



How to Respond to Issues that Arise During Your Tenancy

What do I do if there are issues with the unit?

Your landlord is responsible for the maintenance and repair of your rented unit including things that come with it (for example, appliances) and common areas (for example, parking lots, hallways and elevators).

If appliances or fixtures stop working, you should contact your landlord as soon as possible. Emergencies that could cause permanent damage or could impact the health and safety of tenants and guests, such as leaking pipes, need to be reported right away.

Pests, such as insects and rodents are quite common in all types of buildings and also should be reported to your landlord right away. The longer the problem is left the more serious it can be and the more costly to solve.

How do I report an issue to my landlord?

1. Start by telling your landlord what is wrong and ask to have it fixed
2. If your landlord does not fix the problem, write a letter or fill out a repair request form asking your landlord to do the repair (keep a copy for yourself)
3. If your landlord does not fix the problem, you can call your local by-law department
 - If you're not sure who to call about addressing these issues, these links and tools can help:
 - [Social Development Centre Waterloo Region: Tenants Rights Enforcement Information Sheet](#) for help determining who to contact if issues regarding repairs, health and safety are not resolved through a landlord-tenant communication
 - Also check out our video [Tips to help you make a work order](#)
 - [The Working Centre - Health and Safety resources](#)
 - [Landlord and Tenant Board brochure on maintenance and repairs](#)
4. If your problem goes unresolved, you can apply to the Landlord and Tenant Board (LTB)

You can also call the service providers below for help.

- Lutherwood Housing Services: Cambridge, 519-623-9383 or Kitchener, 519-749-2450





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- The Working Centre’s Housing Hub: Kitchener, 519-743-1151 ext. 117
- Waterloo Region Community Legal Services: 519-743-0254 or visit www.wrcls.ca

For valuable information and tips, check out the Rooming House Flyer at:

www.lutherwood.ca/assets/documents/Rooming-House-Flyer.pdf

As a renter, you are expected to be mindful of other tenants and the landlord, ensuring that you and your guests don’t do anything that would infringe on their “reasonable enjoyment” of the property. You and your guests must also respect the property, keeping it in good condition. If you and/or your guests cause damage above normal wear and tear, you are expected to fix the damage and/or cover the cost of repairs.

Are you experiencing challenges that are making it difficult to keep your housing?

Consider reaching out and asking for help. The resources below can connect you to supports and services to address personal, social, and financial issues.

For health-related services:

- Go to www.wwhealthline.ca or call the Community Care Access Centre at 310-CCAC (2222) for information about physicians and in-home personal/medical care
- Contact Here 24-7 for crisis intervention, and mental health and addictions services and supports at 1-844-437-3247 or go to www.here247.ca under “Contact Us” for a list of drop-in sites

For general inquiries:

- Call 211 or go to www.211.ca and search by community and topic
- In Waterloo Region, call the Community Helpline at 519-579-3800