

## Tip Sheet for Tenants

# What can I do if my landlord or someone buying my place wants to move in?

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**This tip sheet contains general information.**

**It is not a substitute for getting legal advice about your particular situation.**

Prepared by the Tenant Duty Counsel Program and funded by Legal Aid Ontario.  
To download this and other tip sheets for tenants, go to <http://www.acto.ca>

This tip sheet gives general information about what you can do if your landlord or someone who buys the place that you rent wants you to move out so that they can live in your place.

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

Your landlord must follow the rules set out in the law. If you believe that your landlord is not following these rules or is not respecting your legal rights, you can apply to the Landlord and Tenant Board.

The Landlord and Tenant Board is a special court that deals with conflicts between landlords and tenants. In this tip sheet, “Board” means the Landlord and Tenant Board.

## If the place I rent is sold, do I have to move out?

**No.** Even if your landlord has put the property up for sale, it does not automatically mean that you have to move out. When the property is sold, the buyer becomes your new landlord. “Purchaser” is another name for the person who buys the property.

When someone is honest about their plans and actions, the law says they are acting in “good faith”.

Your landlord can ask you to move out if any of these people plan, in good faith, to move into the place you rent right away:

- A purchaser, in other words, a person who buys your place.
- Certain close members of the purchaser's family. They include only the purchaser's spouse, the purchaser's children or the spouse's children, the purchaser's parents or the spouse's parents.
- A caregiver of the purchaser or of a close member of the purchaser's family.

If your landlord wants to end your tenancy for this reason, your landlord and the purchaser must have **signed** a purchase and sale agreement.

## Can I be evicted because my landlord wants to move into my place?

Your landlord can evict you if any of these people want to live in the place that you rent:

- Your landlord.
- Certain close members of your landlord's family. They include only the landlord's spouse, the landlord's children or the spouse's children, the landlord's parents or the spouse's parents.
- A caregiver, in other words, a person who takes care of your landlord or of a close member of your landlord's family.

**Starting September 1, 2017**, there are new rules your landlord must follow to end your tenancy because they, a close family member or a caregiver want to move in:

- Your landlord must be an individual, and the place that you rent must be owned at least partly by an individual.
- The person who will be living in your place must be planning to live there for at least **one full year**.
- Your landlord must pay you at least one month's rent, **or** offer you another rental unit that is acceptable to you.

These new rules **do not apply** if your landlord wants to evict you because a purchaser, a close family member of the purchaser, or a caregiver of the purchaser or of a close member of the purchaser's family wants to move in.

Your landlord must follow certain steps set out in the law to end your tenancy.

## What does the landlord have to do to evict me?

If your landlord wants to evict you for the landlord's or a purchaser's own use of your place, the first step your landlord must take is to give you a written notice called **Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit – Form N12** .

A landlord cannot use a Form N12 to end your tenancy so the landlord, a close family member or a caregiver of the landlord can move in if:

- your landlord is not an individual, or
- the rental unit is not owned in part by an individual.

Form N12 must show your legal name, the complete address of the place you rent, the legal name of your landlord, and indicate who will be moving in. Your landlord can only allow one of the people listed in the Form N12 to move in – nobody else. So, for example, your landlord cannot evict you so that the landlord's cousin can move in.

Form N12 must also tell you the date your landlord wants you to move out. This is called the “termination date”. Your landlord must give you the Form N12 at least **60 days** before the termination date. **The last day of the 60-day notice must be the last day of your rental period.** A “rental period” is the amount of time covered by your rent payment. For example, if you pay rent on the first day of the month, your rental period runs from the first day to the last day of the month.

If you and the landlord signed a rental agreement, also called a lease, for a set period, then **the last day of the 60 day notice must be the last day of the lease.**

If your landlord offers to pay you one month’s rent, it must be paid on or before the termination date in the Form N12.

At the end of this tip sheet there is information about where to get legal help.

## Must I move out by the termination date?

**No.** You do **not** need to move out by the termination date, even if you agree with what the landlord says in the Form N12.

Your landlord can apply to the Board for an “eviction order” before the termination date. However, the Board cannot terminate your tenancy before the termination date in the Form N12.

To apply to the Board, your landlord must complete a form called **Application to End a Tenancy and Evict a Tenant – Form L2**. After your landlord files it with the Board, the Board will mail both you and your landlord a **Notice of Hearing** with a date for a hearing and a copy of the Application to End a Tenancy and

Evict a Tenant. There is more information about hearings later on in this tip sheet.

You should receive the Notice of Hearing at least **10 days before the hearing date**.

## What if I do not want to wait 60 days to move out?

If you want to leave before the termination date in the Form N12, you can give your landlord at least **10 calendar days' notice** that you will be ending your tenancy and moving out. Weekends and weekdays are included in calendar days. You can do this by filling in a **Tenant's Notice to End the Tenancy - Form N9** and giving it to your landlord. The last day of your notice does not have to be the last day of your rental period.

You can get the Tenant's Notice to Terminate the Tenancy - Form N9 online from the Board's website at [www.sjto.gov.on.ca/ltb](http://www.sjto.gov.on.ca/ltb), or you can pick it up at a Board office or at your local ServiceOntario Centre. The form is free.

## I received a Notice of Hearing. What happens next?

You should go to the hearing even if you believe that your landlord or the purchaser honestly wants to move into the place you rent.

On your hearing day, you can ask a mediator at the Board for help to work out an agreement with your landlord. Mediators are employed by the Board to help tenants and landlords settle conflicts. They act as go-betweens, helping to come up with

a plan that both landlord and tenant can accept . They have to be fair and not take anybody's side.

If your landlord is willing, you may be able to get a later move-out date or some money from your landlord to help with your moving expenses.

If you do make an agreement, there will be no hearing.

## If my landlord will not agree to a settlement, what can I expect at the hearing?

At the hearing, a Board member will listen to why your landlord wants to evict you and why you think you should not be evicted.

The landlord does not have to prove that you did anything wrong. But, to get an order to end your tenancy and evict you, the landlord must show that, either:

- The landlord needs your place in “good faith” because they, a close family member, or a caregiver will be moving in and living in your place for at least one full year. In this case, the landlord has to specify who will be moving in, and give the Board an affidavit with the legal name of that person. An “affidavit” is a written statement made by someone who swears that it is true by signing in front of a witness. In this case, the person who will be moving in must sign the affidavit in front of a witness such as a commissioner of oaths, a lawyer, or a notary. By signing, the person is swearing that they will be living in your place for at least one full year.

- If the landlord filed an application because a purchaser, a close family member of the purchaser, or a caregiver for a member of the purchaser's family needs the place, the landlord must have a purchase and sale agreement that has been **signed** by both the landlord and the purchaser. In the affidavit for the Board, the person who will be moving in **does not** have to swear they will be living in your place for 1 year, only that they need your place in good faith.

Your landlord is not required to give you a copy of the affidavit or the purchase and sale agreement before the hearing. However, your landlord must file the affidavit with the Board before the hearing. You can ask the Board to give you a copy of the affidavit before the hearing date. Otherwise, ask for a copy of the affidavit and purchase and sale agreement when you go to the hearing.

## What should I say at the eviction hearing?

If you think your landlord has not acted in good faith, and you believe the landlord may really be trying to evict you for another reason, you can say this at the hearing. For example, your landlord may want to evict you to be able to rent the place for a much higher rent, or because you have asked the landlord to do repairs and the landlord does not want to.

The Board has the power to deny or delay the eviction, but you must come prepared to the hearing. It is very important to organize your thoughts and your evidence before the hearing.

Evidence is what you, your landlord, and your witnesses say at the hearing. Evidence is also any documents that you or your landlord gives to the Board. Here are some examples of different kinds of evidence:



- photographs and videos,
- letters, e-mails, or texts,
- invoices and receipts,
- bank statements,
- medical records,
- report from a building inspector, and
- witnesses, for example, family, friends, social worker, police officer, building inspector.

You must bring **3 copies** of any documents you want to use at your hearing. One copy is for you, one for your landlord, and one for the Board member who is hearing your case.

If your evidence is a photo or other still image on a camera, a phone, or a computer, make sure you print copies to bring to the Board. If your evidence is a video- or sound-recording on a computer disc, contact the Board in advance to ask for a computer to be available at the hearing or bring your own laptop computer, so that you will be able to show what is on the disc.

Usually, the police, building inspectors, and other officials cannot go to a hearing as witnesses unless they are “summonsed”. For information about how to summons a witness, contact the Board or your local community legal clinic. You will find contact information for the Board and community legal clinics at the end of this tip sheet.

**Here are some things you can do to gather evidence for the hearing:**

- Keep notes about conversations you have with your landlord, especially if the two of you are not getting along. Write down the date of each

conversation and what was said. These notes are sometimes called a log or record. Also keep notes of any conversations you have with the landlord between the time you get the Form N12 and the hearing date, especially if the landlord is pressuring you to move out .

- Keep a record of vacancies in the building that you rent.
- Find out if any other tenants have received Form N12 forms from the landlord.
- Make a list of any witnesses you want to speak at the hearing and think about what you want them to say.
- Talk with your landlord about the landlord's plans for the place you rent. Find out if the landlord has advertised your place for rent or listed it for sale. Make copies of any advertisements to bring to the hearing.

At the hearing, you can talk about different reasons why your landlord's application should be dismissed or your eviction delayed. Here are some examples. Think about whether they apply to your case.

### **1. Did you get the legal forms from your landlord on time?**

There are rules the landlord must follow when giving you a Notice to Terminate.

- Does the Form N12 contain all the information required?
- Did your landlord give you the Form N12 at least **60 calendar days** before the termination date on the Notice? Weekends and weekdays are included in calendar days.

- Is the termination date the last day of your rental period? If you and the landlord signed a lease, is the last day of the 60 day notice the last day of the lease?
- Is the address of your rental unit correct? If not, this could be a reason for the Board to dismiss the application.
- Does the Form N12 tell you who wants to move into the rental unit? Is the person someone listed in the Form N12?

## **2. Is there a legal reason why the landlord's case should be dismissed?**

If your landlord gave you the Form N12 on or after September 1, 2017 there are new rules your landlord must follow

- Did your landlord pay you at least one month's rent or offer you another place acceptable to you?
- Is your landlord a company owned by one or more people? Only a landlord who is an individual can terminate a tenancy this way.
- Is your unit owned at least partly by an individual?
- Does the person moving into your place plan to live there for at least a year?

## **3. Do you believe your landlord is asking for an eviction in good faith?**

If you believe that your landlord is **not** acting in good faith, explain to the Board why you believe your landlord does not honestly plan to move in or have their family member move into your place after you move out.

For example, if the place you rent is very small and you know your landlord lives in a large house that is not for sale, you can give evidence to the Board about

that. If the other rental places in your neighbourhood are very expensive compared to the place you rent, it is possible that your landlord wants to rent it to someone for more money.

Did your landlord file an affidavit with the Board? Is the person who is supposed to be moving in at the hearing? If that person is at the hearing, you have the right to ask that person questions. If that person is not present, you can ask the Board to postpone the hearing until that person can attend.

#### **4. Have you had problems with your landlord?**

If you have had problems with your landlord, you can speak about them at the hearing. Problems can include repair and maintenance issues, illegal entry, bedbugs, illegal lockout, and harassment. **It is important to bring evidence of these problems to the hearing.**

If the Board decides, based on your evidence and your landlord's evidence, that these problems are serious, the Board must refuse eviction.

The Board must also refuse eviction if they find that your landlord is trying to evict you for **any** of these reasons:

- you have children,
- you complained to a government authority,
- you were trying to claim your rights, or
- you are part of a tenants' association.

#### **5. Is there a reason why eviction should be delayed or refused?**

The Board can order that your eviction be delayed or even refused. Reasons for delay or refusal can include **any** of the following:

- you are a single parent,
- you have small children,
- your children attend school in the community,
- you have lived in the rental unit for a long time,
- you have a mental or physical disability,
- you are receiving government benefits and have limited funds,
- your new place will be ready soon,
- you are ill or are booked to have surgery.

Tell the Board if you are having trouble finding a new place to live.

The Board must consider all the facts of the case before granting the eviction order. Even if your landlord can show that they honestly want to move into your unit, the Board has the power to deny or delay the eviction.

## The landlord got an eviction order against me and I think the order is wrong. What should I do?

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

To request a review, complete a **Request to Review an Order** form and give it to the Board. You must request a review within **30 days** from the date of the decision.

It costs \$55 to file this request, but you may not have to pay if you qualify for a fee waiver. You get only one chance to ask for a review of the Board's order so you should get legal advice before completing the form. Keep reading to find out where to get legal help.

## Is there anything else I can do to challenge the Board's decision on my application?

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

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

Get legal advice before going to court.

## My Landlord did not pay me compensation before I moved out. What can I do?

A "remedy" is something you can ask the Board to order the landlord to do or to pay, to make up for your landlord not following the law.

You can apply to the Board and ask for remedies if:

- you moved out because your landlord gave you a Form N12, **and**
- your landlord did not pay you money the landlord agreed to pay before you moved out.

To apply, you must fill in a form called a **Tenant Application for a Rebate of Money the Landlord Owes – Form T1** and give it to the Board. It costs \$50 to apply. You may not have to pay the \$50 to file your request if you qualify for a fee waiver. To find out whether you qualify, you must fill out a form called **Fee Waiver Request**.

You can get the Form T1, along with **T1 Instructions and the Fee Waiver Request** from the Board or a ServiceOntario Centre, or download them from the Board's website at [www.sjto.gov.on.ca/ltb](http://www.sjto.gov.on.ca/ltb).

Before you begin, read Form T1 and the T1 Instructions carefully. If you are having trouble completing the form, talk to a lawyer or legal worker before giving it to the Board. At the end of this tip sheet, you will find information about getting legal help.

You must apply within **1 year from the date you moved out**.

## How do I fill in the Form T1?

The T1 Instructions show you how to fill in the Form T1. What follows here is a brief explanation.

It is important to read the Form T1 and the T1 Instructions carefully before you begin, and go over your application again when you have finished filling it out.

**The Board may dismiss or delay your hearing if it finds serious mistakes in your application.**

On the Form T1, fill in the following information:

- ✓ the address of the place you are applying about,
- ✓ your first and last name,

- ✓ the address where you want the Board to send your mail,
- ✓ a phone number where you can be reached,
- ✓ the landlord's full legal name, address, and phone number.

If you are not sure who your landlord was, one way to find the name and address of the landlord is to look on your lease agreement, on the N12 or on the landlord's application. Another way is to contact the Municipal Property Assessment Corporation Office or visit the Registry Service of your local City Hall or Civic Centre to search for who owns the place you used to rent.

If there is more than one landlord, you can add those names by filling in a **Schedule of Parties** form. This form is free and is available from the Board, a ServiceOntario Centre, or the Board's website at [www.sjto.gov.on.ca/ltb](http://www.sjto.gov.on.ca/ltb).

In the section of the Form T1 that says "Reasons for This Application", check the box marked **Reason 6**, and fill in the amount that the landlord agreed to pay you. Explain what happened and why you believe the landlord owes you money.

Check the box that says you are a tenant and sign and date the form. The Board will not accept your application if it is not signed.

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

- If you want your hearing to be in French, check the box marked "French-Language Services".
- If you have special needs, you can use this page to tell the Board what kind of help you need. If your special needs are related to grounds listed in



the Ontario Human Rights Code, the Board must make special arrangements to help you use the Board's services. For example, if you are not from Canada and have difficulty speaking or understanding English or French, you can ask the Board to provide an interpreter to help you participate in your hearing. Or, if you have a physical or mental disability that may affect your use of the Board's services, you can ask the Board for special assistance.

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

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

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

When you have filled out Form T1, attach the documents you want the Board to consider, and hand your application and your Fee Waiver Request to the staff at the front counter of a Board office or a ServiceOntario Centre. The staff will stamp the date on your documents. **If you do not get a fee waiver, you will have to pay \$50** before the Board will accept your application.

## I believe my landlord evicted me in bad faith. What can I do?

A "remedy" is something you can ask the Board to order the landlord to do or to pay, to make up for your landlord not following the law and evicting you in bad faith.

You can apply to the Board for a remedy if you moved out because your landlord gave you a Form N12 or because the Board ordered your eviction based on the Form N12 and:

- you believe your landlord gave you the Form N12 in bad faith, or
- the person who was supposed to move in did not .

The Board will presume that the landlord gave you the Form N12 in bad faith, if within 1 year from the date you moved out your landlord:

- advertises your place for rent,
- advertises your place or your building for sale,
- rents your place to someone else,
- demolishes your place or your building,
- takes steps to convert your place or your building to a non-residential use.  
“Non-residential use” means not used for people to live in.

To apply, you must fill in a form called a **Tenant Application - Landlord Gave a Notice of Termination in Bad Faith – Form T5** and give it to the Board. It costs \$50 to apply. You may not have to pay the \$50 to file your request if you qualify for a fee waiver. To find out whether you qualify, you must fill out a form called **Fee Waiver Request**.

You can get the Form T5 along with **T5 Instructions** and the Fee Waiver Request from the Board or a ServiceOntario Centre, or download them from the Board’s website at [www.sjto.gov.on.ca/ltb](http://www.sjto.gov.on.ca/ltb).

You must apply within **1 year from the date you moved out**.

## How do I fill in the Form T5?

The T5 Instructions show you how to fill in the Form T5. What follows here is a brief explanation.

It is important to read the Form T5 and the T5 Instructions carefully before you begin, and go over your application again when you have finished filling it out.

**The Board may dismiss or delay your hearing if it finds serious mistakes in your application.** So, if you are having trouble completing the form, you should get legal advice before giving it to the Board. At the end of this tip sheet there is information about where to get legal help.

On the Form T5, fill in the following information:

- ✓ the address of the place you are applying about,
- ✓ your first and last name,
- ✓ the address where you want the Board to send your mail,
- ✓ a phone number where you can be reached,
- ✓ the landlord's full legal name, address, and phone number,
- ✓ the date you moved out of the place you are applying about.

If you are not sure who your landlord was, one way to find the name and address of the landlord is to look on your lease agreement, on the N12 or on the landlord's application. Another way is to contact the Municipal Property Assessment Corporation Office or visit the Registry Service of your local City Hall or Civic Centre to search for who owns the place you used to rent.

If there is more than one landlord, you can add those names by filling in a **Schedule of Parties** form. This form is free and is available from the Board, a ServiceOntario Centre, or the Board's website at [www.sjto.gov.on.ca/ltb](http://www.sjto.gov.on.ca/ltb).

In the section of the Form T5 that says “Reasons for Your Application”, check the box that best describes your situation and explain what happened. Form T5 lists several possible remedies but not all of them may apply to your situation. They include:

➤ **Remedy 1 - Rent abatement**

The Board can order the landlord to pay you back some of the rent you paid during your tenancy. How much you should ask for depends on how much the bad-faith eviction affected you and how long it was before you could find a new place that you could afford.

➤ **Remedy 2 - Pay a fine to the Board**

The Board can order the landlord to pay a fine if it finds the behaviour of the landlord especially bad. The fine is meant to keep the landlord from behaving in the same way again. The most the Board can order the landlord to pay is \$25,000 but this rarely happens.

➤ **Remedy 3 - Compensation for increased rent**

If you move out and the new place you rent is more expensive than the place you left, the Board can order the landlord to pay you the difference between the rent the landlord charged you and your new rent. The Board can order the landlord to pay this rent difference for up to 1 year. You must be able to show the Board proof of how much your new rent is.

➤ **Remedy 4 - Moving and storage expenses**

The Board can order the landlord to pay what it cost you to move out or to store your belongings after you moved out.

➤ **Remedy 5 - Other remedies**

In this section, you can ask for a remedy that is not listed. For example, if your landlord's bad-faith eviction caused you and your family a lot of emotional stress or inconvenience, you can ask the Board to order the landlord to pay you money. You must tell the Board how much money you want the landlord to pay you.

Check the box that says you are a tenant and sign and date the form. The Board will not accept your application if it is not signed.

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

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

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

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

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

When you have filled in Form T5 and attached any documents you want the Board to consider, hand it to the staff at the front counter of the Board or a ServiceOntario Centre. Your documents will be stamped with the date you give them to the Board. **If you do not get a fee waiver, you will have to pay \$50** before the Board will accept your application.

## What happens after I file my Application?

When your application is accepted, the Board will set a date for a hearing and will give you a Notice of Hearing that tells you the date, time and place of your hearing. In most cases, the Board will mail you and the other parties a copy of the application and the Notice of Hearing. In some cases the Board may order you to deliver these documents instead.

If you need to serve the documents, the Board will give you an “Order to Serve Documents” that will tell you what documents you must serve and when you must serve them.

If you are responsible for giving your landlord a copy of the Notice of Hearing and application, you must do this as soon as possible, but **no later than** the deadline that is listed in the “Order to Serve Documents”. **If you do not follow the instruction in the Order, your hearing may be delayed or your application may be dismissed.**

After you give the papers to your landlord, you must fill in the **Certificate of Service** and give it to the Board.

Because this is your application, you will be telling your story first at the hearing. This is the time to show the Board your evidence and have your witnesses speak. The landlord or the landlord's representative will then be allowed to ask you and each of your witnesses questions. This is called "cross-examination". The Board member may also ask questions. After you have finished, the landlord will present their side of the story. You can then cross-examine the landlord and the landlord's witnesses, and the Board member may ask them questions. When everyone has finished giving their evidence and the Board has no more questions, you and the landlord must tell the Board what you want the Board to do, and why you should get what you have asked for.

The Board may make a decision right away or may take a few days to decide. Either way, the Board's final decision will be written in an order and sent to you and the landlord by mail.

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

If you believe the Board made a serious mistake in the order, you can apply to the Board to review the decision.

To request a review, complete a **Request to Review an Order** form and give it to the Board. You must request a review within **30 days** from the date of the decision. It costs \$50 to file this request, but you may not have to pay if you can get a fee waiver. You get only one chance to ask for a review of the Board's decision, so you should get legal advice before completing the form. Keep reading to find out where to get legal help.

## Is there anything else I can do to challenge the Board's decision on my application?

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

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

Get legal advice before going to court.

## Where can I get help or more information?

### Tip sheets for tenants

If you believe there is a serious mistake in a Board decision, see the tip sheet called "I think my order from the Landlord and Tenant Board is wrong. What should I do?"

This and other tip sheets for tenants are available online at [www.acto.ca](http://www.acto.ca)

### Community legal clinics

Across Ontario, legal clinics give free legal advice to people with low incomes. Contact your local community legal clinic for help with landlord and tenant matters.



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

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

**Other sources of information**

You can find information for tenants online at [www.yourlegalrights.on.ca](http://www.yourlegalrights.on.ca) and at [www.stepstojustice.ca](http://www.stepstojustice.ca).

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