



YOUR GUIDE — TO — STUDENT LIVING

A community resource for all things
related to being a tenant/renter.

For Conestoga College Campuses Only

WITH **CLICKABLE LINKS**



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TENANT SUPPORTS & RESOURCES

Looking for information about
your rights and responsibilities
as a tenant?

Check out our summary at the end
of this guide or talk to someone
about them!

BRANTFORD CAMPUS

Salvation Army Housing Resource Centre
255 Colbourne St. Brantford, ON, N3T 2H3
hrc@salvationarmy.ca
226-227-7692

**Community Legal Clinic Brant
Haldimand Norfolk**
1100 Clarence St. S. Suite 203,
Brantford, ON, N3S 7N8
519-752-8669
1-888-341-5021

CAMBRIDGE, KITCHENER, & WATERLOO CAMPUSES

Waterloo Region Community Legal Services

450 Frederick St. Unit 101
Kitchener, ON, N2H 2P5
519-743-0254

Lutherwood Kitchener

41 Weber St. W. Kitchener, ON, N2H 3Z1
519-749-2450

Lutherwood Cambridge

35 Dickson St. Cambridge, ON, N1R 7A6
519-623-9380

Community Justice Initiatives of Waterloo Region

Jason Spencer
jason@cjiwr.com
519-744-6549 ext: 120

Region of Waterloo Renter's Toolkit

Eviction Prevention Waterloo Region
23 Water St. N. Kitchener, ON, N2H 5A4
info@waterlooregion.org
519-579-3800
Kitchener/Waterloo Ext. 7
Cambridge Ext. 8

GUELPH CAMPUS

Housing Help Centre
138 Wyndham St. N. Guelph, ON, N1H 4E8
519-824-7822 ext. 4130

Legal Clinic of Guelph and Wellington County

176 Wyndham St. N. Guelph, ON.
gwlegalclinic@lao.on.ca
519-821-2100
1-800-628-9205

Community Justice Initiatives of Guelph

Marie Jose van der Zande
mariev@cjiwr.com
519-820-3034

MILTON CAMPUS

Halton Housing Help

470 Bronte St, 2nd Floor, Suite 207, Milton
Call 311 or 1-905-825-6000
halton@housinghelpcentre.ca

Halton Legal Services

700 Dorval Drive, Suite 400, Oakville
1-905-845-5927

ALL CAMPUSES

Community Legal Education Ontario

CSI Legal Protection Program
1-833-202-4571

Conestoga International Transition Coordinators

International Office, Welcome Centre,
Conestoga College, Kitchener - Doon Campus
internationaltransition@conestogac.on.ca

Off-Campus Housing Guide for International Students

Steps to Justice - Housing Law

Landlord and Tenant Board
1-888-332-3234



Housing Support Programs

519-575-4400

BRANTFORD

Salvation Army Housing Resource Centre

255 Colborne St. Brantford, ON N3T 2H3

hrc@salvationarmy.ca

519-802-4332

Nova Vita Women's Shelter

59 North Park St. Brantford, ON N3R 4J8

info@novavita.org

519-752-4357

CAMBRIDGE, KITCHENER, & WATERLOO

YWCA Emergency Shelter Services

84 Frederick St. Kitchener, ON N2H 2M2

519-744-0120

House of Friendship

51 Charles St. E. Kitchener, ON N2G 2P3

519-742-8327

Edith MacIntosh Child Care Centre

104 Stirling Ave S. Kitchener, ON N2G 3N9

Cambridge Shelter

26 Simcoe St. Cambridge, ON N1R 8P2

info@cambridgesheltercorp.ca

519-624-9305

Argus Residence

Water St. Cambridge, ON N1R 8E3

1-877-818-0388

oneROOF (For Youth 16-25)

35 Sheldon Ave. N. Kitchener, ON N2H 3M1

info@oneroof.org

519-742-2788

Supportive Housing of Waterloo

362 Erb St. W. Waterloo, ON N2L 1W6

brian.paul@showaterloo.org

519-886-8200

GUELPH

Drop In Centre (24 Hours)

23 Gordon St. Guelph, ON N1H 4G9

info@steppingstonegw.com

519-837-0080

226-821-3345

Guelph-Wellington Women In Crisis (Women Only)

38 Elizabeth St. Guelph, ON N1E 2X2

adminsac@gwwomenincrisis.org

519-836-1110

1-800-265-7233

MILTON

Halton Women's Place

1-905-878-8970

Salvation Army

271 Mountainview Rd. S, Halton Hills, ON

905-877-1374

TEMPORARY & EMERGENCY HOUSING SUPPORTS

If you find yourself in need of temporary or emergency housing, these community organizations are standing by to help.

EMERGENCY

Police, Fire, and/or Ambulance 911

Poison Control
1-800-268-9017

NON-EMERGENCY

Guelph Police Service
519-824-1212

Waterloo Region Police Service
519-570-9777

Brantford Police Service
519-756-0113

Halton Police Service
1-905-825-4777

HEALTH CARE

BRANTFORD

Brantford West Medical Centre Walk-In Clinic
164 Colborne St. W., Unit 2A,
Brantford, ON, N3T 2L1
519-304-9200

Charing Cross Walk-In Clinic
124 Charing Cross St.
Brantford, ON, N3R 2J1
reception@charingcrossmedical.com
519-304-8550

Blue Ridge Walk-In Clinic
595 West St., Unit C
Brantford, ON, N3R 7C5
info@blueridgewalkin.com
519-304-8984

Bonavista Medical Centre Walk-In Clinic
104-265 King George Rd., Unit 104,
Brantford, ON, N3R 6Y1
519-759-4060

IMPORTANT NUMBERS

(Emergency, non-emergency, city supports, health services, utilities, transit, hotlines, etc.)

Brantford General Hospital
200 Terrace Hill Street,
Brantford, ON, N3R 1G9
519-751-5544

Brant County Health Unit
194 Terrace Hill St.
Brantford, ON, N3R 1G7
519-753-4937

CAMBRIDGE, KITCHENER, & WATERLOO

Conestoga College Medical Care Clinic
299 Doon Valley Drive (Doon Campus) Kitchener, ON, N2G 4M4
medicalcare@conestogac.on.ca
519-748-5220 ext. 3679

K-W Urgent Care Clinic
385 Fairway Road South
Kitchener, ON, N2C 2N9
519-748-2327

K-W Urgent Care Clinic
751 Victoria Street South
Kitchener, ON, N2M 5N4
519-745-2273

K-W Walk In Clinic
100 The Boardwalk
Kitchener, ON, N2N 0B4
519-279-4098

Region of Waterloo Public Health
519-575-4400

Anthony Davies Family Practice
38 Bridgeport Road East, Waterloo,
ON N2J 2J5
admin@anthonydavies.net,
adaviesmpc@gmail.com
519-742-2046

Westmount Clinic
50 Westmount Rd.
Waterloo, ON, N2L 2R5
519-954-0111

Waterloo Clinic
170 University Ave. W
Waterloo, ON, N2L 3E9
519-725-1514

Firstline Walk-In Clinic
600 Hespeler Road, Unit 20B
Cambridge, ON, N1R 8H2
walkinclinic@firstlinemedical.ca
519-267-2588

Townline Walk-in Clinic
940 Jamieson Pkwy,
Cambridge, ON, N3C 4N6
519-260-8100

Main St. Walk-In Clinic
76 Main St.
Cambridge, ON, N1R 1V7
519-624-6700

Delta Walk-In Clinic
614 Coronation Blvd., Unit 201
Cambridge, ON, N1R 3E8
519-624-4004

St. Mary's General Hospital
911 Queen's Boulevard
Kitchener, ON, N2M 1B2
519-744-3311

Grand River Hospital
835 King Street W.
Kitchener, ON, N2G 4K9
519-742-3611

Cambridge Memorial Hospital
700 Coronation Blvd
Cambridge, ON, N1R 3G2
information@cmh.org
519-621-2330

GUELPH

Westwood Medical Walk-In Clinic
500 Willow Rd., Unit 28
Guelph, ON, N1H 7G4
519-265-5858

Silvercreek Walk-In Clinic
105 Silvercreek Pkwy N #103
Guelph, ON, N1H 6S4
519-822-9363

Summer Side Medical Walk-In (at Walmart)
175 Stone Rd. W.
Guelph, ON, N1G 5L4
519-780-8588

Arkell Walk-in Clinic
403 Arkell Rd. #4
Guelph, ON, N1L 1E5
clinic@arkellmedical.ca
519-822-7841

Guelph General Hospital
115 Delhi Street
Guelph, ON, N1E 4J4
info@gghorg.ca
519-822-5350

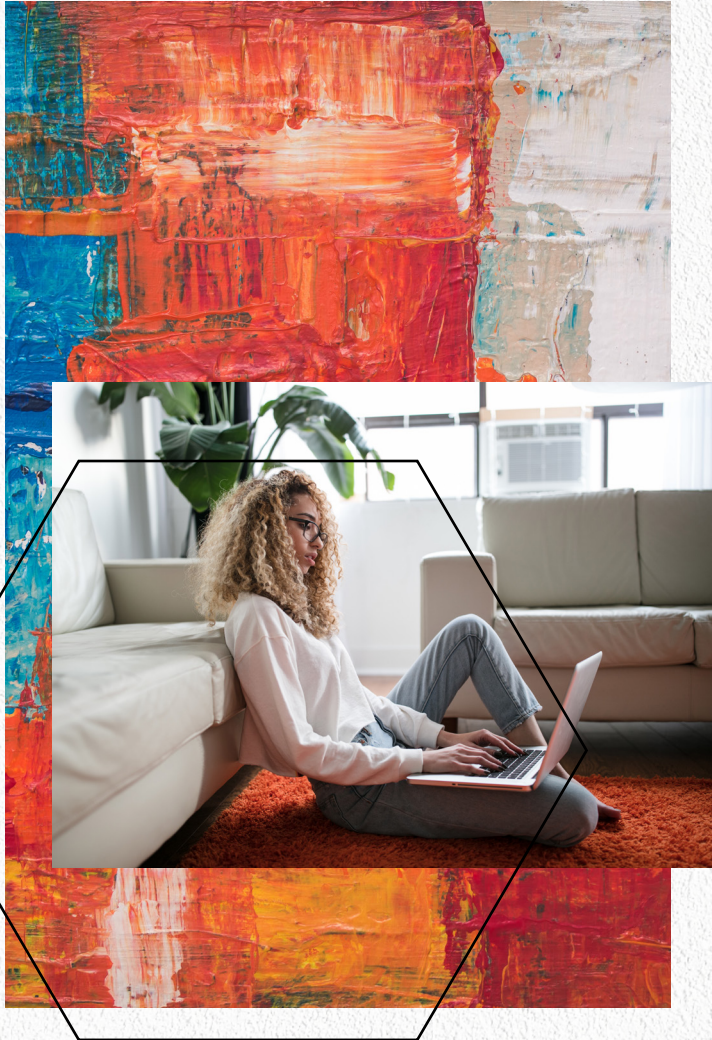
Wellington-Dufferin-Guelph Public Health
1-800-265-7293

MILTON

Milton Urgent Care Clinic
400 Bronte St. S, Milton, ON
1-905-876-0002

Walk-In Clinic Halton Medix
100 Bronte St. S, Milton, ON
1-289-812-0194

Milton District Hospital
725 Bronte St. S, Milton, ON
1-905-878-2383



COMMUNITY HOTLINES

211 Ontario
(Referrals for Community, Government,
Social and Health Services across Ontario)
211

**ConnexOntario (Mental Health, Addiction,
and Problem Gambling Support)**
1-866-531-2600

Here 24/7
(Addictions, Mental Health, Crisis Services)
1-844-437-3247

Ontario Problem Gambling Helpline
1-888-230-3505

Suicide Crisis Help Line
988

Crisis Services Canada
(Suicide Prevention and Support)
1-833-456-4566

**Good2Talk Post-Secondary
Student Helpline**
1-866-925-5454
Text: GOOD2TALKON to 686868

Hope for Wellness Helpline
(Indigenous Mental Health Support)
1-855-242-3310

Talk4Healing
(Indigenous Women Support)
Call or Text: 1-855-554-4325

Crime Stoppers
(Anonymous Crime Reporting)
1-800-222-8477

**National Indian Residential School
Crisis Line (For former residential school
students and those affected)**
1-866-925-4419

LGBT Youthline (Support for LGBT Youth)
askus@youthline.ca
1-800-268-9688
Text: 647-694-4275

Guelph-Wellington Women In Crisis
adminrec@gwwomenincrisis.org
519-836-5710

**Adult Counselling and Treatment -
Waterloo Wellington**
1-844-264-2993

Victim Services Wellington
15 Wyndham St. South
Guelph, ON, N1H 4C6
victim@vswguelph.on.ca
519-824-1212 ext. 7304

**Sexual Assault Support Centre
of Waterloo Region**
300 -151 Frederick St.
Kitchener, ON, N2H 2M2
info@sascwr.org
519-741-8633

KW Counselling Services
480 Charles St. East
Kitchener, ON, N2G 4K5
519-884-0000

Waterloo Region Victim Services
200 Maple Grove Rd. P.O. Box 3070
Cambridge, ON, N3H 5M1
519-583-2363
519-570-5143 (after hours)

Sexual Assault Support Centre of Brant
519-751-3471

Brant Counselling Services
519-752-2998

Victim Services of Brant
519-752-3140

Victim Services Halton (Milton)
905-825-4777 ext. 5239

MILTON

Milton Hydro
1-905-876-2044

Natural Gas
Enbridge Gas
1-888-774-3111

Water
Milton Hydro
1-905-876-2044

BRANTFORD

Hydro
Brantford Power
customerservices@brantfordpower.ca
519-751-3522

Natural Gas
Enbridge Gas
1-888-774-3111

Water
City of Brantford
customerservices@brantford.ca
519-756-1360

CAMBRIDGE

Hydro
Energy + Inc.
519-621-3530

Natural Gas
Enbridge Gas
1-888-774-3111

Water
City of Cambridge
519-623-1340

GUELPH

Hydro & Water
Alectra Utilities
519-822-3010

Natural Gas
Enbridge Gas
1-888-774-3111

KITCHENER

Hydro
Enova
226-896-2200

Natural Gas
Enbridge Gas
1-888-774-3111

Natural Gas & Water
City of Kitchener Utilities
519-741-2529

WATERLOO

Hydro
Enova
226-896-2200

Natural Gas
Enbridge Gas
1-888-774-3111

Water
City of Waterloo
519-747-8718

CELL PHONE & INTERNET PROVIDER

Rogers
1-855-877-3824

TELUS
1-866-558-2273

Bell
1-888-906-7672

Fido
1-888-945-3436

Virgin Plus
1-855-238-6847

Koodo
1-866-995-6636

Freedom Mobile
1-877-946-3184



UTILITIES



TRANSPORTATION

PUBLIC TRANSIT

Guelph Transit
transit@guelph.ca
 519-822-1811
 Transit Schedule

Grand River Transit
 519-585-7555
 Transit Schedule

Milton Transit
 Transit Schedule

Brantford Transit
 519-753-3847
 Transit Schedules

GO Transit
 1-888-438-6646
 Transit Schedules

TAXI SERVICES

BRANTFORD

City Taxi
 519-759-7800

Bell City Cabs
 519-759-1300

Brant Taxi
 519-752-1010

GUELPH

Red Top Taxi
 519-821-1700

Canadian Cab
 519-824-3110

WATERLOO REGION

Golden Triangle Inc.
 519-621-5650

Kitchener City Cabs
 519-747-7777

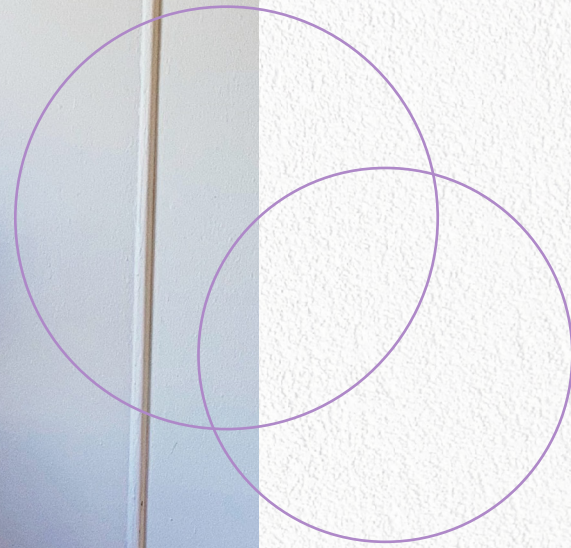
United Taxi
 519-888-9999

Waterloo Taxi
patsy@waterlootaxi.ca
lostandfound@waterlootaxi.ca
 519-888-7777

MILTON

A.Milton Taxi
 1-905-875-2994

Communauto
 346 Waverley St, Ottawa, ON, K2P 0W5
 1-855-742-7399



[CITY OF BRANTFORD](#)
519-759-4150

[CITY OF CAMBRIDGE](#)
519-623-1340

[CITY OF GUELPH](#)
519-822-1260

[CITY OF KITCHENER](#)
519-741-2345

[CITY OF MILTON](#)
1-905-878-7252

[CITY OF WATERLOO](#)
519-886-1550

CITY CONTACTS

SAFETY

FIRE SAFETY

When in doubt, parents or students should call fire prevention services in their city.

- [City of Guelph: 519-763-8111](#)
- [City of Kitchener: 519-741-2495](#)
- [City of Waterloo: 519-884-2121 ext. 23306](#)
- [City of Cambridge: 519-621-6001](#)
- [City of Brantford: 519-752-7083](#)
- [City of Milton: 905-878-9251](#)

Check out these basic fire safety tips:

- Keep combustible items away from the stovetop
- Use a pot lid to smother cooktop fires
- Never leave candles or cooking unattended
- Do not use candles during parties, and encourage smoking outside instead of inside
- Always allow ashes to cool completely before disposal
- Do not overload electrical plugs or overuse extension cords
- Make sure your smoke alarms and carbon monoxide detectors are properly functioning
- Have a portable fire extinguisher available
- Have a fire escape plan

STREET SAFETY

- Cross at designated crosswalks
- Walk with friends when possible
- Stay on well lit sidewalks and pathways
- Wear easy to see clothing at night (bright colours)
- Be aware of your surroundings

HOME SAFETY

- Always lock doors and windows
- Keep valuables hidden
- Only share your address or contact information with people you trust
- Drink responsibly

BIKE SAFETY

Check out these cycling tips to stay safe when riding along roads or trails:

- No spandex required, you can ride at a comfortable pace in your everyday clothing
- Most buses have a bike rack

Riding on the Road

- Ride single file, with the flow of traffic
- Ride one metre out from the curb to avoid grates and debris
- Your bike must have a white front light and a red rear light or reflector when you ride at night
- Be predictable - ride in a consistent path and signal your moves
- You must follow all traffic signs and lights

Riding on Trails

- Keep to the right of the trail
- Yield to pedestrians and ring your bell when passing
- You must dismount and walk your bike in crosswalks

Cycling near ION Light Rail Transit or Train Tracks

- Look both ways and only cross at designated areas
- Always cross tracks at a right angle to help avoid a fall
- Tracks are for trains - never ride along the tracks



AIRPORTS & SHOPPING CENTRES

AIRPORTS

Region of Waterloo International Airport

4881 Fountain St N #1, Breslau, ON, N0B 1M0
519-648-2256

London International Airport

1750 Crumlin Road, London, ON, N5V 3B6
519-452-4015

John C. Munro Hamilton International Airport

9300 Airport Road, #2206, Mount Hope, ON,
L0R 1W0
905-679-1999

Toronto Pearson International Airport

6301 Silver Dart Dr, Mississauga, ON, L5P 1B2
1-866-207-1690

Billy Bishop Toronto City Airport

2 Eireann Quay, Toronto, ON, M5V 1A1
416-203-6942

MAIN SHOPPING MALLS

BRANTFORD

Lynden Park Mall

84 Lynden Road, Brantford, ON, N3R 6B8
519-753-8484

CAMBRIDGE

Cambridge Centre

355 Hespeler Rd, Cambridge, ON, N1R 6B3
519-624-9415

GUELPH

Stone Road Mall

435 Stone Road W., Guelph, ON, N1G 2X6
519-821-5780

KITCHENER

CF Fairview Park

2960 Kingsway Drive, Kitchener, ON, N2C 1X1
519-894-2450

Sunrise Shopping Centre

1400 Ottawa St S, Kitchener, ON, N2E 4E2
519-749-9900

MILTON

Milton Mall

55 Ontario St. S, Milton, On
1-905-878-3900

WATERLOO

Conestoga Mall

550 King St N, Waterloo, ON, N2L 5W6
519-886-5500

The Boardwalk

101 Ira Needles Blvd, Waterloo, ON N2J 3Z4
519-744-6464

Shops at Waterloo

49-75 King St S, Waterloo, ON, N2J 1P2
519-886-4190

RELIGIOUS & CULTURAL RESOURCES



KW Multicultural Centre

102 King St. West, Kitchener, ON, N2G 1A6
home@kwmulticultural.ca
519-745-2531

**For a list of places of worship in your community,
please use the link for the city you are in:**

[PLACES OF WORSHIP IN BRANTFORD](#)

[PLACES OF WORSHIP IN GUELPH](#)

[PLACES OF WORSHIP IN CAMBRIDGE](#)

[PLACES OF WORSHIP IN KITCHENER](#)

[PLACES OF WORSHIP IN MILTON](#)

[PLACES OF WORSHIP IN WATERLOO](#)



BYLAWS

(Noise, Parking, Property Maintenance, Snow Removal)

As a tenant, you not only have rights and responsibilities under the Residential Tenancies Act, but you are also responsible for following the bylaws of the local municipality you live in. Some common bylaws you should become familiar with to be a good neighbour include those related to:

- Parking
- Noise
- Fireworks
- Property Maintenance
- Snow Removal
- Parks
- Pets

To learn more about the bylaws in your city, visit their websites:

- [Brantford](#)
- [Cambridge](#)
- [Guelph](#)
- [Kitchener](#)
- [Milton](#)
- [Region of Waterloo](#)
- [Waterloo](#)



WASTE MANAGEMENT

BRANTFORD

Curbside Waste Collection: Garbage is collected weekly, with a five bag/can limit. Blue boxes are collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [City of Brantford's website](#) or download the free Recycle Coach app.

GUELPH

Curbside Waste Collection: Grey Carts (Garbage) and Blue Carts (Recycling) are collected bi-weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [City of Guelph's website](#) or download the free Guelph Waste app.

WATERLOO REGION

Curbside Waste Collection: Garbage is collected every second week, with a three bag/can limit. Blue box and green bin is collected weekly, with no limits to the number of bins. Find what your garbage services are and what can be recycled on the [Region of Waterloo's website](#) or download the free Waste Whiz app.

MILTON

Curbside Waste Collection: Garbage (bi-weekly) and Blue Carts (Recycling) are collected weekly. Green Carts are collected weekly. Find what your garbage services are and what can be recycled on the [Town of Milton website](#) or download the free Milton Waste App.





RIGHTS & RESPONSIBILITIES OF TENANTS & LANDLORDS



Are you covered by the Residential Tenancies Act (RTA)? Yes, if you have a lease or rental agreement and you **DO NOT**:

- Sublet, or
- Share amenities with the owner (i.e., bathroom, kitchen, etc.), or
- Live in a care home, mobile park, land lease community, social and supportive housing, or co-operative housing units

Forms for Tenants in LTB



TENANT RIGHTS & RESPONSIBILITIES

Tenants must:

- » Pay the full amount of rent when it is due, regardless of maintenance or repair problems.
- » Not cause damage to the rental or building.
 - » If you or your guests cause damage, you are responsible for repairs.
- » Be responsible for the ordinary cleanliness of the rental unit.
- » Not interfere with the reasonable enjoyment of other tenants or the Landlord.
- » Provide at least 60 days' notice to end the

fixed term or monthly tenancy using the form from the Landlord and Tenant Board.

- » If you are a fixed term tenancy (ex. 3 years), you cannot provide notice that becomes effective until the last day of the fixed term.
- » If you have experienced sexual or domestic violence, you may provide only 28 days' notice to end your tenancy at any time using a form from the Landlord and Tenant Board.
- » Not harass the Landlord.
- » Not change the locks without the consent of the Landlord.
- » Receive consent from the Landlord to sublet or assign the rental unit to another person.
- » Not disconnect or tamper with a smoke or carbon monoxide detector and notify the Landlord immediately if one is not working properly.

Other important information to know as a Tenant:

- » Avoid signing a lease for a rental unit that is not completed (finished being built or renovated).
- » Consider purchasing tenant insurance to provide coverage for and protect personal items from fire, water damage, theft, and more.
- » Ask for and save rent receipts for proof of payment and claiming on an income tax return.
- » Landlords may request a tenant pay last month's rent as a deposit that cannot be more than the value of one month of rent.
 - » Landlords must pay tenants interest on the rent deposit every year.
 - » Landlords can request a "top-up" to the rent deposit if the rent increases

the next year to the new value of one month's rent.

- » Landlords can require a refundable key deposit.
 - » A key deposit can be for physical keys, remote entry devices, cards or any other device that provides entry.
 - » When the key is returned at the end of the tenancy, the key deposit must be refunded.
 - » Additional keys can be requested at a fee that does not exceed the actual cost of the key.
- » Tenants can apply for a rent reduction if:
 - » Municipal property taxes or charges on the rental property go down, or
 - » The landlord reduced or removed a service without reducing the rent, or
 - » The landlord did not keep a promise made in an agreement for a rent increase above the guideline.
- » Landlords do not need to provide 24 hours' notice to enter the rental unit if:
 - » It is an emergency
 - » The tenant consents to entry
 - » The tenancy agreements requires the landlord to clean the unit
 - » The tenancy agreement is coming to an end and the Landlord wants to show the unit between 8am and 8pm. They must make a reasonable effort to let the tenant know when it will happen.
- » Landlords and Tenants can agree to allow or prohibit smoking in a rental unit.
- » If a problem arises, Landlords and Tenants should work together to resolve the problem. If either feels the other is not obeying the law, they can contact the Landlord and Tenant Board for assistance understanding their rights and responsibilities and resolving the dispute.



LANDLORD RIGHTS & RESPONSIBILITIES

Landlords in Ontario must:

- » Use the [Ontario Standard Form of Lease](#) as the lease agreement.
 - » If you have questions about the Standard Lease, you can learn more from the [Government of Ontario](#).
- » Keep the rental unit and property in good repair and comply with all health, safety, and maintenance standards.
 - » Includes maintenance and repair of things that came with the unit, such as appliances, and commons areas such as parking lots, elevators, and hallways.
- » Provide official notices and documents. Normally hand delivered, left in a mailbox where mail is ordinarily delivered, or mailed.
- » Provide rent payment receipts when requested and for up to 12 months after the tenancy ends.
- » Provide at least 90 days' notice before increasing rent and must use the [proper form from the Landlord and Tenant Board](#).
 - » Landlords can increase rent once every 12 months.
- » Not raise rent by more than the [rent increase guideline](#) set annually unless approved by the Landlord and Tenant Board.
- » The rent increase guideline does not apply to:

- » Units in new buildings or additions to existing buildings occupied after November 15, 2018
- » New second units in an existing house, such as a basement apartment, created after November 15, 2018 and meets requirements set out in the act.
- » Reduce rent if:
 - » The municipal property tax is reduced by 2.49% or more, or
 - » The rent was increased above guideline to pay for repairs or renovations and the costs have been fully paid (only applies if you were living in the unit when the increase happened).
- » Ensure there is heating equipment capable of maintaining a minimum of 20 degrees Celsius from Sept. 1 - Jun. 15, unless stricter requirements are in place by the municipality.
- » Provide 24 hours' written notice to enter the rental unit between the hours of 8am and 8pm for:
 - » repairs,
 - » inspections,
 - » showing the unit to buyers, insurers, mortgage lenders, or real estate agents,
 - » any other reasonable purpose listed in the tenancy agreement.
 - » Provide and maintain working smoke and carbon monoxide detectors for the rental unit.
 - » Not cut off or interfere with essential rental services including heat, electricity, gas (if applicable) and water.
- » Not evict a tenant without an order/notice from the Landlord and Tenant Board.
 - » If you are served an eviction notice, you do not have to move out. [You have the right to a hearing to explain why you should not be evicted first.](#)
- » Not force a tenant to leave when a lease agreement expires. The agreement's terms continue to be in effect usually as a monthly tenancy instead of a specified term.
- » Not harass a tenant.
- » Not discriminate against a tenant based on prohibited grounds under the [Ontario Human Rights Code](#) including race, sex, place or origin, citizenship, age, and more.
- » Not withhold consent arbitrarily or unreasonably from the tenant to assign or sublet the rental unit to another person.
- » Not change the locks of the rental unit unless new keys are provided to the tenant.
- » Not prevent the tenant from having guests, require notification of guests, or require permission before having guests.
- » Not prevent a tenant from having a roommate as long as municipal by-laws on occupancy standards are followed.
- » Not prohibit animals in the rental unit, unless prevented by a condominium corporation.
- » Not ask for or force tenants to:
 - » Provide advance rent payments (except for last month).
 - » Purchase items for the rental unit as a requirement to be the successful tenant (ex. Purchase appliances, window coverings, lights, etc. before moving in)
 - » Make rent payments by post-dated cheques, pre-authorized credit or debit, or any other automatic payment (You can offer and agree, but they cannot force you to.)
 - » Provide a damage deposit.



Have suggestions of other information or resources that should be included in this guide?

Send them to csi@conestogac.on.ca.

