

# Characteristics of a responsible landlord:

Patterns, Approaches and Commitments

# The FMTA

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- Tenant hotline- **416 921 9494**
- Website: [torontotenants.org](http://torontotenants.org)
- We don't give advice, we provide legal information

# “Characteristics of a Responsible Landlord?”

- A good landlord follows the law!
- “A landlord is responsible for providing and maintaining a residential complex, including the rental units in it, in a good state of repair and fit for habitation and for complying with health, safety, housing and maintenance standards”

(Residential Tenancies Act, S. 20)

# Repairs and Maintenance

- Everything must be in a state of good repair
  - All appliances should work
- Cleaning and pest management plans, etc.
- Waste management plan
- Capital repair plan
- Safety systems (cameras, locking doors, security)

# Communicating well

- Who communicates with whom
- How - communicate in writing
- Simplifying processes
- Missing documentation
- Challenges
- A system of Tenant service requests
- Tenant notification systems
- Multilingual access

# Discrimination

- Racism
- Ageism:
  - Ageing out
  - Pest control

# Discrimination (contd.)

- Disability
- Mental Health
- Addiction
- Hoarding

# Eviction Prevention

- What is it?
- How can we achieve it?



# Tenant Engagement

- Client services
- Raising concerns
- Having a voice