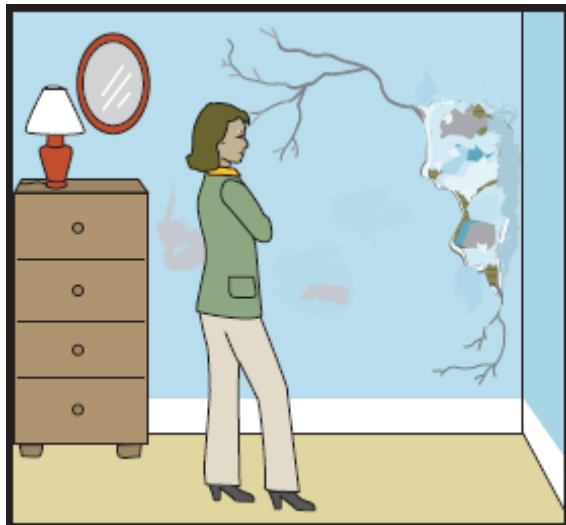


Complaint Process for tenants and Enforcement of Property Standards In Rental Apartments



We all care about our homes.



Do you have a concern about maintenance in your apartment?



Speak with your property owner/manager first.



Make your request in writing and keep a copy for yourself. See the back of this booklet for a form.



Repairs still not complete on time?
(Allow your property owner enough time to make the repairs.)



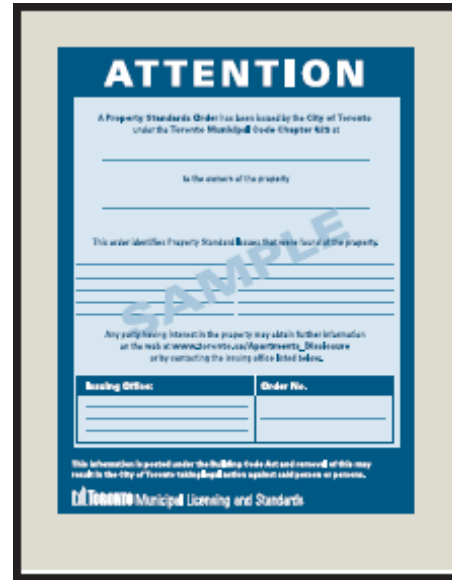
Contact your local Municipal Licensing & Standards Division office. See the map at the back to find the nearest office.



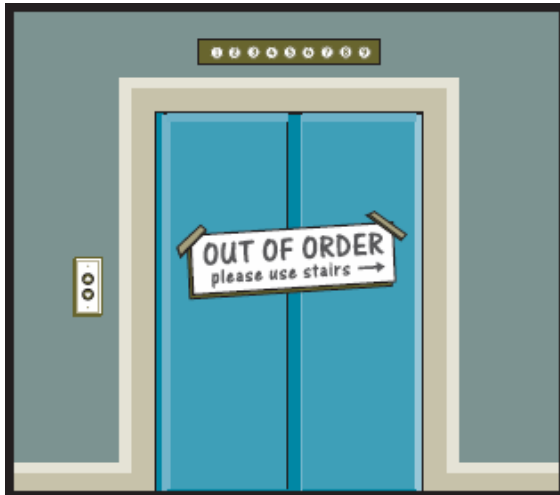
Make arrangements for an inspection.
(There is no cost to tenants for making a complaint or having an inspection done by ML&S.)



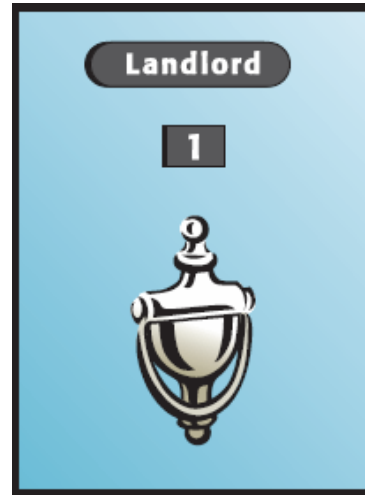
A Property Standards Officer will inspect the property.



An Order to Comply may be issued to the Property Owner.



Is your request of an urgent nature/emergency?



Contact your property owner/manager first.



Problem not fixed or action not taken to remove the hazard?



Contact ML&S. They will inspect and may issue an Order to Comply.



ML&S will send you a copy of the Order issued against your unit.



You may request copies of Orders for common areas in your building.

Some useful phone numbers:

For legal assistance, call Legal Aid :
416-979-1446

Landlord and Tenant Board:
416-654-8080
1-888-332-3234
www.LTB.gov.on.ca

For more information, visit:
www.toronto.ca/licensing/mrab.htm

Building Superintendent: _____

Landlord: _____

Property Management: _____

Local ML&S Office: _____

Others: _____

For more information, or to find this document in other languages, please visit our website at www.toronto.ca/licensing/mrab.htm

You may also contact Access Toronto by phone or email if you have a general inquiry and/or you don't know which district you are located in.

Access Toronto: 416-338-0338 E-mail: accessto@toronto.ca

Scarborough District

Scarborough Civic Centre,
150 Borough Drive, 3rd Floor
Phone: 416-396-7071 Fax: 416-396-4266
E-mail: mlsscarborough@toronto.ca

North York District

North York Civic Centre,
5100 Yonge St., 2nd Floor
Phone: 416-395-7011 Fax: 416-395-7056
E-mail: mlsnorthyork@toronto.ca

Etobicoke York District

2 Civic Centre Court, 4th Floor
Phone: 416-394-2535 Fax: 416-394-2904
E-mail: mlsetobicokeyork@toronto.ca

Toronto and East York District

West Satellite Office,
2238 Dundas St. W., 3rd Floor
Phone: 416-338-0800 Fax: 416-392-0384
Email: mlstorontoeastyork@toronto.ca

North Satellite Office,
666 Eglinton Avenue West
Phone: 416-338-0711 Fax: 416-392-0386
Email: mlstorontoeastyork@toronto.ca