



FOR CONESTOGA CAMPUSES ONLY

Your Guide to Student Living

A community resource for all things related to being a tenant/renter.

**STUDENT
SUCCESS**
Conestoga Housing



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Tenant Supports & Resources

Looking for information about your rights and responsibilities as a tenant? Check out our summary at the end of this guide or talk to someone about them!

BRANTFORD CAMPUS

SOAR Community Services - Housing Resource Centre

12 Market Street,
Brantford, ON, N3T 2Z4
info@soarcs.ca
519-759-1290

Community Legal Clinic Brant

Haldimand Norfolk 1100 Clarence
Street South, Suite 203, Brantford,
ON, N3S 7N8
519-752-8669
1-888-341-5021

CAMBRIDGE, KITCHENER, & WATERLOO CAMPUSES

Waterloo Region Community Legal Services

450 Frederick Street, Unit 101,
Kitchener, ON, N2H 2P5
519-743-0254

Starling Community Services

41 Weber Street West,
Kitchener, ON, N2H 3Z1
519-749-2450

Starling Community Services

35 Dickson Street,
Cambridge, ON, N1R 7A6
519-623-9380

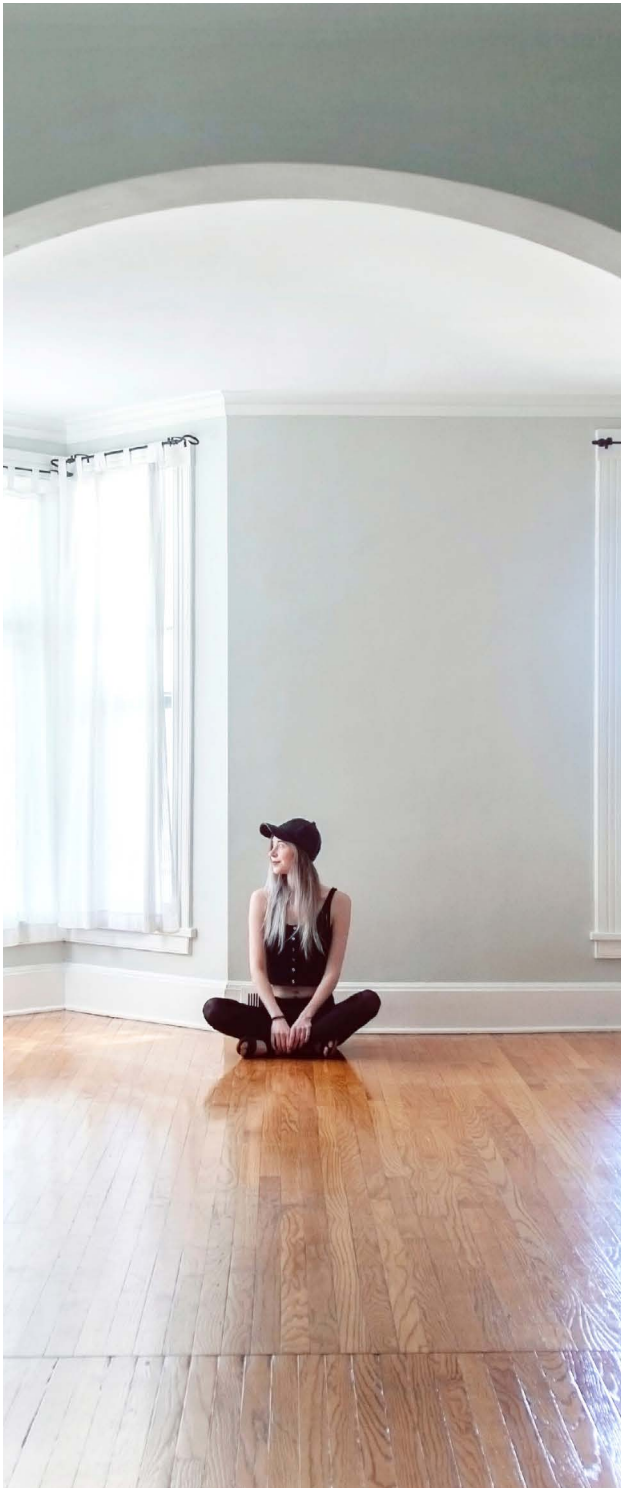
Community Justice Initiatives of Waterloo Region

Jason Spencer
jason@cjiwr.com
519-744-6549 ext: 120

Region of Waterloo Renter's Toolkit Eviction Prevention Waterloo Region

23 Water Street North,
Kitchener, ON, N2H 5A4
info@waterlooregion.org
519-579-3800
Kitchener/Waterloo Ext. 7
Cambridge Ext. 8





GUELPH CAMPUS

Housing Help Centre

138 Wyndham Street North,
Guelph, ON, N1H 4E8
519-824-7822 ext. 4130

Legal Clinic of Guelph and Wellington County

176 Wyndham Street North,
Guelph, ON, N1H 6Z9
gwlegalclinic@lao.on.ca
519-821-2100
1-800-628-9205

Community Justice Initiatives of Guelph

Marie Jose van der Zande
mariev@cjiwr.com
519-820-3034

MILTON CAMPUS

Halton Housing Help

470 Bronte Street, 2nd Floor,
Suite 207, Milton
Call 311 or 1-905-825-6000
halton@housinghelpcentre.ca

Halton Legal Services

700 Dorval Drive, Suite 400,
Oakville, ON
1-905-845-5927

ALL CAMPUSES

Community Legal Education Ontario

CSI Legal Protection Program

1-833-202-4571

Conestoga International Transition Coordinators

299 Doon Valley Drive (Doon Campus,
Welcome Centre) Kitchener, ON, N2G 4M4
internationaltransition@conestogac.on.ca

Off-Campus Housing Guide for International Students

Steps to Justice - Housing Law

Landlord and Tenant Board

1-888-332-3234



Temporary & Emergency Housing Supports

If you find yourself in need of temporary or emergency housing, these community organizations are standing by to help.

BRANTFORD

[SOAR Community Services - Emergency Shelter](#)

133 Elgin Street,
Brantford, ON, N3T 5P9
info@soarcs.ca
519-759-1290

[Nova Vita Women's Shelter](#)

59 North Park Street,
Brantford, ON, N3R 4J8
info@novavita.org
519-752-4357

CAMBRIDGE, KITCHENER, & WATERLOO

[Housing Support Programs](#)

519-575-4400

[YWCA Emergency Shelter Services](#)

84 Frederick Street,
Kitchener, ON, N2H 2M2
519-744-0120

[House of Friendship](#)

51 Charles Street East,
Kitchener, ON, N2G 2P3
519-742-8327

Edith MacIntosh Child Care Centre

104 Stirling Avenue South,
Kitchener, ON N2G 3N9

[Cambridge Shelter](#)

26 Simcoe Street,
Cambridge, ON, N1R 8P2
info@cambridgesheltercorp.ca
519-624-9305

[Argus Residence](#)

PO Box 22041 RPO, Water
Street, Cambridge, ON, N1R 8E3
519-623-7991

[oneROOF \(For Youth 16-25\)](#)

35 Sheldon Avenue North,
Kitchener, ON N2H 3M1
info@oneroof.org
519-742-2788

[Supportive Housing of Waterloo](#)

362 Erb Street West,
Waterloo, ON, N2L 1W6
brian.paul@showwaterloo.org
519-886-8200

GUELPH

[Stepping Stone Shelter Program](#)

23 Gordon Street,
Guelph, ON, N1H 4G9
519-837-0080

[Guelph-Wellington Women In Crisis \(Women Only\)](#)

38 Elizabeth Street,
Guelph, ON, N1E 2X2
adminsac@gwwomenincrisis.org
519-836-1110
1-800-265-7233

[Wyndham House Youth Emergency Shelter](#)

23 Gordon Street,
Guelph, ON, N1H 4G9
519-837-3892

MILTON

[Halton Women's Place](#)

1-905-878-8970

Important Numbers

Emergency, non-emergency, city supports, health services, utilities, transit, hotlines, etc.

EMERGENCY

Police, Fire, and/or Ambulance
911

Poison Control

1-800-268-9017

NON-EMERGENCY

Guelph Police Service

519-824-1212

Waterloo Region Police Service

519-570-9777

Brantford Police Service

519-756-0113

Halton Police Service

1-905-825-4777

HEALTH CARE

BRANTFORD

Brantford West Medical Centre Walk-In Clinic

164 Colborne Street West,
Unit 2A, Brantford, ON, N3T 2L1
519-304-9200

Charing Cross Walk-In Clinic

124 Charing Cross Street,
Brantford, ON, N3R 2J1
reception@charingcrossmedical.com
519-304-8550

Blue Ridge Walk-In Clinic

595 West Street, Unit C,
Brantford, ON, N3R 7C5
info@blueridgewalkin.com
519-304-8984

Bonavista Medical Centre Walk-In Clinic

104-265 King George Road,
Unit 104, Brantford, ON, N3R 6Y1
519-759-4060

Brantford General Hospital

200 Terrace Hill Street,
Brantford, ON, N3R 1G9
519-751-5544

Brant County Health Unit

194 Terrace Hill Street,
Brantford, ON, N3R 1G7
519-753-4937

CAMBRIDGE, KITCHENER, & WATERLOO

Conestoga College Medical Clinic

299 Doon Valley Drive (Doon Campus) Kitchener, ON, N2G 4M4
medicalclinic@conestogac.on.ca
519-748-5220 ext. 3679

K-W Urgent Care Clinic

385 Fairway Road South,
Kitchener, ON, N2C 2N9
519-748-2327

K-W Urgent Care Clinic

751 Victoria Street South,
Kitchener, ON, N2M 5N4
519-745-2273

K-W Walk In Clinic

100 The Boardwalk,
Kitchener, ON, N2N 0B4
519-279-4098

Region of Waterloo Public Health

519-575-4400

Anthony Davies Family Practice

38 Bridgeport Road East,
Waterloo, ON N2J 2J5
admin@anthonydavies.net
adaviesmpc@gmail.com
519-742-2046

Westmount Clinic

50 Westmount Road,
Waterloo, ON, N2L 2R5
519-954-0111

Waterloo Clinic

170 University Avenue West,
Waterloo, ON, N2L 3E9
519-725-1514

Townline Walk-in Clinic

940 Jamieson Parkway,
Cambridge, ON, N3C 4N6
519-260-8100

Delta Walk-In Clinic

614 Coronation Boulevard,
Unit 201, Cambridge, ON, N1R 3E8
519-624-4004

St. Mary's General Hospital

911 Queen's Boulevard,
Kitchener, ON, N2M 1B2
519-744-3311

Grand River Hospital

835 King Street West,
Kitchener, ON, N2G 4K9
519-742-3611

Cambridge Memorial Hospital

700 Coronation Boulevard,
Cambridge, ON, N1R 3G2
information@cmh.org
519-621-2330

GUELPH

Westwood Medical Walk-In Clinic

500 Willow Road, Unit 28,
Guelph, ON, N1H 7G4
519-265-5858

Silvercreek Walk-In Clinic

105 Silvercreek Parkway
North #103, Guelph, ON, N1H 6S4
519-822-9363

Summer Side Medical Walk-In (at Walmart)

175 Stone Road West,
Guelph, ON, N1G 5L4
519-780-8588

Arkell Walk-in Clinic

403 Arkell Road #4,
Guelph, ON, N1L 1E5
clinic@arkellmedical.ca
519-822-7841

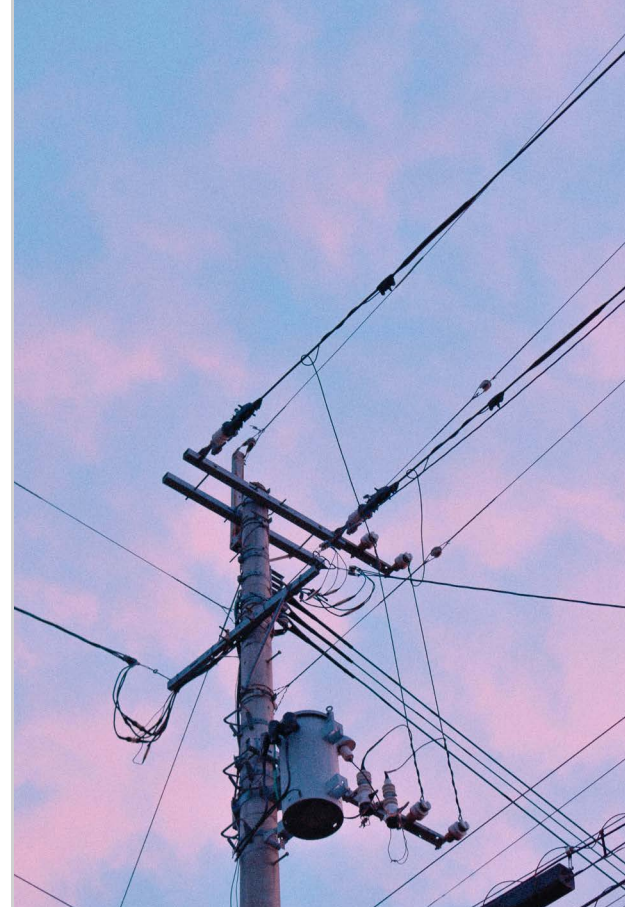
Guelph General Hospital

115 Delhi Street,
Guelph, ON, N1E 4J4
info@gghorg.ca
519-822-5350

Wellington-Dufferin-Guelph

Public Health

160 Chancellors Way,
Guelph, ON, N1G 0E1
1-800-265-7293



MILTON

Milton Urgent Care Clinic

400 Bronte Street South,
Milton, ON, L9T 0H7
1-905-876-0002

Walk-In Clinic Halton Medix

100 Bronte Street South,
Milton, ON
1-289-812-0194

Milton District Hospital

725 Bronte Street South,
Milton, ON, L9T 9K1
1-905-878-2383

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Community Hotlines

[211 Ontario](#)

(Referrals for Community,
Government, Social and Health
Services across Ontario)

211

[ConnexOntario](#)

(Mental Health, Addiction, and
Problem Gambling Support)

1-866-531-2600

[Here 24/7](#)

(Addictions, Mental Health, Crisis
Services)

1-844-437-3247

Ontario Problem Gambling Helpline

1-888-230-3505

[Suicide Crisis Help Line](#)

988

[Good2Talk Post-Secondary Student Helpline](#)

1-866-925-5454

Text: GOOD2TALKON to 686868

[Hope for Wellness Helpline](#)

(Indigenous Mental Health Support)

1-855-242-3310

[Talk4Healing](#)

(Indigenous Women Support)

Call or Text: 1-855-554-4325

[Crime Stoppers](#)

(Anonymous Crime Reporting)

1-800-222-8477

National Indian Residential School Crisis Line

(For former residential school
students and those affected)

1-866-925-4419

[LGBT Youthline](#)

(Support for LGBT Youth)

askus@youthline.ca

1-800-268-9688

Text: 647-694-4275

[Guelph-Wellington Women In Crisis](#)

adminrec@gwwomenincrisis.org

519-836-5710

[Adult Counselling and Treatment – Waterloo Wellington](#)

1-844-264-2993

[Victim Services Wellington](#)

15 Wyndham Street South,
Guelph, ON, N1H 4C6

victim@vswguelph.on.ca

519-824-1212 ext. 7304

[Sexual Assault Support Centre of Waterloo Region](#)

300-151 Frederick Street,
Kitchener, ON, N2H 2M2

info@sascwr.org

519-741-8633

[Camino Wellbeing & Mental Health](#)

400 Queen Street South,
Kitchener, ON, N2G 1W7

519-884-0000

[Waterloo Region Victim Services](#)

200 Maple Grove Road, P.O. Box 3070,
Cambridge, ON, N3H 5M1

519-583-2363

519-570-5143 (after hours)

[Sexual Assault Support Centre of Brant](#)

519-751-3471

[Brant Counselling Services](#)

519-752-2998

[Victim Services of Brant](#)

519-752-3140

[Victim Services Halton \(Milton\)](#)

905-825-4777 ext. 5239

Utilities

MILTON

Milton Hydro

1-905-876-2044

Natural Gas

Enbridge Gas
1-888-774-3111

Water

Milton Hydro
1-905-876-2044

BRANTFORD

Hydro

GrandBridge Energy
customerservices@brantfordpower.ca
519-751-3522

Natural Gas

Enbridge Gas
1-888-774-3111

Water

City of Brantford
customerservices@brantford.ca
519-756-1360

CAMBRIDGE

Hydro

GrandBridge Energy
519-621-3530

Natural Gas

Enbridge Gas
1-888-774-3111

Water

City of Cambridge
519-623-1340

GUELPH

Hydro & Water

Alectra Utilities
519-822-3010

Natural Gas

Enbridge Gas
1-888-774-3111

KITCHENER

Hydro

Enova
226-896-2200

Natural Gas

Enbridge Gas
1-888-774-3111

Natural Gas & Water

City of Kitchener Utilities
519-741-2529

WATERLOO

Hydro

Enova
226-896-2200

Natural Gas

Enbridge Gas
1-888-774-3111

Water

City of Waterloo
519-747-8718

CELL PHONE & INTERNET PROVIDER

Rogers

1-855-877-3824

TELUS

1-866-558-2273

Bell

1-888-906-7672

Fido

1-888-945-3436

Virgin Plus

1-855-238-6847

Koodo

1-866-995-6636

Freedom Mobile

1-877-946-3184

Transportation

Public Transit

Guelph Transit

transit@guelph.ca

519-822-1811

[Transit Schedule](#)

Grand River Transit

519-585-7555

[Transit Schedule](#)

Milton Transit

905-864-4141

[Transit Schedule](#)

Brantford Transit

519-753-3847

[Transit Schedules](#)

GO Transit

1-888-438-6646

[Transit Schedules](#)

TAXI SERVICES

BRANTFORD

City Taxi

519-759-7800

Bell City Cabs

519-759-1300

Brant Taxi

519-752-1010

GUELPH

Red Top Taxi

519-821-1700

Canadian Cab

519-824-3110

WATERLOO REGION

Golden Triangle Inc.

519-621-1211

Kitchener City Cabs

519-747-7777

United Taxi

519-888-9999

Waterloo Taxi

pam@waterlootaxi.ca

lostandfound@waterlootaxi.ca

519-888-7777

MILTON

Milton Taxi

1-905-824-3110

CAR SHARING

Communauto

346 Waverley Street,
Ottawa, ON, K2P 0W5
1-855-742-7399



City Contacts

[City of Brantford](#)

519-759-4150

[City of Cambridge](#)

519-623-1340

[City of Guelph](#)

519-822-1260

[City of Kitchener](#)

519-741-2345

[City of Milton](#)

1-905-878-7252

[City of Waterloo](#)

519-886-1550



Safety

FIRE SAFETY

When in doubt, parents or students should call fire prevention services in their city.

City of Guelph

519-763-8111

City of Kitchener

519-741-2495

City of Waterloo

519-884-2121 ext. 23306

City of Cambridge

519-621-6001

City of Brantford

519-752-7083

City of Milton

905-878-9251



Check out these basic fire safety tips:

- Keep combustible items away from the stovetop.
- Use a pot lid to smother cooktop fires.
- Never leave candles or cooking unattended.
- Do not use candles during parties, and encourage smoking outside instead of inside.
- Always allow ashes to cool completely before disposal.
- Do not overload electrical plugs or overuse extension cords.
- Make sure your smoke alarms and carbon monoxide detectors are properly functioning.
- Have a portable fire extinguisher available.
- Have a fire escape plan.

STREET SAFETY

- Cross at designated crosswalks.
- Walk with friends when possible.
- Stay on well lit sidewalks and pathways.
- Wear easy to see clothing at night (bright colours).
- Be aware of your surroundings.

HOME SAFETY

- Always lock doors and windows.
- Keep valuables hidden.
- Only share your address or contact information with people you trust.
- Drink responsibly.



BIKE SAFETY

Check out these cycling tips to stay safe when riding along roads or trails:

- No spandex required, you can ride at a comfortable pace in your everyday clothing.
- Most buses have a bike rack.

Riding on the Road

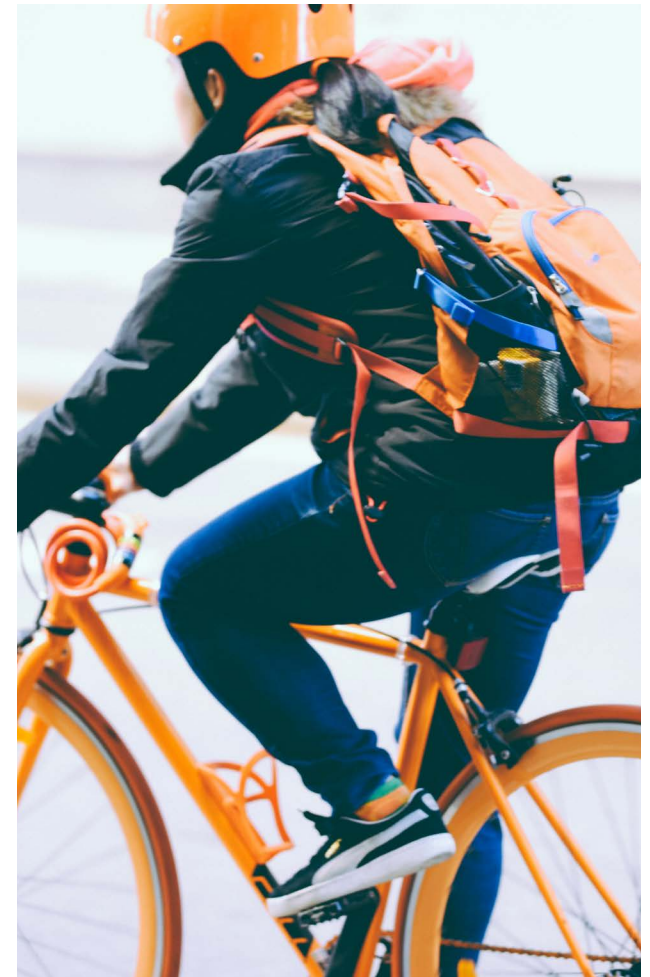
- Ride single file, with the flow of traffic.
- Ride one metre out from the curb to avoid grates and debris.
- Your bike must have a white front light and a red rear light or reflector when you ride at night.
- Be predictable—ride in a consistent path and signal your moves.
- You must follow all traffic signs and lights.

Riding on Trails

- Keep to the right of the trail.
- Yield to pedestrians and ring your bell when passing.
- You must dismount and walk your bike in crosswalks.

Cycling near ION Light Rail Transit or Train Tracks

- Look both ways and only cross at designated areas.
- Always cross tracks at a right angle to help avoid a fall.
- Tracks are for trains—never ride along the tracks.



Airports & Shopping Centres

AIRPORTS

[Region of Waterloo](#)

[International Airport](#)

4881 Fountain Street North #1,
Breslau, ON, N0B 1M0
519-648-2256

[London International Airport](#)

1750 Crumlin Road,
London, ON, N5V 3B6
519-452-4015

[John C. Munro Hamilton](#)

[International Airport](#)

9300 Airport Road, #2206,
Mount Hope, ON, L0R 1W0
905-679-1999

[Toronto Pearson International Airport](#)

6301 Silver Dart Drive,
Mississauga, ON, L5P 1B2
1-866-207-1690

[Billy Bishop Toronto City Airport](#)

2 Eireann Quay,
Toronto, ON, M5V 1A1
416-203-6942

MAIN SHOPPING MALLS

BRANTFORD

[Lynden Park Mall](#)

84 Lynden Road,
Brantford, ON, N3R 6B8
519-753-8484

CAMBRIDGE

[Cambridge Centre](#)

355 Hespeler Road,
Cambridge, ON, N1R 6B3
519-624-9415

GUELPH

[Stone Road Mall](#)

435 Stone Road West,
Guelph, ON, N1G 2X6
519-821-5780

KITCHENER

[CF Fairview Park](#)

2960 Kingsway Drive,
Kitchener, ON, N2C 1X1
519-894-2450

[Sunrise Shopping Centre](#)

1400 Ottawa Street South,
Kitchener, ON, N2E 4E2
519-749-9900

MILTON

[Milton Mall](#)

55 Ontario Street South,
Milton, ON, L9T 2M3

1-905-878-3900

WATERLOO

[Conestoga Mall](#)

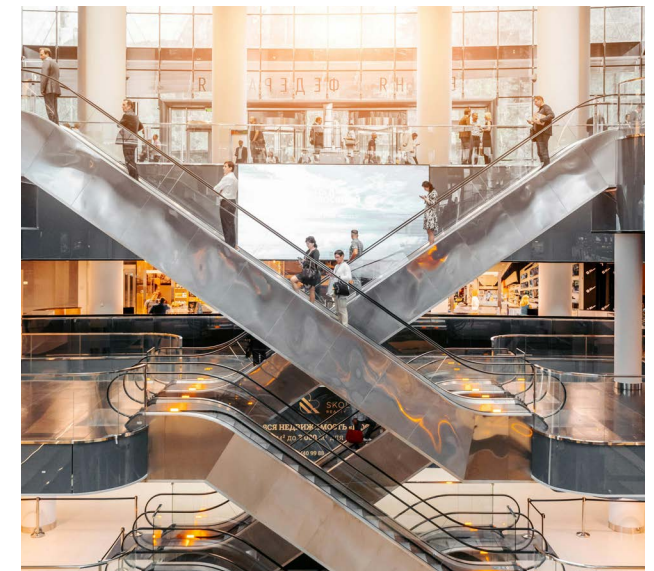
550 King Street North,
Waterloo, ON, N2L 5W6
519-886-5500

[The Boardwalk](#)

101 Ira Needles Boulevard,
Waterloo, ON, N2J 3Z4
519-744-6464

[Shops at Waterloo](#)

49-75 King Street South,
Waterloo, ON, N2J 1P2
519-886-4190



Religious & Cultural Resources

[KW Multicultural Centre](#)

102 King Street West,
Kitchener, ON, N2G 1A6
home@kwmulticultural.ca
519-745-2531

Places of Worship

For a list of places of worship in your community, please use the link for the city you are in:

[Place of Worship in Brantford](#)

[Place of Worship in Guelph](#)

[Place of Worship in Cambridge](#)

[Place of Worship in Kitchener](#)

[Place of Worship in Milton](#)

[Place of Worship in Waterloo](#)



Bylaws

(Noise, Parking, Property Maintenance, Snow Removal)

As a tenant, you not only have rights and responsibilities under the Residential Tenancies Act, but you are also responsible for following the bylaws of the local municipality you live in. Some common bylaws you should become familiar with to be a good neighbour include those related to:

- Parking
- Noise
- Fireworks
- Property Maintenance
- Snow Removal
- Parks
- Pets



To learn more about the bylaws in your city, visit their websites:

[Brantford Bylaws](#)

[Cambridge Bylaws](#)

[Guelph Bylaws](#)

[Kitchener Bylaws](#)

[Milton Bylaws](#)

[Region of Waterloo Bylaws](#)

[Waterloo Bylaws](#)

Waste Management

BRANTFORD

Curbside Waste Collection

Garbage is collected weekly, with a five bag/can limit. Blue boxes are collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [City of Brantford's website](#) or download the free Recycle Coach app.

GUELPH

Curbside Waste Collection

Grey Carts (Garbage) and Blue Carts (Recycling) are collected bi-weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [City of Guelph's website](#) or download the free Guelph Waste app.



WATERLOO REGION

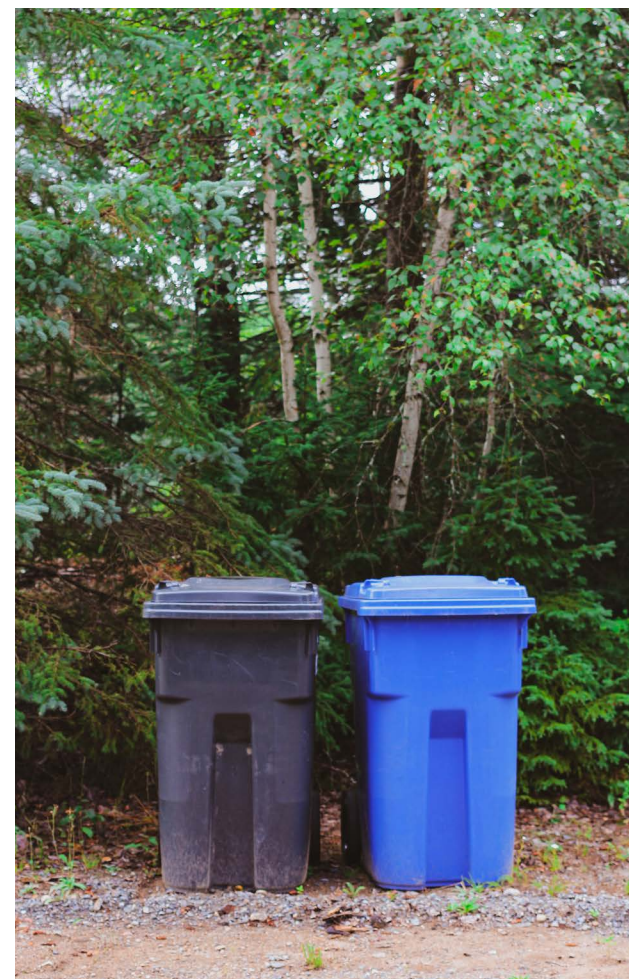
Curbside Waste Collection

Garbage is collected every second week, with a three bag/can limit. Blue box and green bin is collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [Region of Waterloo's website](#) or download the free Waste Whiz app.

MILTON

Curbside Waste Collection

Garbage (bi-weekly) and Blue Carts (Recycling) are collected weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [Town of Milton website](#) or download the free Milton Waste App.



Rights & Responsibilities of Tenants & Landlords

Are you covered by the Residential Tenancies Act (RTA)?

Yes, if you have a lease or rental agreement and you **DO NOT**:

- Sublet, or
- Share amenities with the owner (i.e., bathroom, kitchen, etc.), or
- Live in a care home, mobile park, land lease community, social and supportive housing, or co-operative housing units.

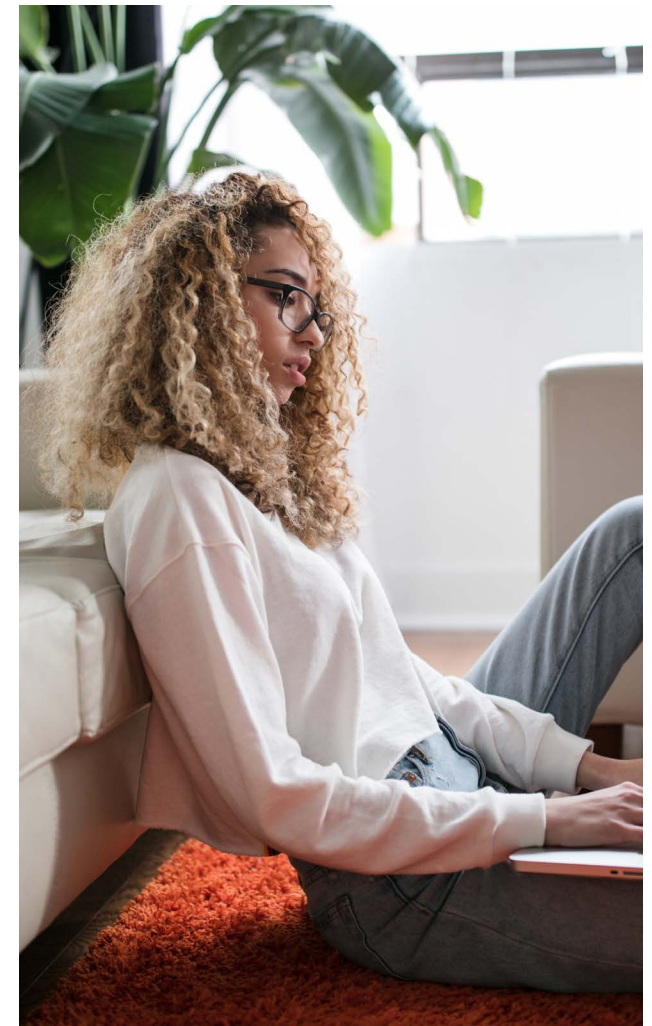
[Forms for Tenants in LTB](#)

TENANT RIGHTS & RESPONSIBILITIES

Tenants must:

- Pay the full amount of rent when it is due, regardless of maintenance or repair problems.
- Not cause damage to the rental or building.
 - » If you or your guests cause damage, you are responsible for repairs.
- Be responsible for the ordinary cleanliness of the rental unit.
- Not interfere with the reasonable enjoyment of other tenants or the Landlord.
- Provide at least 60 days' notice to end the fixed term or monthly tenancy [using the form from the Landlord and Tenant Board](#).
 - » If you are a fixed term tenancy (ex. 3 years), you cannot provide notice that becomes effective until the last day of the fixed term.
 - » If you have experienced sexual or domestic violence, you may provide only 28 days' notice to end your tenancy at any time using a form from the Landlord and Tenant Board.
- Not harass the Landlord.

- Not change the locks without the consent of the Landlord.
- Receive consent from the Landlord to sublet or assign the rental unit to another person.
- Not disconnect or tamper with a smoke or carbon monoxide detector and notify the Landlord immediately if one is not working properly.





Other important information to know as a Tenant:

- Avoid signing a lease for a rental unit that is not completed (finished being built or renovated).
- Consider purchasing tenant insurance to provide coverage for and protect personal items from fire, water damage, theft, and more.
- Ask for and save rent receipts for proof of payment and claiming on an income tax return.
- Landlords may request a tenant pay last month's rent as a deposit that cannot be more than the value of one month of rent.
 - » Landlords must pay tenants interest on the rent deposit every year.
 - » Landlords can request a "top-up" to the rent deposit if the rent increases the next year to the new value of one month's rent.
- Landlords can require a refundable key deposit.
 - » A key deposit can be for physical keys, remote entry devices, cards or any other device that provides entry.
 - » When the key is returned at the end of the tenancy, the key deposit must be refunded.
 - » Additional keys can be requested at a fee that does not exceed the actual cost of the key.
- Tenants can apply for a rent reduction if:
 - » Municipal property taxes or charges on the rental property go down, or
 - » The landlord reduced or removed a service without reducing the rent, or
 - » The landlord did not keep a promise made in an agreement for a rent increase above the guideline.
- Landlords do not need to provide 24 hours' notice to enter the rental unit if:
 - » It is an emergency.
 - » The tenant consents to entry.
 - » The tenancy agreement requires the landlord to clean the unit.
 - » The tenancy agreement is coming to an end and the Landlord wants to show the unit between 8am and 8pm. They must make a reasonable effort to let the tenant know when it will happen.
- Landlords and Tenants can agree to allow or prohibit smoking in a rental unit.
- If a problem arises, Landlords and Tenants should work together to resolve the problem. If either feels the other is not obeying the law, they can contact the Landlord and Tenant Board for assistance understanding their rights and responsibilities and resolving the dispute.

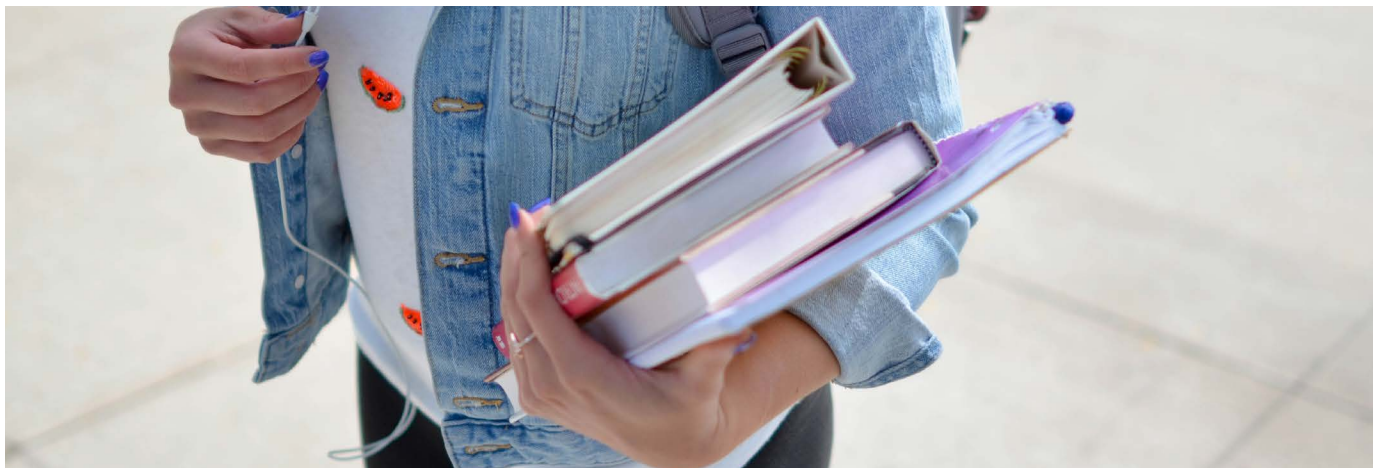
LANDLORD RIGHTS & RESPONSIBILITIES

Landlords in Ontario must:

- Use the [Ontario Standard Form of Lease](#) as the lease agreement.
 - » If you have questions about the Standard Lease, you can learn more from the [Government of Ontario](#).
- Keep the rental unit and property in good repair and comply with all health, safety, and maintenance standards.
 - » Includes maintenance and repair of things that came with the unit, such as appliances, and commons areas such as parking lots, elevators, and hallways.
- Provide official notices and documents. Normally hand-delivered, left in a mailbox where mail is ordinarily delivered, or mailed.
- Provide rent payment receipts when requested and for up to 12 months after the tenancy ends.
- Provide at least 90 days' notice before increasing rent and must use the [proper form from the Landlord and Tenant Board](#).
 - » Landlords can increase rent once every 12 months.
- Not raise rent by more than the [rent increase guideline](#) set annually unless approved by the Landlord and Tenant Board.
- The rent increase guideline does not apply to:
 - » Units in new buildings or additions to existing buildings occupied after November 15, 2018.
 - » New second units in an existing house, such as a basement apartment, created after November 15, 2018 and meets requirements set out in the act.
- Reduce rent if:
 - » The municipal property tax is reduced by 2.49% or more, or
 - » The rent was increased above guideline to pay for repairs or renovations and the costs have been fully paid (only applies if you were living in the unit when the increase happened).
- Ensure there is heating equipment capable of maintaining a minimum of 20 degrees Celsius from Sept. 1–Jun. 15, unless stricter requirements are in place by the municipality.



- Provide 24 hours' written notice to enter the rental unit between the hours of 8am and 8pm for:
 - » repairs,
 - » inspections,
 - » showing the unit to buyers, insurers, mortgage lenders, or real estate agents,
 - » any other reasonable purpose listed in the tenancy agreement.
- Provide and maintain working smoke and carbon monoxide detectors for the rental unit.
- Not cut off or interfere with essential rental services including heat, electricity, gas (if applicable) and water.
- Not evict a tenant without an order/notice from the Landlord and Tenant Board.
 - » If you are served an eviction notice, you do not have to move out. You have the right to a hearing to explain why you should not be evicted first.
- Not force a tenant to leave when a lease agreement expires. The agreement's terms continue to be in effect usually as a monthly tenancy instead of a specified term.
- Not harass a tenant.



- Not discriminate against a tenant based on prohibited grounds under the Ontario Human Rights Code including race, sex, place or origin, citizenship, age, and more.
- Not withhold consent arbitrarily or unreasonably from the tenant to assign or sublet the rental unit to another person.
- Not change the locks of the rental unit unless new keys are provided to the tenant.
- Not prevent the tenant from having guests, require notification of guests, or require permission before having guests.
- Not prevent a tenant from having a roommate as long as municipal by-laws on occupancy standards are followed.
- Not prohibit animals in the rental unit, unless prevented by a condominium corporation.
- Not ask for or force tenants to:
 - » Provide advance rent payments (except for last month).
 - » Purchase items for the rental unit as a requirement to be the successful tenant (ex. purchase appliances, window coverings, lights, etc. before moving in).
 - » Make rent payments by post-dated cheques, pre-authorized credit or debit, or any other automatic payment. (You can offer and agree, but they cannot force you to.)
 - » Provide a damage deposit.

Have suggestions of other information
or resources that should be included
in this guide?

Send them to csi@conestogac.on.ca

**STUDENT
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Conestoga Housing

