

GUELPH-WELLINGTON HOUSING ACCESS GUIDE

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This guide is designed to help community members with low to moderate-income access affordable, safe and accessible housing in Guelph and Wellington County.

The guide is designed around the cycle of housing, how to find it, the type of housing available, current subsidies and private costs, how to keep and maintain your housing, and what to do during a move or an eviction. This guide also includes a list of resources and key contacts that can help community members with a range of housing related questions and concerns.

The guide is available online at www.gwpoverty.ca. If you'd like to report an error or request a listing be included in a future edition of this guide, please email info@gwpoverty.ca.

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This guide was designed and developed in partnership with the Wellington-Guelph Housing Committee and the Guelph & Wellington Task Force for Poverty Elimination.



SECTION 1: Searching for Housing

Finding housing that is safe, affordable and accessible in Guelph and Wellington when you are living on a low- or moderate-income can feel like an overwhelming task and can be a frustrating experience. This section aims to support those searching for housing - whether it's a temporary place to call home until you're back on your feet or a long-term place to plant your roots.

Information about Waiting Lists

One aspect of finding housing that can be particularly challenging to deal with are waiting lists. While some private landlords maintain their own waiting lists, the County of Wellington manages a centralized waiting list for all applications for Rent-Geared-to-Income (RGI) assistance for subsidized housing in the County of Wellington and City of Guelph. To get on this list, you need to do the following:

- Call the County of Wellington, go online, or drop by their office to pick up an application
 - County of Wellington Housing Services - Applicant Services
138 Wyndham Street North, Guelph, Ontario N1H 4E8
Phone: 519. 837.5492
Office Hours: Monday to Friday 8:30 to 4:30 pm
www.wellington.ca
- As part of the application, you must provide proof of age and status in Canada (i.e. birth certificate)
- To be eligible, you must meet the following criteria; according to the County of Wellington website:
 - At least one member of the household must be over the age of 16;
 - You must be able to live independently with or without support services;
 - Each member of the household must have legal resident status in Canada (Canadian citizen, permanent resident status, or have applied for permanent resident status or refugee protection under the Immigration and Refugee Protection Act of Canada);
 - No removal order has become enforceable against any member of the household under the Immigration and Refugee Protection Act;
 - No member of the household owes money from a previous tenancy in any housing project under any housing programme to a social housing landlord;

- No member has been convicted for misrepresentation of income in relation to RGI assistance under the Criminal Code, by a Court of Law or under the Residential Tenancies Act by an Landlord and Tenant Board;
- Household income must be under the established income limit by type of unit depending on your family composition;
- If you own property, you have to sell it within 180 days after receiving RGI assistance.
- If you require an accessible unit, you must indicate this on your application. Applicants will receive a special needs verification and independent living verification form that needs to be completed by a medical professional when application is submitted.
- Submit your application to the County of Wellington. If your application is complete and you meet eligibility criteria, an acknowledgement letter will be sent to you.
- You will be placed on the centralized waiting list according to the date of the application and the bedroom size you requested.
- You will receive a phone call when a unit is available among the options you selected on your application.
- You can either accept the unit or refuse it. If you refuse, you will remain on the centralized waiting list. However, only three refusals are accepted before the application is cancelled.
- **IMPORTANT:** While on the centralized waiting list, any changes (i.e. family size, contact information, etc.) should be reported ASAP.
- **IMPORTANT:** If you are denied eligibility or the size of unit requested, you must request an internal review within ten (10) business days of receipt of the decision. Please contact the Legal Clinic of Guelph and Wellington County for assistance.
- **NOTE:** If you owe money to a social housing landlord you should be eligible so long as you enter into a satisfactory repayment plan. You can ask for an internal review if you are denied for this reason.
- **NOTE:** Ineligibility due to a conviction or misrepresentation finding does not preclude eligibility if over two (2) years before the application.

I M P O R T A N T !

Once you are offered a unit after being on the centralized waiting list, you can only refuse **THREE** times before your application is cancelled.

1.1 Temporary Housing

Temporary housing is available for a specific period of time that varies and is available based on different eligibility criteria. The following provides an overview of options available in Guelph and Wellington.

Guelph

Who is the provider?	Am I eligible and do I need a referral?	How long can I stay?	Where is it and how do I contact someone?	More details
Discovery House (CMHA and Homewood Health Centre)	Individuals with mental health issues, over the age of 18 years. No referral required.	Up to 3 months.	Admin office: 519-836-6220 or 1-888-255-2642 www.cmhagrb.ca	Temporary housing to help people re-enter the community following a hospital inpatient stay. Provides integrated support and treatment services. Purpose is to shorten the length of stay and provide time for the individual to complete a search for permanent housing in a non-hospital setting.
Dunara Recovery Homes Inc.	Individuals with mental health issues, over 18 years of age. No referral required.	Depends on individual needs.	Admin office: 329 Gordon Street Guelph ON N1G 1X7 519-836-2332 www.dunara.com	A psycho-social rehabilitation program for adults who are experiencing chronic psychiatric issues. Supports and supervision provided 24/7.
Community Living Guelph Wellington	Individuals with developmental and intellectual disabilities, over 18 years of age.		Admin office: 8 Royal Road Guelph ON N1H 1G3 519-824-4015 clgw@clgw.ca www.clgw.ca	Residential setting or group homes have two or more people sharing a home with each person receiving support from support workers up to 24 hours per day, with the goal of full participation and inclusion within the community.

Who is the provider?	Am I eligible and do I need a referral?	How long can I stay?	Where is it and how do I contact someone?	More details
Wyndham House – Young Men’s Residence	Young men between 16 and 21 years of age. Must be enrolled in full-time educational program. No referral required.	Long-term residence.	Admin office: 26 Douglas Road Guelph ON N1H 2S9 info@wyndhamhouse.org www.wyndhamhouse.org Young Men’s Residence: 51 Bellevue Street Guelph ON N1G 1E9 519-763-8040 Bellevue@wyndhamhouse.org	Temporary housing (up to 4 years); meals, showers and laundry; health clinic, activities and programming; access to community resources.
Wyndham House – Young Women’s Residence	Young women between 16 and 21 years of age. Must be enrolled in full-time educational program. No referral required.	Long-term residence.	Admin office: 26 Douglas Road Guelph ON N1H 2S9 info@wyndhamhouse.org www.wyndhamhouse.org Young Women’s Residence: 74 Suffolk St. W. Guelph ON N1H 2J2 519-763-8660 Suffolk@wyndhamhouse.org	Temporary housing (up to 4 years); meals, showers and laundry; health clinic, activities and programming; access to community resources.
Michael House	Women, who are pregnant or have a baby already in their care, aged 2 and under, as well as mothers who are working to regain custody. Clients generally range from 16-30 years of age (but there is no cut-off).	Depends on individual needs.	Admin office: 187 Bristol Street Guelph ON N1H 3M2 519-766-7675 office@michaelhouse.ca www.michaelhouse.ca	Michael House provides a variety of programs, including a residence program, aftercare program, drop-in program, and a transitional program. Please call the office for more details.
AIDS Committee of Guelph and Wellington County – Abercrombie Place	Individuals with HIV/AIDS. Must be a client of the AIDS Committee of Guelph and Wellington County.	Depends on individual needs.	Admin office: 115-89 Dawson Road Guelph ON N1H 1B1 519-763-2255 ext.153 housing@aidsguelph.org www.aidsguelph.org	Cooperative living environment to promote health, community involvement, life skills, and increased capacity for people living with HIV/AIDS to return to the workplace and live independently.

Who is the provider?	Am I eligible and do I need a referral?	How long can I stay?	Where is it and how do I contact someone?	More details
Dunara – Dublin House and Trinity House	Individuals with mental health issues, over 18 years of age.	Depends on individual needs.	Admin office: 329 Gordon Street Guelph ON N1G 1X7 519-836-2332 www.dunara.com	Cooperative housing for adults being supported by a community mental health worker. Rent includes heat, hydro, cable and basic phone. Tenants share in the house keeping and upkeep of the property.
Stonehenge Therapeutic Community and CMHA – Addiction Supportive Housing	Men and women over the age of 18 years with a history of acute or chronic substance abuse.		Admin office: 60 Westwood Road Guelph ON N1H 7X3 519-837-1470 info@stonehengetc.com www.stonehengetc.com	Transitional housing for 4-6 months with drug treatment programs; individual and group therapy, workforce therapy, leisure and learning activities, art therapy, life skills, anger management
Welcome In Drop In Centre – The Dwelling Place	Men or women over the age of 18 years		Admin office: 23 Gordon Street Guelph ON N1H 4G9 519-837-0080 519-829-2844 (after hours) dropinc@rogers.com www.ibvm.ca/works/justice/welcome-in-drop-in	Supportive housing with life skills training. The length of stay depends on the need of each individual.
Traverse Independence	Individuals with physical disabilities and ABI, who are at least 16 years of age.		Admin office: 1-1382 Weber Street E. Kitchener ON N2A 1C4 519-741-5845 www.traverseindependence.ca.a sp	Fully accessible 1 and 2 bedroom units in affordable housing, primary rehabilitation workers available 24 hours a day.

Wellington County

Who is the provider?	Am I eligible and do I need a referral?	How long can I stay?	Where is it and how do I contact someone?	More details
Ontario March of Dimes	Seniors and adults with physical challenges		Admin office: 4-81 Wood Street E. Drayton ON N0G 1P0 519-837-1470 www.marchofdimes.ca	Housing for seniors and the physically challenged in social housing.
Ramoth House	Young women who are pregnant or have a newborn infant that needs a safe place to stay. There is a referral and application process. Please call the office or visit the website for details.	Ramoth House offers long-term stays as well as 24 hour support.	Admin office: 119 Wellington St. W. PO Box 875 Mount Forest ON N0G 2L0 office@ramoth.ca www.ramoth.ca	

1.2 Rent-Geared-to-Income (RGI) Housing

Rent-Geared-to-Income (RGI) Housing is also known as subsidized housing. RGI assistance is for eligible households who do not have enough income and/or assets to pay market rent. RGI assistance means paying a rent amount based on your income. The first step toward finding RGI housing is to submit an application to be placed on the County of Wellington Centralized Waiting List (see page 4-5 for more information).

IMPORTANT!
 When selecting a unit on your application, remember to **ONLY** select where you want to live! You may want to consider school districts, transportation, shopping, etc. However, if you narrow your choices, it may take longer for you to be housed.

Guelph

Who is the provider?	Description (# and types of units)	Location	Are there accessible units?	Contact Information
Abbeyfield Housing Society of Guelph	6 units <ul style="list-style-type: none"> • 5 bedrooms with shared common space • 1 bedroom 	147 Norfolk Street Guelph ON		40 Baker Street Guelph ON 519-766-4020 dk@mytown.ca
Cole Road Co-operative Community Inc.	82 units <ul style="list-style-type: none"> • 2 & 3 bedrooms • Townhouses 	125 Cole Rd., Guelph	5 units modified to accommodate deaf people, with visual smoke alarms and door bell signal systems	125 Cole Road Guelph ON 519-837-9312
Fife Road Co-operative Homes Inc.	99 units <ul style="list-style-type: none"> • 1, 2, 3 & 4 bedrooms • Townhouses 	186 and 190 Fife Rd., Guelph	5 units	186 & 190 Fife Road Guelph ON 519-638-3873

Who is the provider?	Description (# and types of units)	Location	Are there accessible units?	Contact Information
Guelph Non-Profit Housing Corporation	512 units <ul style="list-style-type: none"> • 1, 2,3 & 4 bedrooms • Apartments & townhouses 48 units @ 470 Auden Road 61 units @ 394 Auden Road 102 units @ 7 Christopher Court 96 units @ 142,146, 150 Imperial Road 50 units @ 75 Flaherty Drive 68 units @ 85 Neeve Street (seniors only) 49 units @ 246 Westwood Road 38 units @ 780 York Road	See previous column, all Guelph	32 units <ul style="list-style-type: none"> • 5 units @ 470 Auden Rd. • 3 units @ 394 Auden Road • 6 units @ 7 Christopher Court • 2 units @ 75 Flaherty Drive • 10 units @ 85 Neeve Street (seniors only) • 2 units @ 246 Westwood Road • 4 units @ 780 York Road 	138 Wyndham Street N. Guelph ON 519-824-7822 ext. 4060 www.wellington.ca
Guelph Independent Living	Adults or seniors with physical disabilities	238 Willow Rd. and support for some units in 85 Neeve St., Guelph	21 units accessible at Willow Rd. Admin office: 207-255 Woodlawn Road W. Guelph ON N1H 8J1 519-836-1812 info@guelpindependentliving.org www.guelpindependentliving.org	Adult assisted living and attendant outreach; Seniors assisted living in private rental and seniors supported living in social housing; home help; community resource centre; Willow Place and Neeve Street apartments.

Who is the provider?	Description (# and types of units)	Location	Are there accessible units?	Contact Information
Matrix Affordable Homes for the Disadvantaged	163 units <ul style="list-style-type: none"> • Bachelor, 1, 2, 3 & 4 bedrooms • Apartments & townhouses 70 units @ 141 Woolwich Street 31 units @ 216 College Avenue W. 43 units @ 264 College Avenue W. 20 units @ 560 Woolwich Street (women only)	Guelph	8 units <ul style="list-style-type: none"> • 5 units @ 141 Woolwich Street • 2 units @ 216 College Avenue • 1 unit @ 264 College Avenue 	519-766-4020 matrixhousinginc@yahoo.ca
Royal City Housing Cooperative Inc.	28 units <ul style="list-style-type: none"> • 2 & 3 bedrooms • Apartments & townhouses 	33 North St., Guelph	2 units modified to accommodate deaf people, with visual smoke alarms and door bell signals	138 North Street Guelph ON 519-766-1620
County of Wellington Housing Services	886 units in Guelph <ul style="list-style-type: none"> • Bachelor, 1, 2, 3, 4 & 5 bedrooms 66 units @ 261 & 263 Speedvale Ave., Guelph 100 units @ 576 Woolwich Street, Guelph 109 units @ 33 Marlborough Street & 232 Delhi Street, Guelph (seniors first) 74 units @ 229 Dublin Street, Guelph (age 55+ only) 72 units @ 130 Grange Street, Guelph (age 55+ only) 72 units @ 387 Waterloo Ave., Guelph 41 units @ 411 Waterloo Ave., Guelph	See previous column, Guelph		138 Wyndham Street N. Guelph ON N1H 4E8 519-824-7822 ext. 4060 (Application online) www.wellington.ca

	<p>89 units @ 32 Hadati Road, Guelph (age 55+ first)</p> <p>23 units @ Vancouver & Edmonton Drive area, Guelph</p> <p>11 units @ Victoria, Eastview, McIlwraith area, Guelph</p> <p>97 units @ Mohawk, Delaware, Montana, Algonquin, Ferndale, Brant area, Guelph</p> <p>47 units @ 4 Applewood & 12 Sunset, Guelph</p> <p>85 units @ 39 Dawson & 15 Willow Rd., Guelph</p>	Guelph		
UpBuilding Non-Profit Homes, Inc.	<p>70 units</p> <ul style="list-style-type: none"> • 1, 2, 3 & 4 bedrooms • Apartments & townhouses 	60 Fife Rd., Guelph	10 units	60 Fife Road Guelph ON 519-766-4316
Victor Davis Memorial Court Non-Profit Homes Inc.	<p>114 units</p> <ul style="list-style-type: none"> • 1, 2 & 3 bedrooms • Apartments 	87 Neeve St., Guelph	3 units	87 Neeve Street Guelph ON 519-821-7518
Wyndham Hill Cooperative Homes Inc.	<p>44 units</p> <ul style="list-style-type: none"> • 1, 2, 3 & 4 bedrooms • Townhouses 	467 Auden Rd., Guelph	3 units	467 Auden Road Guelph ON 519-767-1323

Wellington County

Who is the provider?	Description (# and types of units)	Location	Are there accessible units?	Contact Information
Clifford Housing Corporation	22 units <ul style="list-style-type: none"> 1 & 2 bedrooms Apartments 	5 James St., Clifford	1 unit	5 James Street Clifford ON 519-327-8364
Eramosa Non-Profit Housing Corp.	26 units (seniors only)	160 Guelph St., Rockwood	1 unit	160 Guelph Street Rockwood ON 519-856-4190
Gerousia Inc.	10 units <ul style="list-style-type: none"> 1 & 2 bedrooms Apartments 	81 Wood St., Drayton	4 units	81 Wood Street Drayton ON 519-856-4190
Grand River Non-Profit Housing Corporation	25 units <ul style="list-style-type: none"> 1 & 2 bedrooms Apartments 	41 Cuthbert St., Elora	1 unit	41 Cuthbert Street Elora ON 519-846-0208
Maryborough Township Housing Corp.	15 units (seniors only)	30 Caroline St., Moorefield	1 unit	30 Caroline Street Moorefield ON 519-638-2984
Mount Forest Non-Profit Housing Corporation	35 units <ul style="list-style-type: none"> 1, 2 & 3 bedrooms Townhouses 	440 King St. E., Mount Forest	2 units	440 King Street E. Mount Forest ON 519-323-4178
Rural North Wellington New Hope Housing Corporation	25 units <ul style="list-style-type: none"> 1, 2 & 3 bedrooms 	301 Tucker Street, Arthur	4 units	301 Tucker Street Arthur ON 519-766-1620
Township of Erin Non-Profit Housing Corp.	29 units (seniors only)	15 Spruce St. Hillsburgh, ON	1 unit	15 Spruce Street Hillsburgh (Erin) ON 519-855-6354
County of Wellington Housing Services	307 units total; bachelor 1,2,3,4 bedroom (mostly 1 bedroom): 20 units @ 221 Mary St, Elora 41 units @ 500 Ferrier Crt., Fergus 28 units @ 500 Ferrier Crt., Fergus	Elora Fergus		138 Wyndham Street N. Guelph ON N1H 4E8 519-824-7822 ext. 4060 (Application online) www.wellington.ca

	18 units @ 301-302-303 Edinburgh Ave., Fergus	Fergus		
	16 units @ 14 Centre Street, Erin			
	11 units @ 22 Church Street, Erin	Erin		
	16 units @ 320-360 Derby Court, Palmerston			
	16 units @ Derby Court & Prospect Street, Palmerston	Palmerston		
	32 units @ 212 Whites Rd., Palmerston			
	12 units @ 38 Elizabeth Street, Harriston	Harriston		
	16 units @ 51 John Street, Harriston			
	15 units @ 56 Mill Street, Harriston			
	14 units @ 110 Edward Street, Arthur	Arthur		
	10 units @ 133 Frederick Street, Arthur			
	11 units @ 235 Egremnt Street N., Mount Forest	Mount Forest		
	31 units @ 450 Albert Street, Mount Forest			

1.3 Affordable Rental Housing

Affordable rental housing is not Rent-Geared-to-Income Housing - however, it is considered affordable because the rent is set at approximately 80% of what the average market rent is in a specific area. There is a maximum household income limit that cannot be exceeded in order to be eligible for affordable housing. Contact the provider for more details.

Who is the provider?	How many units and where?	Where is it?	Contact Information
Residences of St. Joseph's	80 units	401 Edinburgh Road Guelph	401 Edinburgh Road Guelph ON 519-767-3424
Guelph Non-Profit Housing	33 units	747 Paisley Road Guelph	Admin office: 138 Wyndham Street N. Guelph ON N1H 4E8 519-824-7822 ext.4060 1-800-663-0750 www.wellington.ca
Graystone Residences	44 units	371 Waterloo Avenue Guelph	86 Norfolk Street, #202 Guelph ON N1H 4J2 519-763-6359
Army Navy & Air Force	7 units	32 Gordon Street Guelph	32 Gordon Street Guelph ON 519-766-4020
County of Wellington – Fergusson Place	55 units	165 Gordon Street Fergus	Admin office: 138 Wyndham Street N. Guelph ON N1H 4E8 519-824-7822 ext.4060 1-800-663-0750 www.wellington.ca
Matrix Affordable Homes for the Disadvantaged	10 units	182 George Street Arthur	519-766-4020 matrixhousinginc@yahoo.ca
Conestoga Crest	22 units (seniors only)	81 Wood St., Drayton	81 Wood Street Drayton ON 519-856-4190
Guelph & District Christian Homes	50 units (seniors only)	70 Woodlawn Rd., Guelph	70 Woodlawn Road Guelph ON 519-836-4260

Silverwood Housing Cooperative	66 units 2,3 and 4 BR townhouses	70 Silvercreek Parkway, Guelph	Unit 67-70 Silvercreek Pkwy. Guelph ON 519-341-9544 silverwoodcoop@gmail.com
Southleigh Foundation	104 units 3 and 4 bedrooms	199 Westwood Rd., Guelph	199 Westwood Road Guelph ON 905-850-7750
Winfield Cooperative Homes	70 units	240 Westwood Rd., Guelph	240 Westwood Road Guelph ON 519-824-9144 windfieldcoop@bellnet.ca

1.4 Affordable Home Ownership Programs

Affordable Home Ownership Programs provides individuals and families that meet specific eligibility criteria with support to purchase their own home.

What is the program?	What does it offer?	Contact Information
Habitat for Humanity Wellington County	New owner builds for qualifying low income families, where shelter costs are no more than 30% of the gross household income. Owner sweat equity required.	300-104 Dawson Road Guelph ON N1H 1A7 519-767-9752 info@habitatwellington.on.ca www.habitatwellington.on.ca

1.5 Searching for Private Housing

Private housing is owned by individuals or property companies and is rented out to tenants. The Housing Help Centre, operated and funded by the County of Wellington, maintains a housing registry to assist in securing affordable, private rental housing. Visit the website or call the number listed here for more information: <http://www.wellington.ca/en/socialservices/housinghelpcentre.asp>, 519-837-5492 or 1-800-663-0750 x4130. Websites (www.kijiji.ca, www.gottarent.com, www.viciproperties.com) and local newspapers are great ways to find private housing advertisements. In addition, many social service agencies provide support to both clients and non-clients. When searching for private housing, it's important to ask questions. Visit <http://www.cmhc->

schl.gc.ca/en/co/reho/yogureho/fore/gest/gest_003.cfm to find out about questions you should ask the landlord, as well as questions a landlord can and cannot ask a prospective tenant.

SECTION 2: Subsidized Housing, Residential Tenancy Act & Tenancy Agreements

2.1 Rent Subsidies

Subsidized housing is when you get help paying your rent from the government or a private organization. The purpose of subsidized housing is to provide affordable housing and rent is based on what you can afford, not on the size or type of housing you live in.

Usually, the amount of rent you pay is determined by your income and is called Rent-Geared-to-Income (RGI) housing. Generally, you pay about 30% of your monthly income on rent and the government or a private organization subsidizes the rest of the rent. This is called a **subsidy**. If your subsidy is not determined by your income, it is called a **rent supplement**.

Types of Subsidized Housing

Subsidized housing can be a single room, an apartment with 1 or more bedrooms, or a townhouse. All kinds of people live in subsidized housing including single people, couples and families with children. Subsidies for housing are funded and managed in different ways:

- **Co-operative (co-op) housing** is owned and managed by resident members of the co-op. Co-ops get government funding to provide subsidized housing to low-income residents.
- **Non-profit housing** can be private or municipal. Private non-profits are owned and managed by independent, community-based groups. Municipal non-profits are owned and operated by municipal governments.
- **Local Housing Corporations** are owned and managed by the local government body responsible for housing, social welfare and ambulance services. Until 2001, Local Housing Corporations were owned by the provincial government and called “public housing.”

2.2 Residential Tenancies Act

The Residential Tenancies Act (RTA) sets the rules for rent increases, evictions, repairs and many other issues that affect tenants.

The RTA applies to most rental housing in Ontario, such as rooms, apartments, houses, mobile home parks, and retirement homes. Some rental housing is not covered by the RTA. For example, you may not be covered if you live in a place that is supposed to be used for business, share a kitchen or bathroom with the owner or a close family member of the owner, live in some types of temporary or seasonal housing, or living in a member unit of a non-profit housing co-operative.

Also, the RTA does not cover some types of shared living. If you share rental housing or you rent from another tenant, Community Legal Education Ontario's online tool at www.cleo.on.ca/roommates can help you find out if you are covered.

If your housing is not covered by the RTA, the information in this section does not apply to you. If you have questions, please contact the Legal Clinic of Guelph and Wellington County.

The RTA and regulations can be found at www.e-laws.gov.on.ca

2.3 The Landlord and Tenant Board

The Landlord and Tenant Board is the tribunal that settles disputes between landlords and tenants and enforces their rights. It is like a court, but less formal.

You can apply to the Board and ask the Board to make an order if your landlord is not following the rules set out in the RTA, for example, not doing repairs or maintenance, or not respecting your rights. Landlords can also apply to the Board, for example, if they think a tenant owes rent or caused damage.

When you apply to the Board, the Board will schedule a hearing. At the hearing, you and your landlord can each present your case to a member of the Board. After the hearing, the Board member will make an order saying what you and your landlord must do.

The Landlord and Tenant Board can be reached at 1-888-332-3234 or www.ltb.gov.on.ca

2.4 Tenancy Agreements

A tenancy agreement is a legal contract between you and your landlord. It can be in writing or it can be an oral agreement. Even if your tenancy is not in writing, it is still legal.

If your tenancy is in writing, read it carefully and make sure you understand it before signing it.

Anything in your tenancy agreement that conflicts with the RTA is not valid. For example, your landlord cannot evict you without following certain steps in the RTA, even if your tenancy agreement says something different.

2.5 Rent and Rent Increases

When you first move into your private market rental housing, there is no limit on how much rent a landlord can charge a new tenant. After you agree on a starting rent, there are limits on how much and how often your rent can go up.

The main rules your landlord must follow to raise your rent are as follows:

- 12 months apart: After you move in, your landlord must wait at least 12 months before raising your rent. Any increases after that also must be 12 months apart.
- 90 days written notice: Your landlord must give you a written notice of at least 90 days before your rent goes up. To do this, your landlord should use one of the notice forms from the Landlord and Tenant Board.
- Guideline amount: The Ontario Government sets the guideline for rent increases. Your landlord has the right to raise your rent by this amount. For rent increases in 2014, the guideline is 0.8%.
- To raise your rent by more than the guideline, your landlord must apply to the Landlord and Tenant Board for permission

The guideline does not apply to some “newer” rental units. In these cases, the 12 month and 90 day rules still apply, but there is no limit on how much the landlord can raise the rent.

If you live in rent-geared-to-income (RGI) housing, these rules about rent increases do not apply to you. If you have a concern about your rent or your subsidy, get help from the Legal Clinic of Guelph and Wellington County.

2.6 Last Month's Rent Deposit and Other Charges

When you move in, your landlord can make you pay a security deposit, called last month's rent deposit. This deposit cannot be more than one month's rent if you pay your rent by the month. Your landlord can use this deposit only as a rent payment for the last month.

Your landlord can also ask you for a deposit for your keys or access card. The amount cannot be more than it would cost to replace them. Your landlord must give this deposit back to you when you move out and return the keys or card.

Your landlord can also charge you a fee if you write a cheque and do not have enough money in your bank account. This is often called a non-sufficient funds (NSF) charge.

Most other deposits, extra charges, or advance payments are illegal. For example, sometimes landlords say that if you want to get the apartment, you must buy something in it, such as curtains or appliances, or that you must pay a damage deposit, rental fee, or commission. This is illegal.

You are not required to give a landlord post-dated cheques or automatic rent payments, even if it stated in your lease.

Always get a receipt when you pay a rent deposit or any other charge.

If you have paid an illegal deposit or charge, you can apply to the Landlord and Tenant Board to get your money back. You must apply within one year or you may lose your right to get back the money. For more information, contact the Legal Clinic of Guelph and Wellington County.

SECTION 3: Keeping Your Housing

3.1 Discrimination

It is against the law for landlords to discriminate against you because:

- Of race, sex, age, sexual orientation, gender identity, gender expression, marital status, colour, nationality, religion, or the country where you were born,
- You have a disability,
- You are receiving social assistance, or
- You have children living with you

To make a complaint about discrimination, you can contact the Human Rights Tribunal of Ontario by calling 416-326-1312 or 1-866-598-0322. Their website is at www.hrto.ca.

For advice and help with your discrimination complaint, you can contact the Human Rights Legal Support Centre by calling 416-597-4900 or 1-866-625-5179. Their website is at www.hrlsc.on.ca.

3.2 Repairs and Maintenance

Your landlord must keep your place in good condition and fit to live in. This is the law even if you knew about a problem before you rented the place, or if your lease says you took the place “as is”. This does not apply to anything that you or your guests damage on purpose or by being careless.

Your landlord is responsible for maintenance and repair of your place, of things that came with your place, such as appliances, and of common areas, such as parking lots, elevators, and hallways.

If you have a maintenance or repair problem, first talk to your landlord about it. If this does not work, write a letter asking your landlord to fix the problem. Keep a photocopy of your letter. If your landlord does not respond to your letter in a reasonable time, or refuses to do the repair, contact your municipal government and ask for an inspection. If you live in Guelph, you can contact Property Standards at 519-836-7275 or visit www.guelph.ca. If there are no municipal inspectors or property standards by-laws where you live, call the province's Investigation and Enforcement Unit at 1-888-772-9277 or visit www.mah.gov.on.ca/ieu.

If these steps do not work, you can apply to the Landlord and Tenant Board. You can file the T6 - Tenant Application about Maintenance. You must pay a fee to make this application, but the Board could make your landlord pay it back to you if you win your case. The Board can order a number of remedies including an order for an "abatement" or rent (this means a decrease in your rent), or an order for your landlord to make repairs, to repay money to you if you had to pay for repairs, or to make other payments to you.

3.3 Illegal Entry, Harassment, Vital Services, and other Tenant Rights

The Residential Tenancies Act lays out other responsibilities of the landlord, including:

- The landlord cannot illegally enter your unit. The only times your landlord can enter your home without telling you ahead of time are when: there is an emergency, your rental agreement says that your landlord gives you cleaning services, or to show the unit to a prospective tenant. In any other situation, your landlord must give you notice in writing 24 hours ahead of time and can come in only between 8 a.m. and 8 p.m. This rule applies to certain circumstances including when your landlord wants to do repairs or inspect your place to see if any repairs are needed, etc.
- The landlord cannot harass you. It is a good idea to keep detailed notes about what is happening and try to get legal advice. If you are being harassed by a landlord, one thing you can do is make a complaint to the province's Investigation and Enforcement Unit at 1-888-772-9277 or visit www.mah.gov.on.ca/ieu. You could also call the police.
- The landlord cannot cut off or interfere with any vital services. This includes your supply of water, electricity, or heat. If your services are cut off, you should get legal help or contact the province's Investigation and Enforcement Unit.

If these things happen to you in your tenancy, you can apply to the Landlord and Tenant Board. You can file the T2 - Application about Tenant Rights. There is no fee for making this application. If the Board agrees with your application, the Board can order remedy including an "abatement" in rent (this means a decrease in your rent), an order for the landlord to stop an activity, a termination of tenancy, or other compensation.

There may be other tenant applications that you can file with the Board. As with all tenant applications, you must apply to the Board within one year after the problem happened. As well, your remedy will only go back one year from the date you filed the application. For more information on your tenant rights, contact the Legal Clinic of Guelph and Wellington County.

SECTION 4: Moving Out & Eviction

Moving out, whether by force or by choice, can be a stressful time in one's life. You can lessen some stress and possibly avoid eviction by accessing community support networks and being proactive with your landlord relations. This section is designed to help individuals and families better navigate this process.

4.1 Moving Out

You do not have to move out just because your lease has expired. If, for example, you signed a one-year lease, your tenancy will automatically continue on a month-to-month basis after one year. You do not need to sign a renewed lease.

If you want to move out, there are a few different ways to do this. Some of these are:

- You and your landlord can agree to end your tenancy. To do this, both you and your landlord should sign the Form N11 - Agreement to Terminate a Tenancy. The form can be found on the Board website at www.ltb.gov.on.ca.
- You can give your landlord notice. To do this, you should provide your landlord with a signed Form N9 - Tenant's Notice to Terminate the Tenancy. However, you must give proper notice. For example, if you have a tenancy agreement for a one-year lease, you must give at least 60 days' notice and the termination date cannot be before the last day of the lease. If you leave without giving proper notice, you might have to pay rent for some of the time after you move out.
- You can find a new tenant to take over your place through assigning your unit.

4.2 Reasons for Eviction

To evict a tenant, a landlord must follow the steps set out in the Residential Tenancies Act.

Usually, the first step in the eviction process is that your landlord gives you a written notice explaining the reason your landlord wants you to leave, called a Notice of Termination. Here are some examples of reasons a landlord can use to try to evict you:

- You owe rent.
- You often pay your rent late.
- You or your guests did something illegal on the property.
- You or your guests caused damage or serious problems for your landlord or other tenants
- Your landlord wants to tear down the building or use it for something else.
- Your landlord, your landlord's family, someone buying your place, or the buyer's family wants to move in.

There are more reasons listed in the RTA. You cannot be evicted for any reason that is not in the RTA. For example, you cannot be evicted just for having a pet unless it bothers or causes problems for other people in the building – even if your lease says no pets.

If you do not want to leave or if you do not agree with the reasons in the notice, you do not have to move out.

The next step is for your landlord to apply to the Landlord and Tenant Board for an eviction order. When your landlord applies to the Board, your landlord usually must give you:

- A Notice of Hearing telling you the time and place of the Board hearing, and
- A Landlord Application explaining what your landlord is asking the Board for.

It is very important to go to your hearing. If you do not go and you do not stop your landlord's application in some other way, the Board can hold the hearing without you.

At the hearing, it is up to your landlord to prove to the Board that there is a legal reason to evict you. You have the right to question or challenge any witnesses or evidence your landlord presents at the hearing. You also have the right to speak and present your own evidence and witnesses. The Board must always take into account your circumstances and whether your landlord has been following the law and the tenancy agreement. At the hearing, Tenant Duty Counsel will be present and able to provide you with basic advice.

If the Board orders a termination of your tenancy, the Sheriff is the official who is in charge of carrying out an eviction order.

Upon receiving a Notice of Termination, a Notice of Hearing, or a Landlord Application, contact the Legal Clinic of Guelph and Wellington County immediately for legal advice.

4.3 Tenants' Association and Your Neighbours

You may have a tenants' association in your building or your neighbours may be concerned about some of the same things you are. It is usually better to work with other tenants in your building or your tenants' association when dealing with harassment, rent increases, maintenance issues, or other problems that affect more than one tenant.

For information about forming a tenants' association, contact the Advocacy Centre for Tenants Ontario at 1-866-245-4182 or www.acto.ca.

SECTION 5: Emergency Housing

If you find yourself in a situation where you're about to become homeless, emergency housing can provide temporary housing

Who is the provider?	Am I eligible?	What services do they offer?	Contact Information
Women in Crisis – Marianne's Place	Women and children only	Emergency housing for victims of physical, sexual, emotional, or financial abuse and/or stalking; meals/showers; counselling and support; access to	Admin office: 519-836-5710 or 1-800-265-7233 mpmanager@gwwomenincrisis.org www.gwwomenincrisis.org

		community resources.	
Welcome In Drop In Centre – Elizabeth Place	Women and children	Emergency housing; meals/showers; access to community resources	Admin office: 23 Gordon Street Guelph ON N1H 4G9 519-837-0080 519-829-2844 (after hours) dropinc@rogers.com www.ibvm.ca/works/justice/welcome-drop-in
Welcome in Drop In Centre – The Stepping Stone	Men	Emergency housing; meals/showers; access to community resources	Admin office: 23 Gordon Street Guelph ON N1H 4G9 519-837-0080 519-829-2844 (after hours) dropinc@rogers.com www.ibvm.ca/works/justice/welcome-drop-in
Welcome in Drop In Centre – Parkview Motel Wayfare Inn Royal Inn	All individuals/families	Shelter overflow Access through Drop In Centre.	Admin office: 23 Gordon Street Guelph ON N1H 4G9 519-837-0080 519-829-2844 (after hours) dropinc@rogers.com www.ibvm.ca/works/justice/welcome-drop-in
Wyndham House – Youth Emergency Shelter	Youth between 16 and 21- years old	Emergency housing; meals/showers; access to community resources	Admin office: 26 Douglas St Guelph ON N1H 2S9 info@wyndhamhouse.org www.wyndhamhouse.org Emergency Shelter: 18 Norwich Street E Guelph ON N1H 2G6 519-837-3892 shelter@wyndhamhouse.org

SECTION 6: Community Connections

Name of Organization	Contact Information	What can they help with?
Landlord & Tenant Board	1-888-332-3234 www.ltb.gov.on.ca	Resolves disputes between landlords and tenants under the Residential Tenancies Act
Investigation & Enforcement Unit, Ministry of Municipal Affairs & Housing	1-888-772-9277 www.mah.gov.on.ca/ieu	Investigates complaints from landlords or tenants
Insurance Bureau of Canada	www.ibc.ca	Information on tenant insurance
Canada Mortgage and Housing Corporation	www.cmhc.ca	Information about mortgages.
Landlord's Self-Help Centre	www.landlordselfhelp.com	Information, advice and referrals for small-scale landlords.
Privacy Commissioner of Canada	www.privcom.gc.ca	Privacy Act and Personal Information Protection Act
City of Guelph Building Department	519-837-5615 building@guelph.ca www.guelph.ca	Questions pertaining to Property Standards By-law in the City of Guelph. Structural, plumbing & electrical problems, garbage in yards.
Wellington-Dufferin-Guelph Public Health	519-837-5615 www.wdgpUBLICHEALTH.ca	Problems with mould, pests and insects.
Guelph Police Service	519-824-1212	Non-emergency number
Guelph Fire Service	519-763-8111	Fire Prevention Office (inspections)
Centre for Equality Rights in Accommodation	1-800-263-1138 www.equalityrights.org/cera	Discrimination problems with landlord
Small Claims Court	519-824-4169 www.attorneygeneral.jus.gov.on.ca	Landlord/tenant financial disputes
Legal Aid Ontario	1-800-668-8258 www.legalaid.on.ca	Legal advice to low-income persons in criminal, family, mental health law, etc.
Legal Clinic of Guelph & Wellington County	519-821-2100 www.gwlegalclinic.ca 11 Wyndham St N, Guelph	Free legal advice to low-income people in Guelph and Wellington in areas of housing and social assistance
Law Society Referral Service	1-800-268-8326	Up to 30 minute free consultation with a lawyer or paralegal