



SERVICES FOR TENANTS & LANDLORDS

Discrimination and Human Rights

Provides information and advice on housing discrimination and on evictions:

Centre for Equality Rights in Accommodation (CERA) 416-944-0087
www.equalityrights.org/cera

Rent Bank

Offers one-time, interest-free loans for overdue rent to eligible households facing eviction.

Families receiving social assistance should contact their caseworker for information on “Shelter Fund” and “Community Start-up Benefit.”

Rent Bank is made available through:

Albion – North Etobicoke 416-741-1553
Albion – South Etobicoke 416-252-6471
COSTI – North York Housing 416-244-0480
EYET Housing Help (East York) 416-698-9306
Neighbourhood Information Post 416-924-2543
Scarborough Housing Help Centre 416-285-8070
WoodGreen Community Centre 416-469-5211
York Community Services 416-653-5400

Social Housing

These agencies deal with public housing, private non-profit and co-operative housing:

Co-operative Housing Federation of Toronto 416-465-8688
www.coophousing.com

Housing Connections

Subsidized Housing 416-981-6111
Market Rent Housing 416-981-7368
www.housingconnections.ca

Emergency Housing

Help in finding emergency shelter and services:

Street Helpline (free from any payphone) 1-866-392-3777

Help for families being evicted or seeking emergency shelter:

Central Family Intake 416-397-5637

Specialized Agencies

Information and advisory services for low-income senior citizens and disabled tenants across Ontario:

Advocacy Centre for the Elderly 416-598-2656
www.advocacycentreelderly.org

ARCH: Disability Law Centre 416-482-8255
toll-free 1-866-482-2724
www.archdisabilitylaw.ca

SERVICES FOR LANDLORDS

Information and Advice

These agencies have trained staff who can explain landlords’ rights and obligations and provide advice on procedures. This includes all types of rental housing matters from rent increases to maintenance to eviction.

For multi-residential landlords with seven or more units:

Greater Toronto Apartments Association 416-385-3435
www.gtaaonline.com

For small-scale landlords with only a few units:

Landlord’s Self-Help Centre 416-504-5190
toll-free 1-800-730-3218
www.landlordselfhelp.com

Landlord’s Self-Help Centre is a non-profit legal clinic that provides information, legal advice and referrals exclusively to Ontario’s small-scale landlords. The Centre also offers printed materials and outreach programs aimed at informing landlords of their rights and responsibilities.



Home is where it starts.
www.toronto.ca/housing

 **TORONTO** Shelter, Support & Housing Administration
www.toronto.ca/housing



GENERAL INFORMATION

Community Information Toronto provides referrals on a wide range of community-based and government services and programs.

Community Information Toronto 211
www.211toronto.ca

Landlord and Tenant Board

The Residential Tenancies Act, 2006 (RTA), effective January 31, 2007, replaces the Tenant Protection Act, 1997. As part of the Act, the Ontario Rental Housing Tribunal is now known as the Landlord and Tenant Board.

The Landlord and Tenant Board's role is to provide information about the RTA and to resolve disputes between most residential landlords and tenants. Board staff can answer questions about your rights and responsibilities under the law or about a specific application. Information is available by touch-tone phone. Forms used under the RTA are available from the website:

The Landlord and Tenant Board 416-645-8080
www.ltb.gov.on.ca

Investigation of Offences under the RTA

The Investigation and Enforcement Unit responds to complaints from landlords or tenants about alleged offences.

Ministry of Municipal Affairs & Housing 416-585-7214
 Investigation & Enforcement Unit Call Centre

Mediation and Conflict Resolution

In case of a dispute, these agencies offer an alternative to legal action or Board hearing:

Albion – North Etobicoke	416-741-1553
Albion – South Etobicoke	416-252-6471
Conflict Mediation Services of Downsview	416-740-2522
Conflict Resolution Services (St. Stephen's Community House)	416-925-2103
COSTI – North York Housing Help	416-244-0480
Etobicoke Conflict Mediation Team	416-490-7556 x225
EYET Housing Help	416-698-9306
Flemingdon Neighbourhood Services	416-424-2900
Warden Woods Community Centre	416-694-1138 x127
Scarborough Housing Help Centre	416-285-8070

Maintenance and Repair

The RTA has rules about the maintenance and repair of rental properties. For more information, or to obtain copies of the Board's Maintenance and Repair brochure, please visit:

The Landlord and Tenant Board 416-645-8080
www.ltb.gov.on.ca

For further information about how to address the state of repair, safety or heating in an apartment or building, contact your local Municipal Licensing & Standards Office:

East Office (Scarborough Civic Centre)	416-396-7071
North Office (North York Civic Centre)	416-395-7011
Toronto & East York (North Satellite Office)	416-338-0711
Toronto & East York (West Satellite Office)	416-338-0800
West Office (Etobicoke Civic Centre)	416-394-2535

Vacancy Listings

These agencies work to connect tenants and landlords by providing vacancy referrals for tenants and free vacancy listings for landlords:

Albion – North Etobicoke	416-741-1553
Albion – South Etobicoke	416-252-6471
COSTI – North York Housing Help	416-244-0480
EYET Housing Help (East York)	416-698-9306
Flemingdon Neighbourhood Services	416-424-2900
Scarborough Housing Help Centre	416-285-8070
Toronto Christian Resource Centre	416-363-4234 x224
West Toronto Housing Help Service	416-531-0841
Woodgreen Community Centre	416-469-5211 x1175
York Community Services	416-653-5400

SERVICES FOR TENANTS

The Federation of Metro Tenants' Association

The Federation of Metro Tenants' Associations (FMTA) is a non-profit organization that advocates for better rights for tenants. The FMTA is comprised of affiliated tenant associations, as well as individual tenants.

The FMTA runs a Tenant Hotline with trained staff who can explain tenants' rights and obligations, while providing advice on matters ranging from rent increases to maintenance to eviction. Counselling Services are available in 150 languages through a telephone interpreting service. The FMTA also offers printed information.

Please note, the FMTA does not offer legal advice. Should your situation require legal attention, contact a local community legal clinic (next panel).

The Tenant Hotline is funded by the City of Toronto.

FMTA Tenant Hotline 416-921-9494
www.torontotenants.org

The Tenant Defence Fund

The Tenant Defence Fund provides Tenant Support Grants and outreach and organizing assistance to groups of tenants fighting high rent increases or the loss of their rental housing. The FMTA Outreach Team provides assistance for tenant organizing and grant applications.

The program is funded and administered by the City of Toronto.

FMTA Outreach Team 416-413-9442
www.torontotenants.org

Tenant Duty Counsel

When tenants are required to appear before the Landlord and Tenant Board, lawyers and legal workers are available to provide advice and assistance to the tenants on the day of their hearing. This is an on-site service. Should a tenant require in-depth legal services before the hearing date, contact a local community legal clinic (see below).

Tenant Duty Counsel is a program of the Advocacy Centre for Tenants - Ontario and funded by Legal Aid Ontario.

Legal Advice

These community legal clinics offer legal representation under Legal Aid Ontario. Legal advice is available on topics ranging from rent increases to maintenance to eviction:

Aboriginal Legal Services	416-408-3967
Downsview Community Legal Services	416-635-8388
Downtown Legal Services	416-978-6447
East Toronto Community Legal Services (Gerrard and Greenwood area)	416-461-8102
Flemingdon Community Legal Services	416-441-0969
Jane-Finch Community Legal Services	416-398-0677
Kensington-Bellwoods Community Legal Services	416-924-4244
Metro Toronto Chinese and Southeast Asian Legal Clinic	416-971-9674
Neighbourhood Legal Services (Queen and Parliament area)	416-861-0677
Parkdale Community Legal Services	416-531-2411
Rexdale Community Legal Services	416-741-5201
Scarborough Community Legal Services	416-438-7182
South Etobicoke Community Legal Services	416-252-7218
West Scarborough Community Legal Services	416-285-4460
West Toronto Community Legal Services	416-531-7376
Willowdale Community Legal Services	416-492-2437

