



## Brochure: Information for New Tenants

Landlords must provide this information to new tenants on or before the date the tenancy begins.

### The Law

Most residential tenancies are covered by the Residential Tenancies Act (the RTA). This law:

- gives
- 
- 

- 
- 

- 
- 

- 

- 

- 
- 
-

You are not allowed to:

- change the locking system on a door that gives entry to your rental unit unless you get your landlord's permission.

## Landlord Rights and Responsibilities

Your landlord has the right to:

- collect a rent deposit - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- increase the rent - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. Exceptions: Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- keeping the rental property in a good state of repair and obeying health, safety and maintenance standards.
- providing you with a copy of your written tenancy agreement within 21 days after the day you signed it and gave it to your landlord. For most tenancy agreements first entered into on or after April 30, 2018, the landlord must use the standard lease form entitled [Residential Tenancy Agreement \(Standard Form of Lease\)](#).

Your landlord is not allowed to:

- shut off or deliberately interfere with the supply of a vital service (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- take your personal property if you don't pay your rent and you are still living in your rental unit.
- lock you out of your rental unit unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- insist that you pay your rent by post-dated cheque or automatic debit. These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

---

## Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at [sjto.ca/ltb](http://sjto.ca/ltb)

Visit your local LTB office. For office locations visit [our website](#).