



# MY LANDLORD WON'T FIX MY MAINTENANCE ISSUES. WHAT CAN I DO?

It is the landlord's responsibility to keep the property in an appropriate state of repair. However, if the landlord refuses to make repairs, there are a few steps that can be taken.

## Ask the landlord **in writing** to fix the problem.

Create a written request that outlines the problem that is need of repair or maintenance. Make sure to include your name, unit number, date and time of the request and keep a copy of the request.

## What does **"in writing"** entail?

- ✓ **Text message**
- ✓ **Email**
- ✓ **WhatsApp chat**

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If the landlord refuses to make repairs after making a written request, you can:

## File an application with the Landlord and Tenant Board (LTB).

### **01** File a Tenant Application about Maintenance Form (Form T6).

The form will require you to fill out general information about the unit, explain your reasons for filing the application, and the remedies you seek. There is a fee of up to \$53 for filing the form.

### **02** Attend the LTB hearing.


The LTB hearing allows both parties to present their side of the story. To support your application as a tenant, you can provide the copy of the written correspondence with the landlord or pictures of the repair/maintenance problem.

## Contact your local legal aid clinic.


Your local legal aid clinic can assist you with writing demand letters to the landlord, providing you with legal advice or representing you at the LTB.

Some clinics you can reach out to include:

**Parkdale Community Legal Services**

 **416-531-2411**

**Chinese and Southeast Asian  
Legal Clinic (CSALC)**

 **416-971-9674**

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## What kind of **remedies** can you request from the LTB hearing?

**01**

Ordering the landlord to make repairs by a certain date



Granting a rent abatement that requires a landlord to directly pay the tenant or allowing the tenant to hold back part of the rent

**02**

**03**

Ordering the landlord to pay for out-of-pocket expenses incurred by the tenant to fix the problem



# SOURCES

[https://tribunalsontario.ca/documents/lrb/Brochures/Maintenance%20and%20Repairs%20\(EN\).pdf](https://tribunalsontario.ca/documents/lrb/Brochures/Maintenance%20and%20Repairs%20(EN).pdf)

<https://tribunalsontario.ca/documents/lrb/Tenant%20Applications%20&%20Instructions/T6.pdf>

<https://csalc.ca/our-services/>

<https://www.parkdalelegal.org/what-we-do/housing-rights/>