

Maintenance and Repairs

If you are having problems getting your landlord to repair and/or maintain your rental unit, follow these steps:

1. Give your landlord a written request to fix the problem. **KEEP A COPY!**
2. Document the problem with detailed notes, pictures, videotape and / or witnesses.
3. Call an inspector from the Property Standards, Health, or Fire Departments (depending on the type of problem).
4. For \$5, you can get a copy of the inspector's report via the Freedom of Information Act from the Clerk's Office, City Hall at 77 James St. N, Suite 220 (905-546-2489).
5. The inspector should follow up until the problem is fixed. However, if the landlord doesn't comply, you can apply to the Landlord Tenant Board. The inspector can be subpoenaed to appear in court as a witness at the LTB.

The Landlord Tenant Board

The tribunal ruling on disputes between tenants and landlords- you can apply to:

- get your landlord to do repair or maintenance work
- get some rent money back for the time the repair was not done
- get your landlord to pay you back if you paid for the repair
- get your landlord to compensate for the inconvenience of not being able to enjoy your home
- or to make another suitable remedy to the problem

For More Information Call:

Housing Help Centre
905-526-8100

Hamilton Legal Clinic
- Dundurn 905-527-4572
- McQuesten 905-545-0442
- Mountain 905-575-9590

This brochure has been prepared by the

Tenant Outreach and Education Project

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The information contained in this brochure is up-to-date as of August 2010

Making a Complaint to the

Property Standards Department

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Health Department

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Fire Department



Who to Call

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When to Call

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What Happens When You Call

Before Making Any Complaint

Before making a formal complaint with the Property Standards, Health and/or Fire Department, you need to submit a written request for repair / maintenance to your landlord. Be sure to keep a copy of your letter. If your landlord does not fix the problem, then follow the steps below.

Property Standards

(905)-546-2782 (press 2)

mle@hamilton.ca

2nd Floor, 77 James St N

If you are having problems with maintenance or your building is structurally unsafe, call Property Standards (Municipal Law Enforcement).

Making a Complaint:

- your name, contact number and exact address is required
- report all information and provide any documentation
- you will be asked to submit a copy of the dated letter you wrote your landlord requesting maintenance

Process:

- your complaint will be assigned to an Inspector who will call you to arrange an appointment
- the Inspector will come to your building and assess your complaint

The Inspector Might:

- decide there is not an infraction of the Property Standards Bylaw or,
- issue a warning to the landlord or,
- issue a work order / Order to Comply to the landlord (an official document stating what needs to be done and in what time frame)

Health Department

(905)- 546-3570

3rd Floor, 1 Hughson N

If you are having problems with sanitary conditions or other health related issues in your building, call the Public Health Services, Health Protection Branch.

For Problems Such As:

- mice, bed bugs, other infestations
- mold
- no hot / cold water
- insufficient heat

Making a Complaint:

- your name, contact number and exact address is required
- report all information and provide any documentation

Process:

- your complaint will be assigned to an Inspector who will call you to arrange an appointment
- the Inspector will come to your building and assess your complaint

The Inspector Might:

- decide there is no infraction or
- work with the tenant and landlord to develop a remedy
- an order to comply may be issued if neither party complies to the remedy

Fire Department

(905)-546-3333 (press 2) or

(905)- 546-2424 x 1380

189 King St E (Dundas)

If you are having problems in your building that could be considered a fire hazard, call the Fire Prevention team. (You can also stop by your local fire station to file a complaint if they are staffed)

For Problems Such As:

- no smoke detector in the apartment
- unsafe fire escape
- improper electrical wiring

Making a Complaint:

- your name, contact number and exact address is required
- report all information and provide any documentation

Process:

- your complaint will be assigned to an Inspector who will contact you if they need access to your unit

The Inspector Will:

- be involved in the situation until the problem is fixed
- they may not call you back, but you can call to confirm an Inspector has been to your building, or request a copy of the report