



Maintenance

I have asked my landlord to fix the leaking kitchen tap and he keeps saying he will get to it and never does. This has been going on for months. What should I do?

The next step is to write a letter to your landlord stating what the problem is that you want fixed and be very clear about what you are requesting from him. Keep a copy of the letter for yourself. If your landlord has a specific form to fill out for repairs you should use this instead but still keep a copy. If you continue to have problems with your landlord fixing the problem call your local by-law officer and have them come for an inspection. They can write up a report and ask the landlord to fix the problems for you.

I had a roommate who doesn't live here anymore but he took the keys with him and so now I want to change the locks. Am I allowed to do this?

Yes. You may change the locks on your apartment as long as you give your landlord a copy of the key. As a courtesy it might be a good idea to talk to your landlord about this beforehand. The landlord may even have an old lock he is no longer using that you can replace it with.

How do I apply to the Landlord and Tenant Board to make my landlord fix the problem?

If you have written a request for your landlord to fix a problem and it still is not being fixed, you can apply to the Landlord and Tenant Board to order your landlord to fix the problems. You may be able to receive assistance from Waterloo Region Community Legal Services. While you are waiting for your hearing you will want to obtain proof of the maintenance issues such as taking pictures, calling by-law enforcement to get a report made or gathering witnesses who will speak on your behalf.

My smoke detectors don't work in the unit. I have tried replacing the battery and they are still not working. I asked my landlord to fix it but he won't. What should I do?

Call your local Fire Prevention Office. They will look into the problem for you and have your landlord replace the smoke detector if needed.

I want to stop paying rent because my landlord doesn't fix anything. Is this allowed?

No. You must always pay your full rent or your landlord can try to have you evicted. The only time you can adjust your rent is if the Landlord and Tenant Board finds in your favour. That could mean that the Board may order the landlord to back-pay you some rent money or to not raise your rent until the repairs are done.

I want to pay to have a professional come in to fix my apartment instead of paying rent. Is this allowed?

Yes. You can have someone come and fix the problems but you will be responsible for paying the bill. You can apply to the Landlord and Tenant Board to try to get reimbursed but there is no guarantee that the Board will find in your favour. It is best to apply to have the repairs done through the Landlord and Tenant Board first.

The hallways and entrance to the building are always dirty. My landlord says it is up to each tenant to keep the area outside their apartment clean. Is this true?

No. Your landlord is responsible for cleaning the common areas of the building such as the hallways, the laundry room and front entrance. If he is not keeping this up you can apply to the Landlord and Tenant Board to have him ordered to maintain it.

I don't like the colour of the carpet and it is a bit worn. I have asked my landlord to fix it but he says he doesn't have money to fix it. What should I do?

Although you may not like the way your apartment looks, your landlord is not responsible for fixing it unless it is a maintenance issue. If you talk to your landlord you may be able to get permission to replace the carpet yourself or negotiate if he buys the carpet, you could install it. If you are unhappy with the appearance of your apartment try to negotiate something with the landlord directly.

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