants' Association (FMFTA) Tenant Hotline can help connect you with local tenant associations at 416-921-9494.

Actions to Avoid

You do not need to move out if your landlord asks or tells you to move out verbally, in writing or through an eviction notice. You can only be evicted through an order for eviction issued by the LTB, generally after a hearing, which can take several months.

Avoid signing any documents or agreeing to move out until you get legal advice and support. You do not have to give in to a landlord's pressure to quickly make decisions or sign documents. Always talk with support services before you sign.

Getting Support

A variety of supports are available to help renters avoid eviction and maintain their housing, including:

- legal information and support
- financial aid
- mediation with your landlord
- support at eviction hearings
- rehousing support

All renters in Toronto who are facing eviction may be eligible for some support services free of charge. However, some services have eligibility criteria that restrict help to low-income renters.

Connect with support services early.

Evictions are stressful, but getting support early can make a difference. Support workers can help you connect with available services.

See Appendix B: Support Agencies on page 33 for more information.

Eviction Prevention Overview

The Residential Tenancies Act and the Landlord and Tenant Board

The Residential Tenancies Act (RTA) is the Ontario law that sets out the rights and responsibilities of residential landlords and tenants who rent residential properties. There are certain responsibilities or requirements related to tenancy agreements, rent increases, evictions and repairs that are set out in the RTA. Overseen by the Province of Ontario, the City of Toronto has no role in enforcing the requirements of the RTA or in proceedings at the Landlord and Tenant Board (LTB), the tribunal that resolves disputes between residential landlords and tenants.

The LTB holds eviction hearings, where residential landlords and tenants have the opportunity to provide information relevant to the case. An LTB adjudicator leads the hearing, reviews the evidence provided, and makes a legally enforceable decision. The LTB also provides **information**² to residential landlords and tenants about their rights and responsibilities under the RTA, and disputes can be resolved through mediation at the LTB.



The protections in the RTA generally do not apply to students living in on-campus housing or housing provided by a college or university, such as a student residence. It is recommended that students, including international students, consult a legal professional to learn more. International students and newcomers can receive specialized support and information from the Centre for Immigrant and Community Services by calling 416-292-7510.

Who is Covered by the Residential Tenancies Act

The Province of Ontario's Residential Tenancies Act (RTA) sets out the rights and responsibilities of residential landlords and tenants who rent residential properties and sets out a process for enforcing them. It is important to understand if you are covered by the RTA as it provides protections from illegal evictions.

You may be covered by the RTA if ³:

- you are renting a whole apartment, an individual room, a basement apartment or a whole house
- you are an international student, newcomer, permanent resident, undocumented migrant or citizen whose rental situation is identified above
- you are renting a room in a multi-tenant home (rooming house), either licensed or unlicensed

You may not be covered by the RTA if ³:

- you share a bathroom or kitchen with your landlord, rent in some types of seasonal or temporary housing, rent a home that is also a place of business or if you live in some types of roommate situations
- you are living in an emergency shelter, hospital, nursing home (long-term care facility), prison or student residence or dormitory

² <https://tribunalsontario.ca/documents/ltb/Brochures/A%20Guide%20to%20the%20Residential%20Tenancies%20Act.html>

³ This is a general list and does not include all living situations. Sometimes it is difficult to know if you are covered by the RTA. It is always best to check with a legal professional and get free support from the eviction prevention services that exist in Toronto. See page 33 for organizations that can help.

Your Rights as a Renter

The rights identified in the RTA protect most residential tenants in Ontario from arbitrary eviction. These rights include:

- **Your landlord cannot evict you on their own.**

A landlord cannot evict you unless the Landlord and Tenant Board (LTB) issues an order for eviction. An order for eviction may take many months to obtain and is generally only issued after a hearing at the LTB.

- **You have the right to an eviction hearing.**

During a hearing at the LTB, you have the opportunity to explain why you should not be evicted or why your eviction should be delayed. Legal support is available to renters who have eviction hearings (see page 33 for a list of legal supports).

To get an eviction hearing, your landlord must first give you a written eviction notice using the proper forms from the LTB. Eviction notices on their own do not mean that you have to leave; they are only the first step in the eviction process.

- **You can only be evicted for valid and specific reasons.**

It is not enough that your landlord might desire to evict you.

Rent Increases

Most renters in Ontario are protected from large annual increases by the rent control rules set under the RTA.

Buildings built or first occupied before November 15, 2018

Your landlord can generally only increase your rent once a year by a set percentage, as per the rent increase guidelines under the RTA.

In 2024, the maximum your landlord can increase your rent is 2.5 per cent.

Buildings built or first occupied after November 15, 2018

Your unit is exempt from the rent increase guidelines.

Your landlord can increase your rent by any amount a maximum of once per year.



There are some cases when landlords can increase the rent by more than the rent increase guideline percentage even if the rental unit is covered by rent control and built before 2018. To do so, landlords must apply to the LTB for a hearing during which renters can dispute the rent increase. Contact your closest Legal Aid Ontario legal clinic or legal representative if you think your landlord might raising your rent illegally.

Rent Support

If you are having difficulty paying your rent, income support programs may be available to you. You can call 211 to see if you are eligible for Ontario programs. If you have fallen behind on rent payments, the City of Toronto Rent Bank program may be able to assist you with paying your rental arrears. Go to toronto.ca/rentbank for more information.

Eviction Compensation

Compensation varies for different kinds of evictions. Compensation is a complicated matter, so it is recommended that you call your closest Legal Aid Ontario legal clinic or legal representative.

Some landlords offer their renters higher compensation to speed up evictions or encourage renters to move out when they do not need to. These are often called “cash for keys” deals. The amount of compensation included in these agreements can vary. Your landlord can offer you a cash for keys deal, but you never need to agree or sign one. The landlord may offer compensation alongside an N11 – Agreement to End the Tenancy form, which is a voluntary agreement to end a tenancy. You should be cautious of signing these agreements as they may bind you to agreeing that you move out by the date set out in the form. It is recommended that you connect with a legal representative before signing these types of agreements.

You may want to speak to a realtor about how much your rental unit would cost with or without your tenancy in place to assess a valid amount to negotiate.

Deciding Whether to Fight the Eviction or Move Out

If you are a residential tenant and are starting to have issues with your landlord or rental property owner, you should try to resolve it before the eviction process starts. An eviction is a formal procedure that is managed by the LTB. Every residential landlord must follow a series of steps to legally evict a residential tenant.

Deciding whether to fight an eviction or move out can be a very difficult decision, and many factors come into play as you consider your options, including:

- it can be difficult to have to find a new place at similar rent if you enter back into the rental market
- moving out may mean having to leave your community if you can't find another suitable unit
- the legal process can be long and difficult
- getting compensation for moving out (making a deal with your landlord) could help

Getting legal advice and support can help you make your decision on whether to challenge an eviction. Contact the following organizations for advice on your situation:

- Legal Aid Ontario at 416-979-1446
- Federation of Metro Tenants' Association (FMTA) Tenant Hotline at 416-921-9494
- Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)

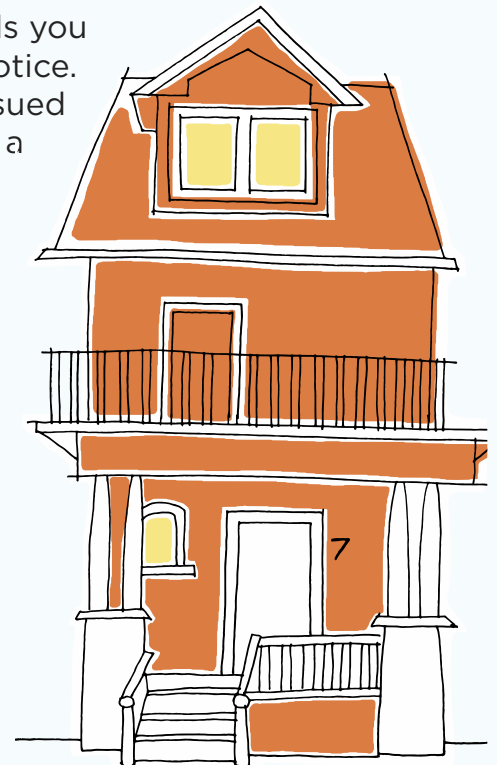
Multi-tenant (Rooming) Houses

Multi-tenant houses, or rooming houses, are buildings where people rent individual bedrooms and share a kitchen and/or washroom with other renters. Renters in multi-tenant houses tend to have separate rental agreements or leases with their landlord, and so are responsible for paying the rent of their room but not of other rooms in the house. In Toronto, when homes have four or more rooms rented in this way, they are called multi-tenant houses.

For many years, the City of Toronto only allowed multi-tenant houses to operate in some areas. Effective March 31, 2024, a new regulatory framework was introduced for multi-tenant houses. The framework permits multi-tenant houses across the city and sets licensing and zoning standards. Landlords who operate a multi-tenant house are required to have a City of Toronto licence. City staff work with landlords to help bring them into the licensing regulatory framework. The framework helps ensure multi-tenant houses in Toronto are safer, permit and preserve affordable housing options across the city and provide a pathway to legalization for multi-tenant housing operators.

Important Information for Tenants of Multi-tenant Houses

1. Learn whether your tenancy is covered by the Ontario RTA, the law that provides renters' rights and protections from eviction (see "Who is Covered by the Residential Tenancies Act" on page 6).
2. If you rent a room in a multi-tenant house and are covered by the RTA, the information in this handbook applies to you.
3. You have the same rights and protections from evictions as other renters. Renters in licensed and unlicensed homes have the same protections from eviction under the RTA.
4. You do not need to move out if your landlord asks or tells you to move out verbally, in writing or through an eviction notice. You can only be evicted through an order for eviction issued by the Landlord and Tenant Board (LTB), generally after a hearing, which can take several months.
5. Your landlord cannot evict you on their own if the home is unlicensed.
6. To get a licence, the City may require landlords to undertake renovations to meet important building and fire safety codes. If you are covered by the RTA, the same protections apply to you if the landlord is renovating the home (see page 24 for N13s).
7. Landlords are responsible for ensuring safe and well-maintained multi-tenant houses. If you have maintenance issues or safety concerns in either licensed or unlicensed houses, you can report them by calling 311. The City will not close multi-tenant houses unless an immediate health and safety risk is identified.



The Eviction Process in Ontario

An eviction is a formal procedure that is managed by the Landlord and Tenant Board (LTB) of Ontario. Every landlord must follow a series of steps to legally evict a renter. This handbook refers to these steps as phases, as outlined below.

If you have not sought legal advice at this point, you should do so as soon as possible. See page 33 for organizations that can help.

Regardless of the type of eviction notice you receive from your landlord, you do not need to leave your home immediately. You do not need to leave until you receive a formal order for eviction from the LTB or you agree to move out.

There are many types of evictions recognized under the Residential Tenancies Act (RTA). This handbook includes information on the following common situations:

- ♦ Arrears of rent (meaning behind on rent) (N4) (see page 19)
- ♦ Landlord's own use (N12) (see page 21)
- ♦ Purchaser's own use (N12) (see page 22)
- ♦ Demolition, renovation or conversion (N13) (see page 24)

Other types of evictions include:

- ♦ Persistent late payment (N8)
- ♦ Interfering with others, damage or overcrowding (N5)
- ♦ Illegal act or misrepresentation of income (if Rent-Geared-to-Income) (N6)
- ♦ Causing serious problems in the rental unit or residential complex (N7)

More information on these types of evictions is available at tribunalsontario.ca/ltb

Steps to Eviction

Phase 1 Eviction Notice	Phase 2 Eviction Application	Phase 3 Eviction Hearing	Phase 4 Eviction Hearing Result
Landlord gives you a written notice called a notice to end a tenancy.	Landlord files an eviction application to evict with the LTB. You will receive a notice of hearing by mail or email.	You and your landlord attend the LTB hearing.	If evicted, the landlord receives an order for eviction which is enforced by a Sheriff.

Phase 1: Eviction Notice

If your landlord gives you an official written eviction notice or notice to end a tenancy, this does not mean that you are evicted or that you must move out. Unfortunately, many renters move out at this phase because they are not aware of the process or their rights.

Landlords must use the official Landlord and Tenant Board (LTB) forms to start the legal eviction process. Informal notices like an email, text message or phone call are not considered legal eviction notices. See below for an example of the required formal notice.

The N-forms N4, N5, N6, N7, N8, N12 or N13 are notices from the LTB to inform renters of a landlord's intention to file an LTB application (L-form) to proceed with an eviction. You are not required to take any action if you receive an N-form notice unless you are able to void the notice (for example, by paying owed rent). Receiving a notice does not mean you have been evicted. You do not need to move out unless you get an order for eviction from the LTB.



Landlords do not always apply to the Landlord and Tenant Board. Some only give verbal notice or a letter claiming that you need to move out. **This does not mean that you have to move out.**

Eviction Notice Checklist

Below is a checklist that you may find helpful. Check the box and write down the date of contact to help you keep track of the steps you've completed. Remember to speak to a legal representative before you sign anything.

Action	Date completed
1. Note the dates and deadlines in the eviction notice (or to check if the notice is valid, refer to the checklist on page 11) and contact a Legal Aid Ontario legal clinic to find out more information	DD MM YYYY
2. Contact Legal Aid Ontario at 416-979-1446 or the Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)	DD MM YYYY
3. Speak to your landlord if you owe rent arrears (for tips on what to say, see the template on page 32). You can pay the arrears by the termination date included on the N4 notice to stop the eviction process. Be sure to get rent receipts from your landlord.	DD MM YYYY
4. Speak to your renter neighbours to see if they have similar problems and can communicate to the landlord as a group	DD MM YYYY
5. Speak to a local tenant association. Call the Federation of Metro Tenants' Association (FMTA) Tenant Hotline at 416-921-9494 to learn if there's an association near you	DD MM YYYY
6. Connect with others on social media through Toronto-specific tenant groups	DD MM YYYY
7. Find rent assistance (see page 34)	DD MM YYYY

Phase 2: Eviction Application

Your landlord may file an L-form application with the Landlord and Tenant Board (LTB) to evict you. This does not mean you must move out.

If your landlord files an L-form, you will receive a notice of hearing by mail or email. A notice of hearing sets out the date, time and location of the hearing scheduled before the LTB. At this phase, you should start preparing to attend the hearing.

Renters may ask the LTB to delay or deny an eviction. This is an important tool renters can use to preserve their tenancy or lessen the harm of an eviction. In exceptional circumstances (usually medical), you may be able to reschedule the hearing date.

Eviction Application Checklist

Action	Date completed
1. Call the LTB (contact information on page 33) to check if there is a hearing scheduled if you have not received a notice of hearing within a reasonable period.	DD MM YYYY
2. If you owe rent (meaning you are “in arrears”), you can pay what you owe before the date of your hearing to stop the eviction process. This will include the landlord’s LTB filing fee and any rent you owe up to that date. Be sure to get rent receipts from your landlord.	DD MM YYYY
3. Plan your defence by preparing your evidence. This may include communications with your landlord or the state of maintenance and repairs of your unit. If applicable, seek witnesses.	DD MM YYYY
4. Evidence must be submitted to the LTB at least seven (7) days in advance of the hearing. If you are facing eviction due to unpaid rent and you want to demonstrate that the state of the unit or how you have been treated by your landlord means that you should not have to repay all your rent, you will need to notify the landlord and the LTB of the issues you plan to bring up at least seven days in advance. There are multiple ways to submit evidence, as outlined in this document on the LTB website . ⁴	DD MM YYYY
5. Book time off work and/or find a childcare, if applicable.	DD MM YYYY
6. Find an interpreter if you need one.	DD MM YYYY
7. Request an accommodation from the LTB or through your legal representative if you need any kind of arrangement that will allow you to participate fully in the tribunal process, regardless of your ability.	DD MM YYYY
8. You may wish to learn more about LTB hearings, or log onto one before your hearing to observe how they are conducted. The LTB encourages tenants to contact them to observe other hearings. Contact LTB@ontario.ca to request observer access or go to https://tribunalsontario.ca/en/videoconferencing/ .	DD MM YYYY

⁴ Submit evidence to the LTB at <https://tribunalsontario.ca/documents/ltb/Practice%20Directions/Practice%20Direction%20on%20Evidence.html>

Phase 3: Eviction Hearing

At an eviction hearing, you will have the opportunity to dispute the landlord's Eviction Application. The landlord will present their case and/or evidence before the Landlord and Tenant Board (LTB). You do not have to move out until the hearing is concluded and you receive an order for eviction from the LTB.

It is important to attend your hearing so that you can dispute the landlord's claims against you. If you do not attend, the landlord's case goes unanswered and there is a high likelihood you will be evicted.

Your hearing will most likely be conducted virtually unless there is a human rights or access to technology issue. You are encouraged, but not required, to have your device's camera on during the time your case is being heard at the virtual hearing.

Eviction Hearing Checklist

Action	Date completed
1. Connect with a Legal Aid Ontario legal clinic or legal representative before the hearing; ask legal aid to connect you with support for the eviction hearing through the Tenant Duty Counsel program.	DD MM YYYY
2. If you owe rent (meaning you are "in arrears"), you can pay these before the date of your hearing to stop the eviction process. This will include the landlord's LTB filing fee and any rent you owe up to that date. Be sure to get rent receipts from your landlord.	DD MM YYYY
3. Plan your defence and prepare your evidence. This may include communications with your landlord or the state of maintenance and repairs. If applicable, seek witnesses. Note: evidence must be submitted to the LTB at least seven (7) days in advance of the hearing. If you are facing eviction due to unpaid rent, and you want to show that the unit, or how you have been treated, means you should not have to repay all your rent, you will need to notify the landlord and the LTB of the issues you plan to bring up at least 7 days in advance. There are multiple ways to submit evidence, as outlined in <u>"Practice Direction on Evidence" on the LTB website</u> ⁵	DD MM YYYY
4. Ensure you have a quiet, private place to log into your hearing.	DD MM YYYY
5. Ensure you have adequate internet or phone service to participate in your hearing.	DD MM YYYY
6. Understand how you can use your phone or Zoom to mute and unmute yourself.	DD MM YYYY

5 <https://tribunalsontario.ca/documents/ltb/Practice%20Directions/Practice%20Direction%20on%20Evidence.html>

Phase 4: Eviction Hearing Result

If the landlord is successful in their eviction application before the Landlord and Tenant Board (LTB), the LTB will issue an order for eviction. This order can be legally acted upon by the LTB (also known as the Sheriff). Once you receive the order for eviction, you only need to move out by the date listed in the order.

Contesting an Order for Eviction

If you disagree with the order issued by the LTB, you can ask them to review the order on the grounds that a “serious error” was made by filing a Request to Review with the LTB within 30 days of the order being issued. Filing a Request to Review is free if you have a low income or your primary income is from an income support program. Otherwise, there is a fee to file. If you have a low income and meet the financial eligibility requirements, you can apply to have this fee waived. Please see the Practice Direction on Fee Waiver on the **LTB website**⁶ for directions on how to apply for a fee waiver.



If you believe that the LTB’s order was not a reasonable interpretation or application of the law, you may file an appeal to Divisional Court within 30 days of the last decision in your case. This court is the branch of the Superior Court of Justice that hears appeals from the decisions of boards and tribunals in Ontario.

Get legal advice before you move forward with requesting a review or appealing the LTB’s decision. If you receive an order from the LTB, make plans for alternate accommodation immediately. You may want to pack a bag with important documents, medication, clothing and other essential items. For any belongings stored in the rental unit, your landlord is required to keep them safe for 72 hours after the eviction is carried out. Contact a Housing Help Centre near you (see page 34) for resources related to alternate accommodation and moving.

⁶ [https://tribunalsontario.ca/documents/lrb/Practice%20Directions/Practice%20Direction%20on%20Fee%20Waiver%20\(Jan%2016%202017\).html](https://tribunalsontario.ca/documents/lrb/Practice%20Directions/Practice%20Direction%20on%20Fee%20Waiver%20(Jan%2016%202017).html)

Eviction Notices

If a landlord tries to evict a renter, the way the renter is notified makes a big difference to what happens next.

Informal Notices

An **informal** notice of eviction is an email, letter, text message or phone call from a landlord or an in-person conversation with them. Informal notices are anything other than a formal notice from the Landlord and Tenant Board (LTB).

An informal notice does not begin the formal eviction process. Only an adjudicator from the LTB can issue an order for eviction and only a Sheriff can carry out an eviction. You may want to keep any notices or record of what was said during these conversations with your landlord.

Formal Notices

A **formal** notice of eviction is an N-form from the LTB. N-forms N4, N5, N6, N7, N8, N12 or N13, are notice to end your tenancy forms to evict a renter for reasons like non-payment of rent, or the landlord is moving into the unit, or plans to demolish or repair it. Your landlord must use the proper LTB notice form and serve it to you.

Your landlord must take the following steps to carry out a legitimate eviction:

1. Provide a formal notice terminating the tenancy giving the reason(s) for eviction.
2. Apply to the LTB for an order of eviction.
3. Present evidence at the hearing as to why you are being evicted.

Your landlord may reach out informally to let you know about problems that could lead to an eviction to try and resolve the issue. This is not a formal eviction notice.

If you have received an informal notice (letter, email, text etc.) asking you to move out or if you have received a notice to end a tenancy, form from your landlord, you are not required to move out. The landlord cannot change your locks or tell you to leave. If you think your landlord does not have a valid reason for issuing an eviction notice, you can contest the notice at the LTB.

If your landlord tries to evict you themselves, you can call the police or the Rental Housing Enforcement Unit. You should also speak to a Legal Aid Ontario legal clinic or representative right away to learn more about your options.

For a notice to be able to lead to an eviction, it generally must:

1. be in the proper formal eviction notice form from the LTB, or include the information set out in the LTB form;
2. start with “Notice to End Your Tenancy”. It may have one of these numbers at the top: N4, N5, N6, N7, N8, N12 or N13; and
3. be complete and not have any mistakes in it.

If there are mistakes on the eviction notice that was given to you, often the entire application is dismissed at an LTB hearing. This typically requires your landlord to begin the process again with a valid notice.

Some common mistakes on evictions notices to look for are:

- the landlord or the landlord's representative did not sign the eviction notice
- the landlord did not date the eviction notice
- the address of the rental unit is incorrect or incomplete
- the names of the renters are not correct or are incomplete (for example, not all renters named)
- there are errors in the math provided on the notice (for example, the rental arrears owed are incorrect)
- utility bills or other fees are incorrectly included on the notice (for example, hydro bills cannot be included on a N4 notice)
- the date the landlord wants the renter to move out is incorrect (for example, the "termination date" is too soon)
- the landlord used the wrong notice form (for example, the notice for renovations needs to use the N13 form, not an N12)

Types of Evictions

There are seven (7) different notices that can lead to eviction in Ontario and a limited number of reasons for eviction. You cannot be evicted if, for example:

- your children are noisy
- you request repairs
- you join a tenant association
- you have a pet
- your landlord is putting the home up for sale

All the legal types of notices that can lead to evictions in Ontario are listed below, followed by detailed explanations of common eviction scenarios.

Notice	Description	Details
N4	Notice to End a Tenancy Early for Non-Payment of Rent	An eviction notice indicating you have fallen behind on your rent payments. See page 19 for more information.
N5	Notice to End Tenancy for Interfering with Others, Damage, or Overcrowding	A renter or renter's guest's behaviour is disturbing the neighbours or has resulted in damage of property. This notice may also be served if a renter is found to have too many people living in a unit which is considered overcrowding.

Notice	Description	Details
N6	Notice to Terminate a Tenancy Early: Illegal Act or Misrepresentation of Income in a Rent-Geared-To-Income Unit	This notice applies in two situations: it applies when a tenant or a guest does something illegal on the property; it can also apply to people receiving Rent-Geared-to-Income (RGI) or other housing subsidies where the amount of rent is determined based on the reported income. It may be grounds for eviction if it is found that a renter is earning more income than is reported.
N7	Notice to End your Tenancy For Causing Serious Problems in the Rental Unit or Residential Complex	A renter or their guests have caused damage or serious problems for their landlord or other renters.
N8	Notice to Terminate Tenancy at the End of the Term	At the end of a lease the landlord can file for eviction for any of the following reasons: • a renter has persistently paid rent late • a renter no longer qualifies for subsidized housing • the rental unit was part of an employment agreement and a renter's employment ended • the tenancy was created in good faith as a result of an Agreement of Purchase and Sale for a proposed condominium unit, and the agreement has been terminated • the unit was rented so the renter could receive therapeutic care and the agreed period of tenancy has ended.
N12	Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit	A landlord, landlord's family, someone buying a renter's rental unit, or the buyer's family wants to move in. Eligible family includes only: • spouse • child • parent • spouse's child • spouse's parent • caregiver for any of the above (See page 21 for more information.)
N13	Notice to End Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it or Convert it to Another Use	A landlord wants to tear down the building, convert it to different use or is planning to do extensive repairs or renovations which require the unit to be empty. Renters have the right to dispute the notice at the LTB. If the landlord is doing extensive renovations, renters have the right to move back into the rental unit once the renovations are completed. Renters must give the landlord written notice telling them that they want to move back in. Renters must also keep the landlord informed in writing any time their address changes. (See page 24 for more information.)

Bad Faith Notices of Eviction

Recently, there has been an increase in landlords in Toronto who are using notices of eviction in bad faith, meaning notices that are given out dishonestly and without the intention to follow through on the terms of the notice. For example, a landlord may claim that a relative is moving in, but then rents the unit for a higher rate after you have moved out.

If you believe that your landlord has used the notice in bad faith, you have one year to file an application with the LTB or two years if you were evicted because your landlord was doing renovations to your unit and didn't honour your right of first refusal. Bad faith evictions only apply to certain types of evictions where the renter is not at fault, such as N12 (see page 21) and N13 (see page 24).

You can file an application with the LTB by using a **Form T5: Landlord Gave a Notice of Termination in Bad Faith**⁷. If the LTB determines that the landlord has acted in bad faith, there is a range of compensation that may be awarded.

There is a fee to file, but you can apply to have this fee waived if you meet the financial eligibility requirements. Refer to the Practice Direction on Evidence on the **LTB website**⁸ for directions on how to apply for a fee waiver.

N11- Agreement to End the Tenancy

If both the landlord and renter voluntarily want to end a lease, this can be done through an N11 form. Landlords can serve renters with an N11 form but renters never need to agree or sign one. If a renter signs an N11, they are agreeing to voluntarily move out. The N11 form must be signed by both parties to be valid.

Some landlords use N11 agreements to speed up evictions, circumvent the legal eviction process or encourage renters to move out when they do not need to. Some landlords offer compensation to renters alongside an N11 form. These are often called “cash for keys” deals.

Renters should be cautious of signing these agreements as they can bind renters to moving out. It is recommended that renters connect with a Legal Aid Ontario legal clinic or legal representative before signing any of these agreements.

⁷ https://tribunalsontario.ca/documents/lrb/tenant%20Applications%20&%20Instructions/T5_Instructions.pdf

⁸ [https://tribunalsontario.ca/documents/lrb/Practice%20Directions/Practice%20Direction%20on%20Fee%20Waiver%20\(Jan%2016%202017\).html](https://tribunalsontario.ca/documents/lrb/Practice%20Directions/Practice%20Direction%20on%20Fee%20Waiver%20(Jan%2016%202017).html)

Common Eviction Scenarios

Scenario 1: You are behind on rent (N4)

If you owe your landlord rent, it means that you are in arrears and your landlord may seek to evict you.

Official form for this scenario:

N4 – Notice to End a Tenancy Early for Non-Payment of Rent

In this scenario:

- You may have fallen behind on your rent for a variety of reasons.
- Your landlord can evict you for not paying rent if they follow the proper legal process.
- Your landlord may have given you an N4 notice of eviction, including a termination date by which you can pay the rent back to avoid an eviction hearing. Your landlord must use the proper LTB forms.



An eviction notice is not the same as an order for eviction. If you only receive an N4, you are not required to move out and you have the right to an LTB hearing.

Actions You Can Take

1. **Pay any rent owed within 14 days.**
It is best to pay the rent to the landlord by the deadline in the notice. This will void the notice, meaning that a landlord cannot apply for your eviction at the LTB. If you are unable to pay your rent arrears before the termination date, your landlord can apply for an L1 application to have an eviction hearing set at the LTB. If you can pay your arrears and the landlord's filing fee before this hearing, the eviction process will end.
2. **Find out if you are eligible for a City of Toronto Rent Bank grant** which can repay arrears and help you avoid eviction. Call the Toronto Rent Bank at 416-397-7368 or go to toronto.ca/rentbank.
3. **Contact the following organizations for free advice and support** on your situation:
 - ♦ Legal Aid Ontario at 416-979-1446
 - ♦ Federation of Metro Tenants' Association (FMTA) Tenant Hotline at 416-921-9494
 - ♦ Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)
 - ♦ Visit www.acto.ca or www.cleo.on.ca for information online

4. **Communicate with your landlord and try to come up with a written repayment plan together.**

- ♦ Your landlord generally has to try and set up a repayment agreement with you.
- ♦ It is important that you understand the conditions of any repayment plan and feel confident in your ability to keep up with these payments. If you fall behind on these payments, your landlord can seek to have you evicted without an LTB hearing.
- ♦ Use the Repayment Plan for Arrears worksheet on page 32 to help you have this conversation with your landlord.

5. **Attend the scheduled LTB hearing.**

- ♦ It is important that you attend the hearing, otherwise it is very likely you will be evicted.
- ♦ Connect with a Legal Aid Ontario legal clinic or legal representative early to get information and representation.

Tips about Evidence

Consider what evidence you have that can support your case and if there are other issues you would like to raise in response to your landlord's rent arrears application. Evidence generally needs to be provided seven days before the hearing to both the LTB and your landlord. If the eviction hearing is about rental arrears (rent owed), renters can raise other issues such as maintenance problems or violations of renter's rights.

You can find more information on submitting evidence in this **Practice Direction document on the LTB website**⁹. You can use this **LTB form to identify issues you intend to raise at an LTB arrears hearing**¹⁰. If you do not provide advance written notice of evidence or issues to your landlord and the LTB, you may be prevented from relying on the evidence or raising the issues at the hearing.

Landlord Requirements

Your landlord must file an application for eviction at the LTB and can do this the day after the termination date stated in the notice (N4). If accepted by the LTB, your landlord's application for eviction (called an L1) will prompt a hearing. As a result, you will have the opportunity to present evidence, such as documents, pictures, audio or video recordings, emails, text messages and social media posts, and explain your circumstances.

⁹ <https://tribunalsontario.ca/documents/ltb/Practice%20Directions/Practice%20Direction%20on%20Evidence.html>

¹⁰ [Issues a Tenant Intends to Raise at a Rent Arrears Hearing \(tribunalsontario.ca\)](#)

Scenario 2:

Your landlord or their family wants to move into the unit you are renting (N12)

Your landlord can evict you if they want the unit for their, or a family member's, personal use.

Official form for this scenario:

N12 – Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit

In this scenario:

- Landlords can apply for an eviction so that they, a close family member or a caregiver can move into the unit.
- A landlord could act in bad faith if they don't plan on occupying the unit, and instead evict you and then list the unit on the rental market for a higher price.
- Your landlord may have given you an N12 notice of eviction.

Landlord Requirements

1. Compensate you for one month of rent in the case that you move out or offer you another rental unit that is acceptable to you.
2. Give 60 days' notice using an N12 form for their application to the LTB to evict you. The date of termination in the notice must be a day before you are supposed to pay rent.
3. File an L2 with the LTB no later than 30 days after the termination date on the N12. Your landlord's application for eviction will prompt a hearing where you can defend your tenancy.

Actions You Can Take

1. Document everything, take notes of whatever your landlord verbally tells you.
2. Check classified ads and websites to see if the unit has been listed for higher rent. This may indicate that the landlord is acting in bad faith, which is important to bring up at an LTB hearing. If you find evidence of bad faith, make a copy of it.
3. If you find evidence that the landlord is acting in bad faith, you can file a **T5 application**¹¹.
4. Contact the following organizations for advice on your specific situation:
 - Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)
 - Legal Aid Ontario at 416-979-1446
 - Federation of Metro Tenants' Association (FMTA) Tenant Hotline at 416-921-9494



An eviction notice is not the same as an order for eviction. If you receive an N12, you are not required to move out and you have the right to an LTB hearing.

¹¹ https://tribunalsontario.ca/documents/ltb/tenant%20Applications%20&%20Instructions/T5_Instructions.pdf

Scenario 3:

Your landlord is selling their property, which includes your unit (N12)

Your landlord cannot evict you to sell their property unless the buyer is moving into the property.

Official form for this scenario: N12 – Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit

In this scenario:

- Your landlord selling the property you rent is not a legal reason for eviction.
- You cannot be evicted because your landlord wants to sell or is selling the rental home.
- When a landlord sells a home, the lease or rental agreement is transferred automatically to the new owner with the same conditions.
- New landlords cannot increase your rent and you do not need to sign a new lease or rental agreement.
- Your lease or tenancy agreement with your old landlord continues.
- You can be evicted only if the residential complex you reside in contains three or fewer residential units and the new owner, their immediate family or a caregiver is going to move into the rental home. If this is the case, the seller can give notice to evict you on behalf of the buyer. You are entitled to one month's compensation (or can be offered another rental unit that is acceptable to you).
- Remember, you can only be evicted through an order for eviction issued by the LTB. It is recommended you get legal advice and information before signing any documents or moving out.
- Your landlord cannot have you evicted because the property is easier to sell if it is empty.
- Some landlords offer renters agreements to move out voluntarily for a sum of money.
- If the new owner, their immediate family or their caregiver does not move into the home for one year, or re-rents the home to someone else within the first year, this may be a bad faith eviction. If you have been evicted in bad faith, you may be able to receive compensation from your landlord through the LTB. Your closest Legal Aid Ontario legal clinic or legal representative can assist you with this process.

Landlord Requirements

1. Have an agreement of purchase and sale for the residential complex or unit.
2. Compensate you either for one month of rent in the case that you move out or offer another unit acceptable to you.
3. Give 60 days' notice using an N12 form for their application to the LTB to evict you. The date of termination in the notice must be a day before you are supposed to pay rent.
4. File an L2 with the LTB no later than 30 days after the termination date on the N12. If accepted, your landlord's application for eviction will prompt a hearing where you can defend your tenancy.

Actions You Can Take

1. Document everything and take notes of whatever your landlord verbally tells you.
2. Check classified ads and websites to see if the unit has been listed for higher rent. This may indicate that the purchaser is acting in bad faith, which is important to bring up at an LTB hearing. If you find evidence of bad faith, make a copy of it.
3. File a **T5 application**¹² if you find evidence that the purchaser is acting in bad faith.
4. Contact the following organizations for advice on your specific situation:
 - Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)
 - Legal Aid Ontario at 416-979-1446
 - Federation of Metro Tenants' Association (FMTA)'s Tenants' Hotline at 416-921-9494

¹² https://tribunalsontario.ca/documents/lrb/tenant%20Applications%20%20Instructions/T5_Instructions.pdf

Scenario 4:

Your landlord wants to renovate the building or your unit (N13)

Your landlord can evict you if they want to repair or renovate the building or unit.

This is commonly referred to as a “renoviction”. Evictions can also happen if the landlord wants to demolish a building or unit (also known as a “demoviction”) or convert it to a non-residential use (also known as a conversion).

Official form for this scenario:

N13 – Notice to End Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it or Convert it to Another Use

In this scenario:

- Landlords can evict renters due to renovations only if they are so extensive that they require both:
 1. a building permit; and
 2. require the unit to be empty (meaning the renter would have to move out).
- In these situations, you have the right to return to the rental unit once the repairs or renovations are complete for similar rent, if you give notice in writing to your landlord before moving out of the unit. This is called the right of first refusal. See page 31 for an example of wording you can use to communicate this to your landlord.
- If you are evicted for this reason, you are entitled to compensation equivalent to one- to three-month’s rent from the landlord, depending on the size of their building and whether the landlord has been ordered to do this work.
- Many renovations and repairs are not extensive enough for renters to be legally evicted. A building permit does not have to be issued prior to your landlord serving an N13 eviction notice.

Actions You Can Take

1. Send your landlord a letter saying you intend to move back into the unit after work is completed.
 - For a sample letter, see page 31
2. Check to see if your landlord has applied for, or received, a building permit using the **Building Permit Search**¹³.
3. Contact the following organizations for advice and information if you have questions or do not think you should have to move out because of the renovations listed on the eviction notice:
 - Canadian Centre for Housing Rights (CCHR) at 416-944-0087 (toll free: 1-800-263-1139)
 - Legal Aid Ontario at 416-979-1446
 - Federation of Metro Tenants’ Association (FMTA) Tenant Hotline at 416-921-9494
4. Get information by using the City’s Resources, Information and Guidance for Housing & Tenant Stability (RIGHTS) tool at **[toronto.ca/RenoRIGHTS](https://secure.toronto.ca/ApplicationStatus/setup.do?action=init)**.

¹³ <https://secure.toronto.ca/ApplicationStatus/setup.do?action=init>



An eviction notice is not the same as an order for eviction. If you receive an N13, you are not required to move out and you have the right to an LTB hearing.

Landlord Requirements

- Give you 120 days' notice in an N13 form for their application to the LTB for the eviction notice to be valid. The date of termination in the notice must be one day before you are supposed to pay rent.
- File an L2 – Application to End a Tenancy and Evict a Tenant with the LTB no later than 30 days after the termination date on the N13. If accepted, your landlord's application for eviction will prompt a hearing where you can defend your tenancy.
- Give you compensation in most circumstances.
- Pay you an amount equal to one- or three-months' rent, depending on the building, or offer you another acceptable rental unit if your landlord is giving notice for **Reason 1: Landlord intends to demolish the rental unit or the residential complex** or **Reason 3: Landlord intends to convert the rental unit or the residential complex into non-residential use**.
- Offer you the right of first refusal. If your landlord is giving notice for **Reason 2: Landlord requires the rental unit to be vacant to do repairs or renovations so extensive that they are required to get a building permit and the rental unit must be vacant to do the work**, they must offer the right of first refusal.

Right of First Refusal

If you provided written notice to the landlord that you intended to move back into the rental unit, your landlord must offer your old unit back to you after renovations are complete.

If your landlord refuses to allow you to return to your unit post-renovation, you can file a **T5 application**¹⁴ at the LTB for compensation or repossession of the rental unit if it has not already been rented to another tenant. A Legal Aid Ontario legal clinic or legal representative can assist you with filing at the LTB.

¹⁴ https://tribunalsontario.ca/documents/ltb/Renter%20Applications%20&%20Instructions/T5_Instructions.pdf

Types of Renovations and Potential Impact on Renters

Many renovations and repairs can be completed without renters needing to leave their homes. General information on several types of renovations¹⁵ is included below.

Type of renovation/repair	Description of work	Disruption to you	Likelihood of you needing to move out during the renovation	Permit requirements
Structural work involving walls and ceilings	Multiple renovations involving changes to use or number of dwelling units, unit layouts and moving walls	Likely significant Disruption varies depending on the extent of the work being conducted, however, efforts may be made to stage the work in a manner that minimizes its impact on renters.	You may need to leave your unit for the work to progress.	Multiple permits, including building
Cosmetic enhancements	Upgrades to kitchen and bathroom finishes, interior painting, flooring replacement or repairs	Minimal Disruption varies depending on the extent of the work being conducted. Renters may be exposed to hazardous fumes/materials.	You will likely <u>not</u> have to leave your unit but you may have limited access to the kitchen/bathroom while work is underway.	Likely no required permits
Balcony or deck replacement/repair	Replacement or repair of balcony or deck	Minimal to moderate During concrete removal activities, there may be a high level of noise and/or vibration.	You will likely <u>not</u> have to leave your unit. Timely and appropriate notification can be provided to notify you of each planned balcony closing.	A building permit may be required depending on the scope of work.

¹⁵ This table is meant to provide guidance for renters whose units are being repaired or renovated. If your unit is being demolished, different rules may apply to you.

Type of renovation/repair	Description of work	Disruption to you	Likelihood of you needing to move out during the renovation	Permit requirements
Plumbing involving replacing pipes in a building and replacing an oil/gas well	Replacement of pipes in a building or replacement of an oil/gas well, new hose connections, new valves under sinks and toilets, and/or new supply lines	Minimal to moderate Disruption varies depending on the extent of the work being conducted. Plumbing work may involve shutting off the water.	You will likely <u>not</u> have to leave your unit.	Building and plumbing permits may be required.
Other plumbing and drain repair/upgrades	Repairs or upgrades to other types of plumbing and drains	Minimal to moderate Disruption varies depending on the extent of the work being conducted. Plumbing work may involve shutting off the water.	You will likely <u>not</u> have to leave your unit.	A plumbing permit and site servicing permit may be required depending on the scope of work.
Heating, ventilation and air conditioning repair/upgrades (HVAC)	Repairs or upgrades to heating, ventilation and/or air conditioning (HVAC) systems	Minimal to moderate Disruption varies depending on the extent of the work being conducted. HVAC work may involve shutting off different systems.	You will likely <u>not</u> have to leave your unit.	A plumbing permit and HVAC permit may be required depending on the scope of work.
Renewal or installation of fire sprinkler systems	Repairs, upgrades or installation of fire sprinkler systems	Minimal to moderate Disruption varies depending on the extent of the work being conducted. The fire sprinkler system may be shut off while the work is taking place.	You will likely <u>not</u> have to leave your unit.	A building permit may be required depending on the scope of work.

Maintenance, Repairs and Other Landlord Responsibilities

Your landlord must keep your building and rental unit in a good state of repair, complying with all health, safety, housing and maintenance standards. Landlords are responsible for repairs even if the renter knew about problems before agreeing to rent the home.

Landlord Requirements

- Fix anything that breaks or does not work properly, such as a broken refrigerator, a clogged drain or leaking pipes.
- Get rid of pests, such as cockroaches or mice. Renters should work cooperatively with landlords and abide by any treatment plans to achieve pest removal.
- Track renter service requests
 - ♦ Building owners must respond to urgent requests that impact vital services (heat, water, electricity, gas or a breach of security) within 24 hours and respond to all other service requests within seven days.
- Provide heat between September 15th and June 1st so that the temperature in the rental units is at least 21° Celsius according to City of Toronto by-laws. If the building has air conditioning, the landlord is required to turn it on between June 2nd and September 14th to maintain a maximum temperature of not more than 26°C.
- Provide access to vital services such as hot and cold water, electricity, heat and fuel (such as natural gas). The landlord cannot shut off these services, even if the renter has not paid rent. Vital services may be temporarily shut off for the minimum period necessary to make repairs. Landlords must notify renters of the interruption of vital services.

RentSafeTO

If you live in an apartment building with three or more storeys and 10 or more units, contact the City's RentSafeTO program.

RentSafeTO is a by-law enforcement program that ensures apartment building owners and operators comply with building maintenance standards under City of Toronto by-laws.

Condo buildings, townhomes, co-op housing or units in a private home (basement or main floor apartment) are not part of the RentSafeTO program.

The landlord and renter can agree in the lease that the renter will pay for these services as part of the rent or based on what the renter uses.

Learn more about maintenance and repairs: [https://tribunalsontario.ca/documents/lrb/Brochures/Maintenance%20and%20Repairs%20\(EN\).pdf](https://tribunalsontario.ca/documents/lrb/Brochures/Maintenance%20and%20Repairs%20(EN).pdf)

Learn more about the T6 Form: https://tribunalsontario.ca/documents/lrb/tenant%20Applications%20&%20Instructions/T6_Instructions_20200401.pdf

Actions You Can Take

- Contact your building owner/operator and submit a service request if you have an issue in your unit or common areas of your building. Examples of issues can include, but are not limited to, broken windows and doors, leaks, low or no heat and pests.
- Keep a copy of the service request for your records.
- Contact 311 if there is no action from your landlord or if problems persist. Once a service request is filed with 311, City staff will contact you to gather more information before beginning their investigation.

If you live in a condo building, townhome, unit in a private home or an apartment building with less than three storeys and 10 units

- File a T6: Tenant Application about Maintenance¹⁶ to the LTB if your landlord has not repaired or maintained the rental unit or building, or if your landlord has not complied with health, safety, housing or maintenance standards. Contact the Canadian Centre for Housing Rights (CCHR) at 416-944-0087 if you need assistance in filing this application.
- Contact the Rental Housing Enforcement Unit (RHEU) at 1-888-772-9277 if the problem continues. The RHEU enforces the provincial maintenance standards which apply whenever there are no local property standards.

If you live in a multi-tenant house (commonly called a rooming house), where you rent an individual room and share a kitchen and/or washroom with other renters

- Contact your building owner/operator first and submit a service request if you have an issue in your unit or common areas of your building. Examples of service requests can include, but are not limited to, no working smoke alarms, broken windows, low or no heat and pests.
- Keep a copy of the service request for your records.
- Contact 311 if there is no action from your landlord or if problems persist. Once a service request is filed with 311, City staff will contact you to gather more information before beginning their investigation. The City will not close multi-tenant houses unless an immediate health and safety risk is identified.

¹⁶ https://tribunalsontario.ca/documents/Ltb/Tenant%20Applications%20&%20Instructions/T6_Instructions_20200401.pdf

Ben's Eviction Prevention Story

Ben moved to Toronto in 2003 at a time when places to live in Toronto were more affordable than they are today. "Back then you could move around easily and still find a place that wasn't too expensive, so losing an affordable apartment wasn't as catastrophic as it is now."

The first building that he was evicted from was demolished. "This is part of the thing with an eviction notice - you often don't even know your rights. They are going to tear this down for condos and I think I have to leave right away, so I left right away."

On another occasion, Ben received an N12 - Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit. He was told someone wanted to buy the building and move into his unit. This time, however, he decided not to move and instead went to the tribunal at the Landlord and Tenant Board (LTB). At the LTB, the Tenant Duty Counsel advised Ben to ask for an adjournment so that he would have time to prepare his case. This was the first time that Ben spoke with legal counsel regarding his rights as a renter.

However, before the case was heard, the landlord made Ben a deal and offered him cash to move out. "The place was never sold. Knowing what I know today, I would have never moved out. I would have stayed there forever. I was paying \$850 for a three bedroom."

At his current residence, and facing yet another eviction, Ben has been able to fight off an N13 - Notice to End your Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it or Convert it to Another Use.

"My advice to anyone facing eviction is simple: these are the four pillars, like the four legs of a chair you need to stand on. It doesn't matter what the eviction is for, it's essential to follow these steps":

1	2	3	4
Be informed of your rights and responsibilities before signing anything. Seek information from reliable sources such as those listed in the Support Agencies on page 33.	Do not move out unless your landlord has received an order for eviction from the Landlord and Tenant Board. Meanwhile, continue to pay rent and make amends, if possible.	Get in touch with local and grassroots community organizations and tenant groups.	Seek legal advice from a lawyer or Legal Aid Ontario legal clinic, if possible. You may be eligible for free legal advice or legal aid.

I also tell people to talk to their neighbours and friends. Fighting an eviction can be a very difficult thing to go through alone. Whether it's for extra financial support or just emotional support, you should get in touch with people around you.

-Ben

Appendix A: Templates

Template Letter: Right of First Refusal for Repairs or Renovations

If you receive an N13 eviction notice for repairs or renovations from your landlord and need to move out during the renovation, you have the right of first refusal. This means that if you provide written notice to the landlord that you intend to move back into the rental unit, your landlord must offer your old unit back to you after renovations are complete.

Below is a template letter to help you communicate this to your landlord.
This is a template only and is not providing legal advice.



This letter must be given to the landlord before you move out.

<Insert Date>

Dear **<Insert Your Landlord's Name>**,

On **<Insert date you received your eviction notice>**,
I received an N13 (Notice to End your Tenancy
Because the Landlord Wants to Demolish the Rental
Unit, Repair it or Convert it to Another Use) notice
from you asking me to move out.

I have the right to move back into the unit once you
have completed the repairs or renovations. Please
consider this as my written notice telling you that
I want to move back in. As well, I am including my
address and contact information:

<Insert mailing address>

<insert phone number>

<Insert email>

In the event that I am not given the right of first
refusal and a reasonable time in which to respond, I
may escalate this to the Landlord and Tenant Board.

[Signature]

<Insert Your Name>

Repayment Plan for Arrears Worksheet

If you owe rent, this worksheet can help you prepare to talk to your landlord about a payment plan or to speak about one at your LTB hearing. Fill in your answers below.

This worksheet was developed by the Advocacy Centre for Tenants Ontario (ACTO).

Information required		Details
My monthly rent is		\$
The amount of rent I owe up to today is		\$
The landlord's application fee is		\$
The non-sufficient fund (NSF) fee (\$20 plus bank fees) is		\$
The total I owe is		\$
I got behind on rent because		
I will be able to pay the rent in the future and make extra payments to pay back what I owe because		
Number of months I need to pay back what I owe		
Regular month's rent I can pay on the date my rent is due each month		\$
Amount in addition to my regular rent that I can pay every month to pay off what I owe		\$
Dates I can pay the additional amount		
Possible circumstances or other expenses that might cause me to miss a payment during this repayment time (for example, hours at work decreasing, medical expenses, back to school expenses)		
If so, how can I still make my payment? Should a change during that month(s) be reflected in the repayment schedule?		

Appendix B: Support Agencies

Renter Rights Assistance

Organization	Support Provided	Contact Information
Federation of Metro Tenants' Association (FMTA)	Helps find supports that best fit your renter circumstances. Guidance is provided about general renter rights and eviction-related options.	Tenant Hotline: 416-921-9494 https://www.torontotenants.org/
Community Legal Education Ontario (CLEO)	Provides information and resources for renters being evicted.	https://www.cleo.on.ca/en/resources-and-publications/housing-law
Rental Housing Enforcement Unit (RHEU)	Offers assistance if your landlord violates your rights under the Residential Tenancies Act, for example, if your landlord harasses you, evicts you illegally, comes into your place without permission, or threatens to do any of the above. RHEU also enforces the provincial maintenance standards, which apply whenever there are no local property standards.	Phone: 1-888-772-9277 https://www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant
Landlord and Tenant Board (LTB)	Provides information about its practices and procedures and the rights and responsibilities of landlords and renters under the Residential Tenancies Act (RTA)	Phone: 1-888-332-3234 tribunalsontario.ca/ltb

Legal Assistance

Organization	Support Provided	Contact Information
Canadian Centre for Housing Rights (CCHR)	Provides legal services to renters, renter groups and/or renter associations in private market rental housing. CCHR also supports the Toronto Tenant Support Program (TTSP).	Phone: 416-944-0087, 1-800-263-1139 (toll-free) https://housingrightscanada.com
Legal Aid Ontario	Provides legal services through clinics and lawyers. Free legal advice is provided to eligible renters. There may be a maximum income that you must not exceed to receive assistance from a Legal Aid Ontario legal clinic. If you earn more than their income limit, they may be able to refer you to other agencies for legal support.	Phone: 416-979-1446, 1-800-668-8258 (toll-free) or call 311 and ask for "Legal Aid Ontario legal clinic" https://www.legalaid.on.ca/legal-clinics
Tenant Duty Counsel (TDC)	Provides free legal advice for renters who have received a notice of hearing from the Landlord and Tenant Board. Only contact TDC once your eviction hearing has been scheduled. TDC is a program of the Advocacy Centre for Tenants Ontario.	Go to https://tdc.acto.ca/ to sign up to receive a call back before your hearing.

Organization	Support Provided	Contact Information
Law Society of Ontario	Offers a referral service where you can request a lawyer or paralegal referral for a free consultation of up to 30 minutes to help you determine your rights and options.	Phone: 416-947-3300, 1-800-668-7380 (toll-free) www.findlegalhelp.ca

Financial Assistance

Organization	Support Provided	Contact Information
Toronto Rent Bank	Offers grants to low-income households facing eviction due to short-term financial difficulties. The program is offered by Neighbourhood Information Post and funded by the City of Toronto.	Phone: 416-397-RENT (7368) toronto.ca/rentbank
Eviction Prevention in the Community (EPIC)	Works with renters and their landlords to develop effective eviction prevention solutions. EPIC staff provide wrap-around services to prevent eviction. EPIC services are available by referral from your local Housing Help Centre.	Available through Housing Help Centres. Call 311 for assistance.
Housing Stabilization Fund (HSF)	Provides financial assistance with arrears, rent deposits, moving costs, and other supports for people receiving Ontario Works (OW), Ontario Disability Support Program (ODSP), or migrants receiving Emergency Assistance.	Referrals available through caseworkers.
Low-Income Energy Assistance Program (LEAP)	Assists low-income customers with their bill payments and electricity costs. LEAP is a grant program that provides emergency relief to eligible low-income households who meet the eligibility criteria.	www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program
Ontario Electricity Support Program (OESP)	Assists low-income customers with the cost of their household electricity by applying a monthly credit directly to their bills	Phone: 1-855-831-8151 https://ontarioelectricitysupport.ca/

Housing Assistance

Organization	Support Provided	Contact Information
Housing Help Centres	Help find and keep housing and avoid eviction.	Phone: 416-285-8070 or 311 https://www.toronto.ca/community-people/housing-shelter/homeless-help/housing-help/

Mental Health & Social Services Assistance

Organization	Support Provided	Contact Information
211 Ontario	Connects people to organizations that provide free mental health and other supports to diverse communities across Toronto.	Phone: 211 https://211central.ca/
Centre for Immigrant and Community Services (CICS)	Provides many services to immigrants and newcomers, including children and youth services, employment services, settlement services, community food programs and more.	Phone: 416-292-7510 https://www.cicscanada.com
The Neighbourhood Group Community Services	Offers free programs and services across Toronto that address issues such as poverty, homelessness, mental health, unemployment, social isolation, substance abuse, conflict resolution, violence, youth alienation, and the settlement of newcomers.	Phone: 416-925-4363 https://tngcommunityto.org/

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