



Who is Responsible?

Students often have productive relationships with responsible and respectful landlords. In any rental arrangement, tenants and landlords have both rights and responsibilities. Sometimes, students end up paying for tickets that may not be their responsibility. If you find yourself in possession of a ticket that you believe you are not responsible for, here is some important information to ensure you are protected.

By-Law Violation

If you have received an Order of Compliance from the City of Hamilton, contact your landlord immediately to work to resolve the issue. If the issue is not resolved, a fee for inspection charge will be issued and applied to the property tax. As a tenant, you are likely not responsible for this fee unless you were responsible for the maintenance in your lease. If your landlord attempts to make you pay the ticket, contact the Hamilton Legal Clinic for free legal advice.

Have a property standard complaint about your student house?

1. Contact your landlord
2. If unresponsive, contact municipal law enforcement officers. They will conduct investigations into bylaw infractions. **Note:** They cannot respond to complaints about air conditioners or appliances.
3. In the scenario in which your complaint is not addressed, email mle@hamilton.ca or make a complaint online at www.hamilton.ca/bylawcomplaintform.

For Immediate health and safety concerns:

Monday—Friday: 8:30-4:30
After Business Hours

905.546.2782
905.546.2489





Tenant Rights

Brought to you by:

MSU, McMaster University, Hamilton Legal Clinic, and the City of Hamilton.

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As a tenant, you have several rights that you should be aware of to ensure a positive living experience.

Maintenance: You have the right to a home that is well maintained in a building that is clean and safe. Your landlord is responsible for the maintenance and repair of your rented home including appliances and common areas. They must fix or replace anything in bad condition or does not work properly unless it is broken by you on purpose or by being careless.

Pests: If you have pests, your landlord must take steps to get rid of them and to stop them from getting in. Contact Hamilton's Public Health Services. 📞 905.546.2489

Heat: Your landlord must ensure that your house is at least 20°C from September 15th to May 15th.

Utilities and other vital services: Your landlord is not allowed to cut off or interfere with any vital services including water, electricity, or heat. If your landlord does not resolve the situation, contact Hamilton's Municipal Law Enforcement to lodge a formal complaint. 📞 905.546.2782

Eviction: It is against the law for your landlord to force you to move out without an order from the Landlord and Tenant Board.

Harassment and discrimination: You have the right to live free from harassment and discrimination from your landlord and other tenants.

Privacy: You have the right to privacy. Your landlord must give you notice in writing 24 hours before they enter the property and can only come in between 8am to 8pm.

Contact:

If you ever feel that your landlord has violated your tenant rights, these are some resources you can access for help and information

Hamilton Legal Clinic: A service that offers FREE legal advice, representation, and legal education to community members on issues occurring within the Hamilton community.
📞 908.527.4572

Rental Housing Enforcement Unit: Government of Ontario office that encourages landlords and tenants to obey rental housing laws 📞 1.888.772.9277 🌐 mah.gov.on.ca/ieu

Housing Help Centre: Non profit social service agency providing housing access, stabilization, and eviction prevention.
📞 905.526.8100 ✉ info@housinghelpcentre.ca