



Community Advocacy & Legal Centre

# INFORMATION FOR LANDLORDS

(UPDATED: SEPTEMBER 2011)

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Community Advocacy & Legal Centre (formerly Hastings and Prince Edward Legal Services) serves low-income residents of Hastings, Prince Edward, and Lennox & Addington Counties. We offer **information** and **referrals** to landlords but cannot offer advice or representation due to our financial eligibility policies and our responsibility to avoid conflict of interest situations.

Copies of the **Residential Tenancies Act** can be purchased from ServiceOntario for \$27.00 plus GST and shipping by calling 1-800-668-9938 or online at: <http://www.e-laws.gov.on.ca/navigation?file=howToOrder&lang=en>

You can also read the **Residential Tenancies Act** online at ServiceOntario E-Laws site: <http://www.e-laws.gov.on.ca>. (Direct link: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_06r17\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm))

We hope the following information is helpful to you:

## **Landlord and Tenant Board (LTB)**

The LTB provides information to landlords and tenants including information about the Residential Tenancies Act. Information on the following topics are available by calling the LTB toll-free at 1-888-332-3234:

- Landlord/Tenant Rights and Responsibilities
- Rules about Rent
- Landlord/Tenant Applications
- Hours of Operation and Office Locations

"Fact Sheets" are also available from the LTB on a variety of topics. Visit the LTB website at [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca).

## **Filing LTB Documents**

LTB Forms are available online at [http://www.ltb.gov.on.ca/en/Forms/STEL01\\_079132.html](http://www.ltb.gov.on.ca/en/Forms/STEL01_079132.html) or you can pick up the forms at the **ServiceOntario Centres** located at:

**199 Front Street  
Century Place, Unit 109  
Belleville, Ontario**

**50 Monck Street  
Bancroft, Ontario**

**255 Metcalf Street  
Tweed, Ontario**

**51 Heakes Lane  
Kingston, Ontario**

For a complete list of all office locations, please visit the ServiceOntario website at [www.serviceontario.ca](http://www.serviceontario.ca).

For office hours and general inquiries, please telephone 1-800-267-8097 (Toll Free) or 1-800-268-7095 (TTY/Teletypewriter users only - Toll Free)

ServiceOntario will forward forms to the LTB on behalf of landlords and tenants. Payment for filing can be made by certified cheque, Visa/MasterCard, or cash.

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158 George Street, Level 1  
Belleville, ON K8N 3H2  
Tele: (613) 966 8686

Toll Free: 1 877 966 8686  
Fax: (613) 966 6251  
TTY: (613) 966 8714

*Your community legal clinic*

## **The Landlord Self-Help Centre (LSHC)**

The LSHC is a specialty legal clinic providing information, assistance, and educational programs to Ontario's small-scale landlords free of charge. The LSHC provides information on landlord rights and responsibilities, referrals, legal advice, document preparation, educational materials, and educational presentations to financially eligible landlords. Visit the LSHC website at [www.landlordselfhelp.com](http://www.landlordselfhelp.com). The website provides links to other useful resources such as landlord associations, community legal clinics, government agencies, and community organizations. Annual membership within the LSHC costs \$10.00 and entitles you to receive four issues of LSHC's Quarterly Newsletter, e-mail bulletins and to attend the LSHC Annual General Meeting.

The Landlord Self Help Centre is located at: 425 Adelaide Street West, 4<sup>th</sup> Floor, Toronto, Ontario M5V 3C1  
Phone: 416-504-5190 or 1-800-730-3218, Fax: 416-504-1932

## **Lawyer Referral Service (LRS)**

If you need the services of a lawyer, you can call the LRS at 1-800-268-8326 (now a toll-free call). You will be referred to a local lawyer in your area for a free half-hour consultation. For more information on the LRS, visit the Law Society of Upper Canada website at <http://www.lsuc.on.ca/public/a/faqs---lawyer-referral-service/>.

## **Community Legal Education Ontario (CLEO)**

CLEO provides legal information on various topics including landlord and tenant law. Visit the CLEO website at [www.cleo.on.ca](http://www.cleo.on.ca). The website provides links to other useful resources such as public legal education and laws.

## **Other Sources of Information**

Additionally, public libraries and bookstores may carry self-counsel and/or legal texts on housing law. Visit the Belleville Public Library website at [www.bellevillelibrary.com](http://www.bellevillelibrary.com).

## **Hastings Housing Resource Centre (HHRC)**

The Hastings Housing Resource Centre (HHRC) provides housing information for landlords and tenants and will list available rental accommodations for landlords free of charge. Call 613-969-1748 (Belleville), 613-473-0400 (Madoc), or 613-332-8156 (Bancroft), or visit the HHRC website at [www.hastingshousing.com](http://www.hastingshousing.com).

## **Financial Resources for Your Tenants**

A financial resource listing to help tenants in arrears to pay rent owing is available on our website at [http://www.communitylegalcentre.ca/PDF/Early\\_Intervention-Resource\\_Mailout.pdf](http://www.communitylegalcentre.ca/PDF/Early_Intervention-Resource_Mailout.pdf).

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