



# Tenant Guide

Welcome to your home

Client Care: **416-981-5500** | [torontohousing.ca](http://torontohousing.ca)

Toronto  
Community  
Housing





# Need a translated copy?

This document has important information for Toronto Community Housing tenants. If you would like a copy of the guide, call **416-981-5500**.

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. Toronto Community Housing على معلومات مهمة لمستأجري  
إذا كنت ترغب في الحصول على نسخة من الدليل، اتصل على الرقم 416-981-5500.

本文件為多倫多社區房屋公司租戶提供了重要資訊。如果您想要一份指南的副本，請致電 416-981-5500。

این راهنما دارای اطلاعات مهمی برای مستاجری Toronto Community Housing مسکن اجتماعی تورنتو است . اگر مایلید نسخه ای از این راهنما داشته باشید لطفاً با شماره ۴۱۶-۹۸۱-۵۵۰۰ تماس بگیرید.

Le présent document contient des renseignements importants pour les locataires de Toronto Community Housing. Pour obtenir une copie du guide, veuillez appeler au 416-981-5500.

Αυτό το έγγραφο περιέχει σημαντικές πληροφορίες για τους ενοίκους της Κοινοτικής Στέγασης του Τορόντο. Εάν θέλετε ένα αντίτυπο του οδηγού, καλέστε στο 416-981-5500.

Questo documento contiene informazioni importanti per gli inquilini della Toronto Community Housing. È possibile richiedere una copia della guida, chiamando il numero 416-981-5500.

এই ডকুমেন্টে টরন্টো কমিউনিটি হাউজিংয়ের ভাড়াটয়িদরে জন্য গুরুত্বপূর্ণ তথ্য রয়েছে। আপনি এই গাইডরে একটি কপি পতে চাইলে, 416-981-5500 নম্বরে ফোন করুন।

આ દસ્તાવેજમાં ટોરોન્ટો કોમ્યુનિટી હાઉસિંગના ભાડૂતો માટે મહત્વપૂર્ણ માહિતી આપેલ છે. જો તમને માર્ગદર્શિકાની નકલ જોઈતી હોય, તો 416-981-5500 પર કોલ કરો.

이 문서는 Toronto Community Housing 세입자를 위한 중요한 정보가 기재되어 있습니다. 이 가이드의 사본이 필요하면 전화 416-981-5500 으로 요청하십시오.

Ten dokument zawiera ważne informacje dla lokatorów Toronto Community Housing. Jeśli chcesz otrzymać egzemplarz przewodnika, zadzwoń pod numer 416-981-5500.

Este documento contém informações importantes para os locatários da Toronto Community Housing. Caso queira receber uma cópia do guia, telefone para 416-981-5500.

В этом документе содержится важная информация для жильцов Коммунального жилищного фонда Торонто. Если вы хотите получить копию данного руководства, позвоните по телефону 416-981-5500.

Dukumintigan waxaa ku jira macluumaad muhiim ah oo loogu talagalay kiraystayaasha Toronto Community Housing. Haddii aad jeclaan lahayd koobigga hagahan, wac 416-981-5500.

Este documento contiene información importante para los inquilinos de Toronto Community Housing. Si desea obtener un ejemplar de la guía, llame al 416-981-5500.

રોરોન્ટોનરો સમુક વીડમેમ્પુ (Toronto Community Housing) વતીવાલારકનુકકાન મુકકીય તકવલકનેા ઇન્ટપ્ પત્તીરમ્ કોાનુનુલ્લતુ. ઇન્ટ વઝીકાડ્ડીયીન ઓરુ પીરતી ઁનુકનુકુ વેનુનુમાનાલ ઁઝેયુનુકલ્ 416 981-5500

Saa krataa yi kura nsem aa eho hia yie paa ma Toronto Fie Mpotam Temanmufo. Se wo be pe bi akwankyerε yi bi aa, frε call 416-981-5500.

Tài liệu này có thông tin quan trọng cho những người ở thuê của Công ty Gia cư Cộng đồng Toronto. Nếu quý vị muốn có một bản tài liệu hướng dẫn, xin gọi 416-981-5500.



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# Welcome home

Toronto Community Housing Corporation (TCHC) provides homes to about 41,000 households across our city. We strive to deliver clean, safe, well-maintained, and affordable housing. We work with many partners to connect our tenants to services and supports. We work with tenants to make our communities a better place to live.

This is your guide to living in your Toronto Community Housing unit (apartment or townhouse). The guide describes our duties as your landlord and explains your rights and responsibilities as a tenant. It also includes a list of common terms in the glossary on **page 51**.

**Important:** The Tenant Guide is intended to be a quick source of information for you. The information in this guide may change over time or become out of date. The information in this guide should not be taken as legal advice. If there is any conflict between what is written in this guide and any law of Canada, or any Toronto Community Housing policy, procedure or guideline, then the law, policy, procedure or guideline prevails. Nothing in this guide is a promise, agreement or offer of service by Toronto Community Housing.

**Please write your name and address below so that your guide can be returned if you lose it:**



-----

Name \_\_\_\_\_

Address \_\_\_\_\_

# Our staff and how we serve you



Toronto Community Housing has approximately 2,000 employees who work to give you the services and information you need about repairs, your lease, local services, support and safety, and more.

## Client Care Centre

Call 416-981-5500 (24 hours)

Email [help@torontohousing.ca](mailto:help@torontohousing.ca) (if your matter is not urgent).

The Client Care Centre is always open, 24 hours a day, 365 days a year. Here are some things you can contact the Client Care Centre about:

- Tell us that you need a repair in your unit. (**Note:** if it is an emergency repair, always call, do not email.)
- Ask about a repair you have requested.

- Make a complaint.
- Get parking information.
- Ask about a letter you received from us.
- Ask anything about your lease, your rent, or your account balance.
- Ask about community events or large repairs in your community.
- Get updates on service disruptions (like no power, no heat, no hot water).

Be sure you get a reference number for each request you make.



### Use your reference number to follow up on your request

When you call the Client Care Centre, staff will give you a reference number. If they do not give you a reference number, ask for one. You can use this number when you speak to any TCHC staff about your request.

### Ask us

I have questions about...

- a repair
- my account
- my last phone call
- my tenancy
- how to make a complaint

## Tenant Service Hubs

Your Tenant Service Hub is where you can get in-person service, meet with staff for one-on-one support and get faster responses from your local staff team.

At each Hub, tenants can:

- Place a work order.
- Request a parking permit.
- Hand in your annual rent review paperwork or get help filling it out.
- Pay rent.
- Ask questions to staff about your lease, your rent, or your account.
- Get copies of Toronto Community Housing tenant policies.
- Report a change in income.
- Fill out forms for someone moving in or out of your home.
- File a complaint.

You can walk into a Hub during posted hours of operation, but we encourage you to book an appointment. Call the Client Care Centre at **416-981-5500** and ask for an appointment with a staff member.

To find your Hub, go to [torontohousing.ca/tenant-service-hubs](https://torontohousing.ca/tenant-service-hubs) or call the Client Care Centre”.

## Regional offices

We have developed Tenant Service Hubs to bring services closer to you at a convenient location. We know you may have concerns or need to escalate an issue beyond your local Hub or the Client Care Centre. When that happens, please contact your Regional office. If you are not sure which Region you live in, please contact the Client Care Centre and ask an agent.

Regional offices are open from 8:30 a.m. to 4:30 p.m., Monday to Friday. We recommend you make an appointment through the Client Care Centre at **416-981-5500**.

Regional offices are located at:

- West: 495 Wilson Ave. (access off Champlain Blvd.)
- Central: 49 Lower Jarvis St.
- East: 2739 Victoria Park Ave. (ring the doorbell to be buzzed in)

## Superintendent

Your superintendent works in your building or complex. They look after day-to-day maintenance and complete service requests. You can talk in person, or contact them through the direct phone number posted in your building or through the Client Care Centre at **416-981-5500**. For after-hours service, contact the Client Care Centre.

## Tenant Services Coordinator

Your Tenant Services Coordinator (or TSC) is responsible for:

- meeting with tenants for lease signing
- calculating rent
- overseeing the arrears process
- parking
- other duties to help you with your tenancy, including filing complaints

You can contact your Tenant Services Coordinator with questions about your rent or your lease. Their name and contact details are posted in your building. If you are not sure who your Tenant Services Coordinator is, contact the Client Care Centre at [help@torontohousing.ca](mailto:help@torontohousing.ca) or **416-981-5500** and they will forward you.

## Community Services Coordinator

Our Community Services Coordinators (or CSCs) work in different ways to support tenant needs. Some CSCs work on safety programming or supportive services, while others support tenants to get involved and be a part of official leadership systems.

These staff work with tenants, local leaders, and agencies. They want to learn about your community needs. Community Services Coordinators can also connect you and your neighbours to services and opportunities in your community.

Their name and contact details are posted in your building. If you are not sure who your Community Services Coordinators are, contact the Client Care Centre at [help@torontohousing.ca](mailto:help@torontohousing.ca) or **416-981-5500** and they will forward you.

## Special Constables

As part of our Community Safety Unit, Toronto Community Housing has Special Constables. We also have a number of private security guards that support our buildings.

Special Constables are on patrol in our neighbourhoods, but are also sent by dispatch to respond to incidents at specific sites. Special Constables and other members of the Community Safety Unit work closely with law enforcement agencies like the Toronto Police Service.

## Community Safety Advisors

Community Safety Advisors work to address safety concerns in TCHC communities. They also give support to tenant-led safety councils. If you are interested in starting a safety council in your building, please contact your Community Safety Advisor. Their name and contact details are posted in your building. If you are not sure who your Community Safety Advisor is, contact the Client Care Centre at [help@torontohousing.ca](mailto:help@torontohousing.ca) or **416-981-5500** and they will forward you.

## Community Safety Unit

All tenants have the right to be safe in their neighbourhoods. You can call the Community Safety Unit at **416-921-2323** about issues like:

- illegal or criminal activity
- parking violations
- trespassing
- excessive noise

Staff are there to answer calls 24 hours a day, seven days a week.

## Solutions team

If you have an unresolved concern or complaint about service or the conduct of a fellow tenant, you can contact the Solutions team. The Solutions team manages TCHC's complaints process, working to quickly resolve tenant complaints in a fair, efficient and transparent manner.

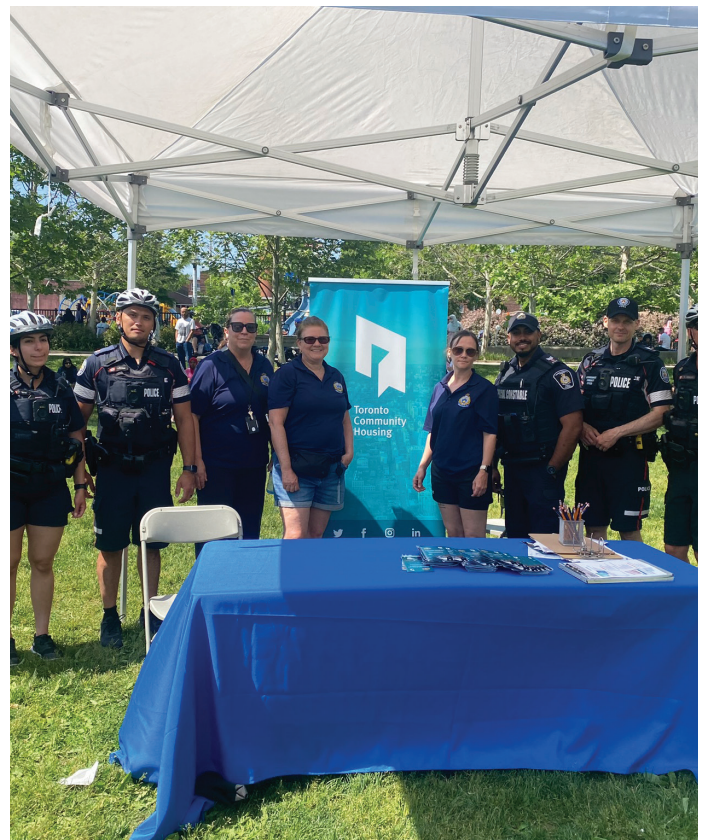
Contact Solutions if:

- You are unhappy with services you received, have tried to resolve the complaint with the Client Care Centre or your local Tenant Service Hub and are still not satisfied with the results.
- You had a positive experience with TCHC and would like to send a compliment to a staff member.

When you contact Solutions, you can expect:

- Our team to acknowledge your request within one business day and confirm the reference number for your service request.
- After the investigation, the team will give you an explanation about what is being done to resolve your complaint. This will include an anticipated timeline if the complaint cannot be resolved immediately.

You can reach the Solutions Team at **416-981-6000** or [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca).





## How to contact Toronto Community Housing

Client Care Centre or building staff

### You can contact us:

#### In person

If you want to talk to someone in person, you can talk to your superintendent. But you may have to visit your local Tenant Service Hub office (for some buildings).

For faster service, call ahead to make an appointment. If you aren't sure where your Tenant Service Hub office is, the **Client Care Centre** can tell you.

#### By phone

You can reach the Client Care Centre 24 hours a day at **416-981-5500**.

#### By email

Email us at [help@torontohousing.ca](mailto:help@torontohousing.ca) if your matter is not urgent.

### Community Safety Unit

#### By phone

You can reach the Community Safety Unit Dispatch Centre 24 hours a day at **416-921-2323**.

### Solutions team

#### By phone

You can reach the Solutions team at **416-981-6000**. Within one business day, the Solutions team will acknowledge your complaint and confirm the reference number assigned to your service request.

#### By email

Email us at [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca). Within one business day, the Solutions team will acknowledge your complaint and confirm the reference number for your service request.

# Your local staff



Write the contact information for your Tenant Service Hub and other Toronto Community Housing staff below.

.....  
(You will get this information when you sign your lease, or you can also call the Client Care Centre at **416-981-5500** at any time. It is also posted in your building.)

**Tenant Service Hub address:** \_\_\_\_\_

Region: \_\_\_\_\_

**Building's Superintendent:** \_\_\_\_\_

Phone: \_\_\_\_\_ Office hours: \_\_\_\_\_

**Tenant Services Coordinator (TSC):**

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Community Services Coordinator (CSC), Engagement:**

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Community Services Coordinator (CSC), Access and Support:**

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Community Safety Advisor (CSA):**

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

# Your responsibilities as a tenant

As a tenant, you have the right to:

## Security of tenancy

You may live in your Toronto Community Housing unit until:

- You give proper written notice to Toronto Community Housing that you want to end your tenancy; or
- Toronto Community Housing ends your tenancy for a reason set out in the *Residential Tenancies Act*.

## Notice before entry

- Toronto Community Housing must provide at least 24 hours advance written notice before entering your home, unless there is an emergency or you consent to the entry.
- Toronto Community Housing staff or contractors who enter your home must have a reason for entering that complies with the *Residential Tenancies Act* or your lease.

You, and those you live with, are called your “household”. All members of your household must comply with your lease—the contract you sign with Toronto Community Housing.

You must also follow Toronto Community Housing policies and obey the law. Here is a list of your key responsibilities:

## Pay your rent and report changes in your household

- Pay your rent on time, every month.
- If you pay rent-geared-to-income, report all of the information that Toronto Community Housing asks you for in your annual rent review.
- If you pay rent-geared-to-income, you must report certain changes in your household to your Tenant Services Coordinator within 30 days. You can read the section “Reporting changes to your household or income” on **page 38** of this guide for more details.



## Take care of your home

- Keep your unit clean and in good condition.
- Repair or pay to repair damages that you, your visitors or guests cause. This does not include repairs for normal “wear and tear”.
- Get household insurance for your belongings. This is usually called contents or renters’ insurance (learn more on **page 24**).
- If you need your lock changed, ask your superintendent for help. **Do not change locks yourself.** If you need your lock changed, there may be a fee.
- Tell your Tenant Services Coordinator, in writing, within 30 days, if someone moves in or moves out of your home.
- Be responsible for your own actions, the actions of other members of your household, and your visitors. This includes your pets and any pets that visit.

## Respect your neighbours

- Do not make too much noise.
- Control and clean up after pets. Pets should be on a leash whenever they are outside of your unit.
- Help to keep common areas clean by using the garbage bins provided.
- Respect all property in our communities, including rental units, personal property, common spaces, and offices.

## Live in your unit and do not use it for any other purpose

- You must not sublet your unit.
- You cannot have short-term rentals like Airbnb.
- You cannot run a business out of your unit without the written consent of Toronto Community Housing.
- Follow Toronto Community Housing policies and all applicable laws.

## Human rights

Toronto is made up of many peoples and cultures. Toronto Community Housing embraces this diversity. We are committed to providing an inclusive housing and working environment. Everyone should be valued equally and treated fairly.

Tenants, visitors, guests, and staff have the right to live and work in a safe environment. This means mutual respect and freedom from discrimination and harassment.

Toronto Community Housing has a *Human Rights, Harassment and Fair Access Policy*. This policy reflects what the law requires under the *Ontario Human Rights Code*.

To learn more about human rights at Toronto Community Housing, including how to file a complaint, visit our website at [torontohousing.ca/humanrights](https://torontohousing.ca/humanrights).

You can also email [humanrights@torontohousing.ca](mailto:humanrights@torontohousing.ca).



# Toronto Community Housing's rights and responsibilities

Toronto Community Housing's duties as your landlord are set out in your lease and in the *Residential Tenancies Act*. Here is a summary of our responsibilities as your landlord:

- Provide services as set out in your lease, under the law, or both.
- Keep your rental property well-maintained and respond to non-emergency repair and routine requests within five business days.
- Comply with local health, safety, and property standards and bylaws.
- Give proof of payment when requested. This can include proof of rent or fee payment.
- Process your annual rent review, if you pay rent-geared-to-income (RGI).
- Give at least 24 hours, notice before entering your unit unless there is an emergency (a flood, fire, life-threatening event or life safety check) or we have your consent for staff to enter the unit.
- Provide accessible customer service to people with disabilities.

As your landlord, we have the right to collect a rent deposit of one month's rent and last month's rent if you pay either Market Rent or Affordable Rent.

- Deposits will be used as the rent payment for the last month of your tenancy.
- Deposits cannot be used for any other reason, like to pay for damages.
- Interest will be paid on the deposit every year.

## Eviction

As your landlord, we have the right to pursue eviction of tenants who do not pay rent, pay their rent late or break the law on Toronto Community Housing property. You can find more reasons for eviction on **page 42**.



**Important:** Toronto Community Housing does not want to evict you. We will work with you to keep you housed and to make sure rent is paid. Eviction is the very last resort.

We are committed to working with tenants who may be having financial difficulties. Please contact your Tenant Services Coordinator if you cannot pay your rent or if you have other problems related to your tenancy.



## Toronto Community Housing's service commitment

You can reach Toronto Community Housing's Client Care Centre 24 hours a day, every day of the year. We will do our best to respond to your service requests.

### Repairs and maintenance

To request a repair, please call the Client Care Centre at **416-981-5500**.

- We respond to requests for routine repairs and maintenance within five business days.
- Emergency repairs or maintenance will be resolved sooner.
- We will work with you to find a lasting solution.
- If it is not an emergency, you can send an email to [help@torontohousing.ca](mailto:help@torontohousing.ca).
- Our agents will give you a personal reference number that you can use when you follow up on your request. If they do not give you a reference number, just ask.

- If you have a disability, include this as part of your request. Depending on the issue, we may need to prioritize or respond in a different way.

### Emergency repairs

When you call for an emergency repair, a staff person or vendor will be at your home within four hours, depending on the type of repair. This includes emergency repairs needed overnight or on the weekend. We will try to fix the problem right away or make a temporary repair to stop it from getting worse. Where a temporary repair has been made, staff or a vendor will return within five business days to make a permanent repair.



## Accessibility program

Toronto Community Housing is committed to making sure our communities and services are accessible to people with disabilities. This is done through following the core principles of the *Ontario Human Rights Code* and the accessibility standards of the Accessibility for Ontarians with Disabilities Act (AODA).

### Accessibility Program at TCHC

The Accessibility Program gives tenants with disabilities the opportunity to work with TCHC staff to make accessibility improvements to their units and common areas. Learn more about accessibility accommodations at [torontohousing.ca/accessibility](https://torontohousing.ca/accessibility).

### Unit modifications

Accessibility unit modifications like grab bars, lowered appliances, or widened doorways can help you stay safer and function better in your home. Unit modifications are free for tenants through the Accessibility Program. In some cases, simple modifications, like grab bars, can be done in a few days.

The process begins with having a medical professional fill out the TCHC Medical Questionnaire.

1. The TCHC Medical Questionnaire can be found in the following ways:
  - Online at [torontohousing.ca/accessibility-program](https://torontohousing.ca/accessibility-program).
  - You can request a copy from your Tenant Services Coordinator (TSC) in your Tenant Service Hub.
  - You can request the Accessibility is For You package, which contains the Medical Questionnaire, from the reception in your Hub.
  - You can contact the Client Care Centre at **416-981-5500** or [help@torontohousing.ca](mailto:help@torontohousing.ca) and ask for the form to be sent to you.

2. The Medical Questionnaire must be filled out by a qualified medical professional who is licensed in Canada. This can be a doctor, registered nurse, occupational therapist, or other qualified medical professional.
3. Once the Medical Questionnaire is filled out, make a copy of it for your own records.
4. Return your completed Medical Questionnaire to your TSC in your Hub. If you have not made a copy for yourself, ask staff to make one for you. Ask staff to date stamp and sign your copy of the Medical Questionnaire. A reference number will be assigned to your request. Make sure you have a record of that number as it will help you track your request.
5. If your request is for a minor accommodation like a raised toilet or grab bars, your request will be sent to your superintendent to complete.
6. If your request needs more than a minor accommodation, your Medical Questionnaire will be sent to the Accessibility Program Coordinators for assessment. If it is approved, the process to update your unit will start. If it is not approved, you will receive a letter of refusal that explains why it is denied. You can appeal if your modification request is not approved.

To find out more about the process, speak to your Accessibility Program Coordinator. If you do not know who your Accessibility Program Coordinator is, contact the Client Care Centre at **416-981-5500** and they can direct you.

## Common area modifications

If you think there are accessibility modifications needed in common areas in your building, please follow this process:

1. Contact your superintendent. You will need to explain to them what the accessibility barrier is, and we recommend that you take photos.
2. Contact the Client Care Centre at **416-981-5500** to officially report the issue. Let them know that you have photos of the accessibility barrier and they will give you information for where you can send the pictures. Remember to get a reference number.
3. The request will be assigned to the appropriate team to look into.

You can also contact the R-PATH Committee for help.

## What is R-PATH?

The Responsible Personal Accessibility in Toronto Housing (R-PATH) committee is a tenant-led group that works with TCHC to identify and remove accessibility barriers in our communities. The committee's goal is to improve quality of life for people with physical disabilities. They also support Toronto Community Housing in being a leader in accessible housing. Tenants can contact R-PATH for help with any accessibility issue. Contact Cathy Birch, committee Chair, at [cbirch619@msn.com](mailto:cbirch619@msn.com) or **647-201-7941**.

Learn more about R-PATH's work and how to get involved at [torontohousing.ca/r-path](http://torontohousing.ca/r-path).



## Self-ID process for safety in emergencies

If you need extra help during an emergency, the Self-ID process is a way for tenants with disabilities to confidentially identify themselves to TCHC. First responders and site staff will use the information to make sure you get the help you need during an emergency or building evacuation. The Self-ID process is voluntary and is meant to help keep you safe. You can get a copy of the form at [torontohousing.ca/selfid](https://torontohousing.ca/selfid). If you are an RGI tenant, this form is also included in your Annual Review package.

## Request an alternate format

We understand accessibility needs are not the same for everyone. If you need any TCHC content (print or digital) translated into another language or in an alternate format like large print, or a screen reader-friendly electronic file, contact the Client Care Centre at **416-981-5500**.

## Additional support

Help is available from external agencies to support persons living with disabilities to live independently and participate fully in community life. Funding and assistance is available from agencies like:

- Ontario March of Dimes, Assistive Devices Program
  - **1-866-765-7237**
- Easter Seals Ontario, Assistive Devices (for applicants under the age of 19)
  - **416-421-8377**
- Multiple Sclerosis Society of Canada, Toronto Chapter, Funding Program
  - **1-844-859-6789**

For general information and support, contact The Centre for Independent Living in Toronto at **416-599-2458**.

# Toronto Community Housing complaint process

We encourage you to contact us if you have an unresolved concern. This will help us improve how we serve tenants.

A complaint is different from a service request or tenancy inquiry. If you have a maintenance-related issue or question about your tenancy, contact building staff, your local Tenant Service Hub or our Client Care Centre.

If you have already made a request that was not resolved, and you have escalated the issue, you can submit a complaint. Contact the Solutions team at **416-981-6000** or email [solutions@torontohousing.ca](mailto:solutions@torontohousing.ca).

To learn more about the complaints process, visit [torontohousing.ca/complaints](https://torontohousing.ca/complaints).

## Reporting fraud and waste

### Fraud hotline: report fraud and waste right away

Fraud and waste affects everyone at Toronto Community Housing. Money lost through fraud means Toronto Community Housing has fewer dollars to invest in programs and services that tenants need.

If you think you have seen a staff member, tenant or vendor commit fraud or waste resources in a willful or negligent manner, we encourage you to report it right away.

Toronto Community Housing has hired an independent service provider, ClearView Strategic Partners, to take calls about suspected fraud and waste. You can report your concerns to ClearView Connects at any time, in your preferred language and without giving your name. Calls are answered 24 hours a day, 365 days a year.

Go to [torontohousing.ca/report-fraud](https://torontohousing.ca/report-fraud) to learn more about how ClearView Connects works, and how the hotline protects your identity.

### What happens when you report?

The Investigations Unit at Toronto Community Housing reviews all fraud and waste matters that are reported through the fraud hotline. This Unit is part of the Legal Services Division. Legal Services reports to our chief legal officer, the General Counsel and Corporate Secretary.

### Three ways to report

- **Phone:** Call the fraud hotline at **1-866-781-7956**. There is an option to leave a voicemail.
- **Online:** Use the secure online form at [clearviewconnects.com](https://clearviewconnects.com).
- **Mail:** Send your complaint to ClearView Connects, PO BOX 11017, Toronto, ON M1E 1N0.

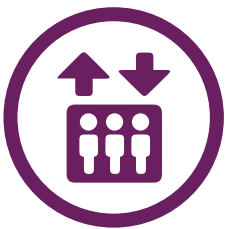




# Moving in

Before you move in, your home is cleaned, repaired and inspected. It is also sprayed for pests, if needed. Your superintendent will do a move-in inspection with you and note any repairs that you point out.

The superintendent will go through the types of changes you can and cannot make to your home. You may owe money at the end of your tenancy if you make unauthorized changes or if your unit is damaged. This is called a “chargeback.”



## Elevators and deliveries

Each Toronto Community Housing property is different.

- If you are moving into an apartment building, speak with your superintendent to reserve an elevator for your move-in day. You can also contact the Client Care Centre for this request. An agent will give you a reference number and arrange with your superintendent to put the elevator on service.
- On the day of your move, you must contact the Client Care Centre two hours before you move to have someone put the elevator on service.

If you have large items (like furniture) delivered to the building, ask your superintendent about how deliveries are handled.



## Renovating

Under the terms of your lease, permanent changes are not allowed when decorating. For example, you cannot:

- Change the flooring.
- Remove doors, cabinets, plumbing, or light fixtures.
- Damage walls with nails or hooks. Use only sticky picture hooks that will not damage walls or paint.

If you do make permanent changes, you will be charged for the cost of returning your unit to the way it was when you moved in.

Always ask permission before making changes in your home. You can discuss possible changes with your Tenant Services Coordinator or other staff at your Tenant Services Hub.

## Moving out



### Giving notice

When you are planning to move out, you must give notice in writing 60 days (two full calendar months) before you plan to move. Please give your move-out notice to your Tenant Services Coordinator.

You must sign a form called an N11 (“Agreement to End the Tenancy”) when vacating your unit. If you are removing yourself from your household and other tenants are still going to live in the unit, you must sign and date a letter confirming the date you will vacate the unit and give the letter to your Tenant Services Coordinator. The remaining household members may need to sign a new lease with Toronto Community Housing once you are no longer part of the household.



## Returning keys and fobs

Before you leave, you must return all unit keys. This includes mailbox keys, key fobs, parking garage keys, and parking stickers. Give them to your superintendent. If you do not return these items, you may be charged.



## Final rent payments

You will be charged for rent up to the end of the month that you move out. You are charged rent up to the end of the month that your tenancy ends. For example:

- If you gave written notice on March 1st, you will pay rent for March and April and will move out before May 1st.
- If you gave written notice on February 15th, you will pay rent for February, March, and April and move out before May 1st.

Market Rent and Affordable Rent tenants pay a first and last month's rent deposit when they move in. We will use the deposits as the rent payment for the last month of your tenancy.



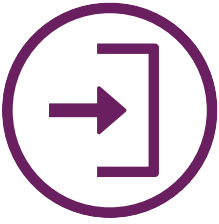
## Inspection

Toronto Community Housing staff will inspect your unit shortly after you give written notice. They will inspect it again after you move out. Your unit should be in its original condition. You will be charged for any damage to your unit, beyond normal wear and tear. This is called a “chargeback”.

You are responsible for the cost of repairing any damage you caused to the unit. If your unit is dirty or if you leave belongings behind, you will be charged for cleaning or disposing of the items.

Your unit must be returned to its original condition. For example, if you put up wallpaper, you will have to remove it. If you painted the walls a different colour, you will have to return them to the original colour.

# Your home: information for successful living



## Access to your unit

Your unit is your home and we respect this fact. However, there may be times when Toronto Community Housing staff and contractors need to enter it. They may need to enter your unit during an emergency, or they may need access to make repairs, inspect your unit, or show it to new tenants if you are moving out. You can ask contractors to show photo ID from Toronto Community Housing before they enter your unit.

The *Residential Tenancies Act* requires that we give you at least 24 hours written notice before entering your unit, except if it is an emergency.



## Accessible accommodation

Toronto Community Housing accommodates tenants with physical disabilities through upgrades to units (like installing grab bars, door widening) and improvements to common areas in buildings. In some cases, accommodating tenants with physical disabilities may mean moving them to a more suitable unit. To learn more, talk to your Tenant Services Coordinator about completing the necessary paperwork to request accessibility accommodations. You can also learn more about the Accessibility Program on **page 13** of this guide or at [torontohousing.ca/accessibility](https://torontohousing.ca/accessibility).



## Air conditioners

New window air conditioners are not allowed on Toronto Community Housing property. Portable floor-model air conditioners are allowed if they do not create a safety hazard.

Since 2018, TCHC has been using a phased approach to remove all window air conditioners. We have replaced these units with new, energy-efficient, floor-mounted units. If your window air conditioner unit has been removed, you are not allowed to reinstall it. If you install a new window AC unit, you will be required to remove it.

There are still some window AC units that have not yet been exchanged. These units are generally contained over balconies. These window AC units can remain until we replace them over the coming years.



## Annual unit inspections

Once every year, your superintendent will inspect your unit to make sure:

- Your unit's combination smoke and carbon monoxide alarms are working.
- Window screens are not damaged, and window locks are in place and not tampered with.
- There is no excessive clutter, fire hazards or pest issues.
- There are no major repairs needed.

The annual unit inspection is a time when TCHC checks for major repair needs, compliance with municipal licensing standards, and TCHC Accessibility Standards. Every month, Toronto Community Housing staff test fire alarms and other life safety systems in the common areas of your building.



## Appliances

Toronto Community Housing provides each home with a fridge, stove and oven. If your appliance needs to be repaired or replaced, call the Client Care Centre. Staff will arrange for service during regular business hours.

If your appliance needs repair or replacement after hours or on weekends, Toronto Community Housing staff will come to your unit to assess what is needed. If they cannot repair the appliance, a vendor will be dispatched the next business day.

Many buildings have common laundry rooms that open and close at specific times. Tenants are not permitted to install a washing machine, dryer, or dishwasher in their own units. Installing these machines can damage the plumbing in your building, cause floods or loss of water for you or your neighbours, or create other problems.

If you install appliances or use appliances not provided by Toronto Community Housing, we will remove them and charge you for any repairs or damages.



## Balconies

Never leave children or pets alone on your balcony.

These items are not allowed on your balcony:

- Carpets as they can damage concrete and wood when wet.
- Barbecues or electric grills as they are fire hazards.
- Items you are storing. Using your balcony for storage creates a fire hazard.
- Plant containers and pots are not allowed on the top edges of balconies.

Never throw anything off your balcony. You can seriously injure people below or damage property. You can be fined for throwing cigarette butts off your balcony. Cigarettes are the leading cause of balcony fires. They also start fires below on the grass.

Use a drying rack to dry clothes on your balcony, not a clothesline.

If you want to install pigeon netting on your balcony, please contact your Regional Office for more information.



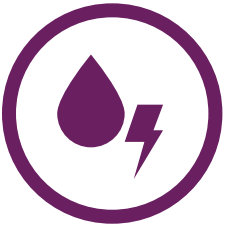
## Garbage, organic waste and recycling

Rules about waste disposal may vary by property. Please separate your recycling items and your organic waste (food waste) from the garbage. Take your waste to the right chutes or containers in your building, or to the bins outside your building if you do not have chutes. Check the signs at your property or ask your superintendent.

Please do your share and:

- Tie all garbage in small plastic bags and place them down the garbage chute.
- Double-bag cat litter and diapers, and place them with the organic waste as appropriate.
- Avoid putting glass, aerosol cans or large items down the garbage chute. Ask your superintendent about where and how to dispose of these items.
- Ask your superintendent about where to bring furniture or other large bulky items for the garbage.

- Contact your superintendent if you need to get rid of small appliances or batteries.
- Avoid placing household hazardous waste, like toxic cleaning chemicals, into the garbage. Ask your superintendent about where and how to dispose of these items.
- Reduce, recycle and reuse, as much as you can.



## Conserving energy and water

We are making changes to our buildings to help save energy and water. You can do your part.

To conserve energy and natural gas:

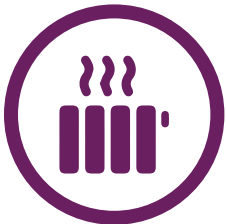
- Use cold water when doing your laundry.
- Use a drying rack (not a clothesline) to dry clothes on your balcony instead of using the dryer.
- Keep windows closed in winter. Contact the Client Care Centre to report windows that do not close properly. If you find it too warm in winter and you have a thermostat, turn it down. If you do not have a thermostat, talk to your superintendent.
- If you find it too cold in winter, do not use your oven to warm up your home. It wastes electricity and it is unsafe. Talk to your superintendent so we can find the problem and fix it.
- Do not leave the fridge door open. Do not turn the fridge to a colder setting.
- Turn lights off when you leave a room.
- When buying electronics, look for Energy Star labels. Electronics with this label use less energy.
- Turn off TVs, stereos, and computers when they are not being used. We recommend that you use a power bar so you can turn them off with one switch.

To conserve water:

- Take shorter showers.
- Do not leave the water running while brushing your teeth.

- Always run a full load of laundry in the washing machine.
- Report leaky taps and toilets to Client Care, and follow up with site staff.

If you have questions about conservation in your building, speak to your superintendent or call the Client Care Centre.



## Heating

Building staff monitor the temperature in all buildings. Toronto's bylaw requires the temperature in apartment buildings to be at least 21 degrees Celsius from September 15 to June 1. We follow this bylaw when we turn the heat on and off.

There is no maximum temperature bylaw. Toronto Community Housing monitors conditions during periods of extreme heat. If you are concerned about the temperature inside your unit, call the Client Care Centre.



## Insurance

Do you have insurance for your belongings? You are responsible, under your lease, for getting insurance for your belongings. This type of insurance is usually called contents insurance or renters' insurance.

Toronto Community Housing's insurance will not pay to replace your property if something like fire, flood or other emergency damages your home.

If some or all of your income is from Ontario Works or the Ontario Disability Support Program, these programs may cover the cost of contents insurance. Please speak with your case worker to learn more.

### What will insurance do?

Insurance can help you pay to replace your belongings if your home is damaged by flood, fire or any other incident. This includes food that may go bad if there is an extended power outage.

Insurance may help to cover legal costs associated with a claim that you are found responsible for, like a kitchen fire or if your pet bites someone.



Insurance may also cover the cost of a hotel stay or a replacement unit if you have to leave your home because of damage in a fire, flood or other emergency.

### **Affordable insurance**

Marsh Canada provides insurance designed for tenants who live in social housing. You can get information about rates and coverage at [tenant.hscorp.ca](https://tenant.hscorp.ca) or by calling **1-866-940-5111**.

If you have questions about what kind of insurance is right for you, call the Insurance Bureau of Canada at **416-362-9528**, Monday to Friday, from 8 a.m. to 5 p.m.



### **Keys and fobs**

Toronto Community Housing will give you keys or fobs for your home. If you live in an apartment building, you will get keys for your mailbox. You may also get fobs for the building's main entrance and other common spaces.

If you or someone in your household has a disability, you may also get a remote for your unit and building, and automatic door openers for accessible units.

**Tenants are not allowed to change or add locks.** Talk to your superintendent if you need extra copies of a key, or if you have lost keys and need to have your locks changed. In an emergency or after hours, call the Client Care Centre at **416-981-5500**. You may be charged for changing a lock, fixing a broken lock, or replacing a door remote.

Do not give copies of your keys or fobs to people who are not part of your household. This puts everyone's safety at risk and violates your lease.

When you move out, return your keys to your superintendent on your last day.

**Important: you may be charged up to \$99 to replace locks and \$25 for fobs. If you use a remote to access your unit, replacements will cost \$75.**

(These are the rates as of December 2022. Charges may increase in future years.)



## Pest control

Cockroaches, mice, and other pests can sometimes get into homes. They are harder to control in places that are cluttered or overcrowded. Like many cities in North America, bed bugs are a problem in Toronto. The only way to control them is to treat the infested units right away. Depending on the pest, your unit may need more than one treatment. We may also treat the units around the affected one.

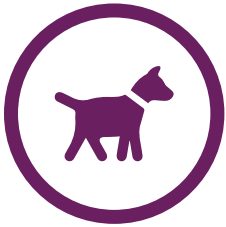
Report pests to your superintendent right away or call the Client Care Centre. You will receive instructions on how to prepare your unit for treatment.

There is no charge for pest control treatment, unless you fail to prepare your unit or you refuse to let the contractor in. We will give you instructions on how to prepare your unit for treatment. If you have a disability, you can ask TCHC for help to prepare your unit.

Here are some ways you can help us control pests on your property:

- Keep your unit clean and clutter-free.
- Do not feed pigeons, squirrels or stray animals. They can attract other pests.
- Do not pick up furniture that others have thrown away. It could be infested with bugs.
- Do not put any garbage in hallways or on the floors of chute rooms. Put garbage in the garbage chute and make sure the chute door is fully closed.
- Larger items that do not fit into the garbage chute must be brought to the bulk garbage area.
- If you throw out pest-infested furniture or mattresses, wrap them in plastic before taking them out of your home. Never leave these items in the hallway. You can ask your superintendent for plastic mattress covers to safely wrap your items.

Tenants cannot refuse pest control treatment.



## Pets

We know how important your pet is to you. We provide a pet-friendly environment. City of Toronto bylaws limit the number of pets you can have:

- no more than three dogs for each household
- no more than six of any combination of dogs, cats, ferrets, and rabbits at any time in your home. Service animals are not pets, but they are included in the allowable count of animals in your home.

You are responsible for your pet's behaviour. You are also responsible for the behaviour of any pet that your visitors bring. This includes excessive noise made by the pet, as well as cleaning up after the pet.

Please follow these rules:

- Pets need to be on a leash in common areas. For example, your pet should be on a leash when you leave your unit and when going outdoors.
- Be sure that your pet does not damage property or the belongings of others.
- Do not allow your pet to be a nuisance or create unreasonable disturbances.
- Never leave your pet alone on your balcony.
- Stoop, scoop, and bag your pet's waste every time.
- Use outdoor garbage bins for waste when walking your pet.
- Do not throw cat litter in the toilet.
- If using the garbage chute, double bag all pet waste. This includes cat litter and bird cage linings.

Find out if you need a licence for your pet. Go to [toronto.ca/community-people/animals-pets/pet-licensing/](https://toronto.ca/community-people/animals-pets/pet-licensing/) or call **416-338-7387** to learn more. You can also find out from the City about other rules for pets.

### Complaints about pets

You may have a complaint about a pet, like a neighbour's dog that barks all the time or a neighbour who never picks up after their pet. If the complaint is about an issue that is happening inside a unit, contact Toronto Community Housing staff.

If the complaint is about an issue in common areas or outdoors, contact Animal Services at [animalservices@toronto.ca](mailto:animalservices@toronto.ca) or **416-338-7297**.



## Phone, cable and internet

Phone, cable and internet are not included in your rent. You can choose any of the companies that provide these services in Toronto.

Make appointments with the phone or cable company during business hours from Monday to Friday. This is so your superintendent can be there if the technician needs access to a restricted area of the building.

If you live in a building with an enter-phone system and you find it is not working, tell your superintendent or contact the Client Care Centre. They will check that your phone number is properly registered and able to be connected to the enter-phone system.



## Repairs and maintenance

Call the Client Care Centre at **416-981-5500** right away when repairs are needed. If you wait, a problem could become worse. In some cases, if you wait too long, you may be charged for part or all of the cost of the repairs.

### To request a routine repair:

Call the Client Care Centre at **416-981-5500** or email [help@torontohousing.ca](mailto:help@torontohousing.ca). We respond to non-urgent requests for repairs and maintenance within five business days. We will work with you to find a lasting solution.

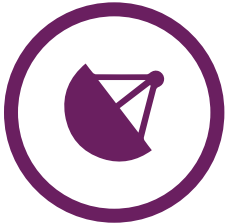
Our agents will give you a reference number. Remember to ask for a reference number if you do not get one. Use this number if you need to follow up on your request.

### For emergency repairs:

Call the Client Care Centre at **416-981-5500**. A staff person or contractor will be at your home within four hours. We will try to fix the problem right away. If we cannot, we will try to make a temporary repair to stop it from getting worse.

If the repair is temporary, staff or a vendor will return within five business days to make a permanent repair.

If you have a disability, include this as part of your request. Depending on the issue, we may need to prioritize or respond in a different way.



## Satellite dishes

You must get written permission from your Regional Office before you install a satellite dish. For safety reasons, a recognized professional must do the installation, and you must provide proof that your satellite dish was properly installed.

If you install a satellite dish without written permission, you will be charged the cost of having it removed and for any needed repairs.

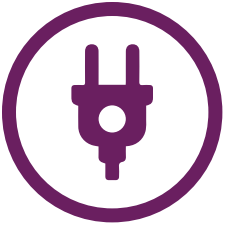
**Please note:** If you install a satellite dish, you must have insurance for your home. More information about insurance can be found on **page 24**.



## Smoking in your unit

If you smoke in your unit, keep the doors closed so smoke does not travel down the hallway. If you smoke on your balcony, check with neighbours to make sure they are not affected by second-hand smoke. Never throw cigarette butts off the balcony. This is an extreme fire hazard. You can also be fined for doing so.

Every month, Toronto Community Housing staff test fire alarms and other life safety systems in the common areas of your building.



## Utilities

- Your Tenant Services Coordinator will tell you which utilities you have to pay for directly and which ones are included in your rent.
- If you pay rent-geared-to-income, the amount you pay for utilities will be different depending on the size of your unit. More information about how amounts are calculated can be found in section 51 of the *Housing Services Act*, as well as the City of Toronto's rent-geared-to-income guidelines.
- If you are responsible for paying for electricity, call Toronto Hydro at **416-542-8000** or visit [torontohydro.com](https://www.torontohydro.com) to set up your account before your move-in date.

If you are responsible for paying for gas, call Enbridge Gas at **1-888-427-8888** or visit [enbridgegas.com](https://www.enbridgegas.com) to set up your account before your move-in date.



## Common areas

Common areas are shared spaces within a Toronto Community Housing building. These spaces include entrances, lobbies, hallways, stairwells, elevators, parking garages, laundry rooms, garbage or recycling rooms, community rooms, recreation rooms, craft rooms, multi-faith rooms, gyms, libraries, and meeting rooms.



### **No smoking in common areas or near your building**

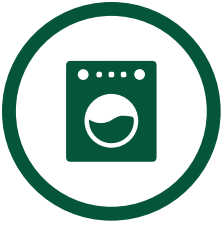
In Ontario, it is against the law to smoke in common areas of apartment buildings. If you or someone in your household is caught smoking in a common area, you could face a fine of up to \$5,000 from the City of Toronto.

It is against the law in Toronto to smoke within nine metres (or 30 feet) of any entrance or exit of a public building. That includes all Toronto Community Housing apartment buildings and offices. Nine metres is about the length of a small bus.



### **Scented products**

Think of your neighbours when you share the air. Products like hair gel, soap, perfume and lotion contain chemicals and scents that can make other people sick. Never use aerosol sprays or powders in common areas. Please consider using “scent-free” products.



## Laundry rooms

Most Toronto Community Housing buildings have laundry rooms with coin or card-operated washers and dryers. Hours and prices are posted in each laundry room. If a machine is not working properly, call the number posted in your laundry room.



## Non-residential space

Non-residential space within a Toronto Community Housing building includes common space, community space and recreation space (like libraries, recreation rooms and meeting rooms). Tenants and tenant-led groups can apply to use non-residential space for a one-time occasion or on a recurring basis.

- **Private events** are events that are not open to all tenants, like birthday parties or weddings. A fee may be charged and insurance may be needed.
- **Community events** are events open to all tenants, where the purpose of the event is to support tenants or get tenants involved. Tenants and tenant-led groups may be eligible for coverage under Toronto Community Housing's insurance policy.

To find out how you can apply to use a non-residential space, visit [torontohousing.ca/book-common-space](https://torontohousing.ca/book-common-space) or contact your Tenant Service Hub.



## Hallways

All hallways in Toronto Community Housing buildings must be kept free of furniture, scooters, shopping carts, bicycles, strollers, walkers or items you want to throw in the garbage. Hallways must also be free of carpets except those installed by Toronto Community Housing. Bring household waste and large garbage items to the designated area of your property.

It is a Fire Code violation to leave anything in hallways, including doormats and boot trays. The Fire Code also does not allow items to be hung on the outside of unit doors, like wreaths, door decorations, and more. Site staff may remove these items.



If you have questions about how and where to throw away old furniture or large items, ask your superintendent or call the Client Care Centre.



## Outdoor spaces

Tenants are welcome to share and enjoy the outdoor spaces in their community in a responsible, safe way that respects the rights of others. You must also respect the rules about noise.

If you would like to host an event in a common outdoor space, you must get approval from staff. To apply, contact your Community Services Coordinator or your Tenant Service Hub.

If you plan to host an outdoor barbecue, you need to apply for approval. You can go to [torontohousing.ca/book-common-space](https://torontohousing.ca/book-common-space) to find out how in Toronto Community Housing's Non-Residential Use of Space Policy.

If you are concerned that an event is going on in a common space without permission, call the Community Safety Unit at **416-921-2323**.



## Outdoor parties

If your unit has a backyard, you are welcome to have private parties. You are responsible for the actions of your guests and visitors. You need to stay within your backyard space and respect your neighbours. That means being mindful of noise and cleanliness.



## Outdoor wading and swimming pools

If you have an outdoor pool that is 24 inches deep, or deeper, you must have a pool enclosure. This is a City of Toronto bylaw. It applies to any inflatable or above-ground swimming or wading pools. For more information, call **3-1-1**.

For the safety of small children, an adult must be present at all times when a pool is filled, in use or emptied.



## Parking spots

To rent a parking spot, go to your Tenant Service Hub and register for a parking permit. This includes renting accessible parking spots.

To qualify for tenant parking:

- Your household must be in good rental standing with Toronto Community Housing.
- The ownership of the vehicle must be registered to a household member who is on the lease. Their address must be a Toronto Community Housing unit where the household member is living.
- You must have a valid licence plate and insurance.

The household member who owns the vehicle must:

- Read and follow the Tenant Vehicle Parking Terms and Conditions.
- Complete and sign the Tenant Vehicle Parking Registration Form.
- Show proof of vehicle ownership and insurance when registering.

Parking spots are only for vehicles. Do not store items like bikes, tires, gas canisters, and more.

## Parking for visitors

Visitor parking may be available for any person visiting your property or for tenants visiting a Toronto Community Housing property where they are not registered to park. There are two types of visitor parking lots:

- Pay-and-display parking lots: Visitors who park at these lots must buy a pay-and-display ticket and follow the display instructions.
- Non-pay-and-display parking lots: Visitors who park at these lots must display a completed Visitor Parking Permit. They must follow the instructions on the back of the permit and obey the signs in the parking lot.

Speak to your superintendent to find out if your building has visitor parking. You can then request a Visitor Parking Permit from your Tenant Service Hub or superintendent. A household is eligible for nine visitor parking permits per month.

You can find out more about parking at [torontohousing.ca/parking](https://torontohousing.ca/parking).

### **Parking violations**

To report a parking violation, call the Community Safety Unit at **416-921-2323**.

Parking Enforcement Officers patrol parking areas and have the authority to issue tickets and tow illegally-parked vehicles.

If you get a parking ticket, read the instructions about fine payment on the back of the ticket.





# Your tenancy

## Check your building's tax status

The Canada Revenue Agency advises taxpayers that they should not include rent paid for a principal residence that was not subject to property tax, when claiming the Ontario Trillium Benefit.

Some TCHC buildings are exempt from municipal education and property taxes. Tenants of these buildings are not eligible for the Ontario Energy and Property Tax Credit (OEPTC).

You can check your building's tax status online at [torontohousing.ca/taxexempt](https://torontohousing.ca/taxexempt) or by contacting the Client Care Centre at **416-981-5500**.

## Types of rent

### Rent-Geared-to-Income (RGI)

This is rent paid for subsidized housing. If you qualify to pay rent that is geared to your income, the amount is usually 30 per cent of your household's monthly Adjusted Family Net Income. This is determined using your annual tax return.

If some or all of your income is from Ontario Works (OW) or the Ontario Disability Support Program (ODSP), your rent is calculated according to a rate set by the Ontario government.

Your total rent may also include charges for parking or utilities.

### Affordable rent

This type of rent is set at or below average market rent. To qualify, your household's annual gross income cannot be more than four times the annual rent of the unit for which you are applying.

## **Market rent**

If you pay market rent and would like to apply for rent-geared-to-income, apply online by searching for MyAccessToHousingTO. You can also apply in-person at the Access to Housing Resource Centre, 176 Elm Street in Toronto. If you have an existing application, you can contact the Application Support Centre at **416-338-8888**.

**Please note:** There is a waiting list for subsidized housing. It could be several years before you are offered a rent-geared-to-income subsidy.

## **Payment options**

Tenants can pay their rent in several ways.

### **Pre-authorized payment (PAP)**

This is the easiest way to make sure your rent is always paid on time. For pre-authorized rent payment, your bank sends your rent payment from your bank account directly to Toronto Community Housing on the first banking day of every month. You will get a form to set up this type of payment when you sign your lease. If you need another form, please visit your Tenant Services Coordinator at the Tenant Service Hubs, or call the Client Care Centre.

Both your bank and Toronto Community Housing will charge you a fee if there are not enough funds in your account on the first of each month.

### **Bank, credit union, trust or cheque cashing company payment**

You can pay rent by cheque or electronically through your bank, credit union, trust company, or cheque cashing company.

### **Phone or online banking payment**

You may be able to pay your rent by phone or online banking. Speak to someone at your bank, credit union or trust company to find out how.

### **In-person payment at the Tenant Service Hubs**

You can visit your Tenant Service Hub and pay directly with your personal cheque, certified bank draft, or debit card.

### **Direct payment from social assistance programs**

If you receive Ontario Works (OW) or the Ontario Disability Support Program (ODSP), you can pay directly from one of these programs. Give your TCHC account number and address to your case worker. They can set up the direct payments.

### **Call us if you think you might miss or be late with a rent payment**

We want to help you keep your home. If you miss rent payments, you will be in arrears. If your rent is geared-to-income, this puts you at risk of losing your subsidy. We can make special arrangements to help you if you are in hospital or have a personal emergency.

Call the Client Care Centre so that your Tenant Services Coordinator or Tenant Service Hub team knows. We can work with you to create a repayment plan.

## Reporting changes to your household or income

The City of Toronto and Province of Ontario set the rules for rent-geared-to-income subsidies.

Under the rules, your rent amount must be reviewed every year. However, if any of the following events occur, you must report the change to Toronto Community Housing within 30 days:

- A permanent change in your household composition;
- A household member stops being in full-time attendance at a recognized educational institution;
- A member of the household begins or stops receiving social assistance, such as Ontario Works (OW) or Ontario Disability Support Program (ODSP);
- A member of the household has had their taxes reassessed; and
- A member collecting OW or ODSP has a permanent increase in income that exceeds their non-benefit income limit.

If you do not report these changes, you could be charged for back rent or lose your rent-geared-to-income subsidy, or both. Your rent would then be raised to market rent. If you have questions about reporting income or household changes, speak with your Tenant Services Coordinator.

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### Are you or someone in your household turning 65 this year?

When you or a member of your household turns 65, you may start to receive benefits like Old Age Security or the Canada Pension Plans that affect the annual income for your household. This may affect the rent you pay each month. This process can take time so it is recommended that you start when you turn 64 in order to avoid an income gap and accumulating arrears. If you receive a pension from another country, you need to report this income to Toronto Community Housing.

If you have questions about the Canada Pension Plan or Old Age Security, information is available at [canada.ca/CPP](https://canada.ca/CPP).

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### How to add someone or remove someone from your rent-geared-to-income household

If someone moves in or out of your unit, you must let Toronto Community Housing know within 30 days. If someone in your household gives birth to a child, you can wait to report this change until your next annual rent review.

To add someone to your household:

1. Complete the Addition to Household Composition Request Form. You can get a copy online at [torontohousing.ca](https://torontohousing.ca), by visiting your Tenant Service Hub or by calling the Client Care Centre.
2. Attach all supporting documents.
3. Send or bring the information to your Tenant Service Hub.



If your request is approved:

- You may need to sign a new lease.
- Your rent will be recalculated based on your new household income.
- If a person was added to your household and was on the City of Toronto's Centralized Waiting List for social housing, they will be removed from the list.

Some conditions must be met before another person can be added to your household. They include:

- The person must be eligible for a rent-geared-to-income subsidy.
- Adding the person must meet the City of Toronto's occupancy standards (under the Toronto Municipal Code Property Standards section).
- Your account must be in good standing.

You must contact your Tenant Services Coordinator within 30 days of someone moving out of your home. If the person was on your lease, they will need to declare in writing that they are giving up any and all interest in the unit. You may need to sign a new lease.

### **Annual rent review**

If you pay rent-geared-to-income, we will send you a rent review package once a year. The package includes forms that you must fill out to report the income of everyone in your household. You must complete and return these forms within 30 days. If you do not, you could lose your rent-geared-to-income subsidy.

Visit your Tenant Service Hub or call the Client Care Centre to set up an appointment if you need help completing these forms.



## How to request a transfer to another unit

Tenants looking to transfer to a different Rent-Geared-to-Income (RGI) unit will need to add themselves to the City of Toronto’s Centralized Waiting List, managed by the Access to Housing team. You may contact Access to Housing directly at **416-338-8888** or apply online at [myaccesstohousingto.ca/](https://myaccesstohousingto.ca/) to create an account.

## Visitor and guest policy

A visitor is any person staying in your unit who is not an approved member of your household. If you are an RGI tenant, your visitor may stay with you for a maximum of 30 days in one year. This can be 30 days in a row or 30 days over the year, but no more. This does not apply to Market rent tenants.

If you are an RGI tenant and someone is staying with you for more than 30 days, they could be considered a member of

your household. That may affect your rent. If there is a special case and you need to have a visitor stay with you for more than 30 days, you must get approval from the Supervisor of Tenancy Management for your region. Without approval, you may be at risk of losing your rent-geared-to-income subsidy.

To learn more about special cases or to get a copy of the Visitor and Guest Policy:

- Call the Client Care Centre, or
- Visit your Tenant Service Hub, or
- Go online at [torontohousing.ca](https://torontohousing.ca).

## Absences of 90 Days or more from your unit while paying rent-geared-to-income

For a household paying rent-geared-to-income in Toronto, the maximum number of days that all members of the household can be “absent” or not living in their unit while continuing to receive a rent-geared-to-





income subsidy is 90 days. However, there are some exceptions to this rule.

- This rule only applies if all members of your household are away at the same time.
- Short absences of up to seven days in a row or fewer are not counted toward the 90-day limit within a 12-month period.

Please tell us if you are in hospital, in rehabilitation, incarcerated, awaiting trial or have documentation to support another valid reason for being away from your unit longer than 90 days.

To learn more, call the Client Care Centre or visit your Tenant Service Hub.

## Disclosure of personal information

There are laws that protect your right to privacy. Landlords must follow strict rules when they collect, use and share your personal information.

### If you pay rent-geared-to-income:

Toronto Community Housing is required to collect personal information about your household members to determine if you are eligible for rent-geared-to-income subsidy and to calculate your rent.

Toronto Community Housing also has the authority to collect and keep information about your tenancy and housing subsidy under the *Housing Services Act, 2011* and the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

For more information on how we collect, use and share your personal information, visit Toronto Community Housing's website at [torontohousing.ca/inforights](https://torontohousing.ca/inforights).

If you want someone to speak on your behalf about your lease, you must fill out a Consent to Disclose Information Form to give us permission to share information about your tenancy. You can do this online, in person at your Tenant Service Hub or by calling the Client Care Centre.

## All TCHC tenants

If you fill out the Emergency Contact and Special Assistance Information form as part of the Self-ID process, this information is added to your building's Fire Safety Plan. Only first responders and TCHC site staff can access this information. It will be used in emergency situations only, including building evacuations, to make sure you or members of your household get the help you need.

## Eviction

Eviction means that a tenant and their household are required by legal means to leave their unit.

Toronto Community Housing does not want to evict its tenants. It is a last resort. Our Eviction Prevention Policies are included in the package you receive when you sign your lease. You can read this policy at [torontohousing.ca/evictions-cause-policy](https://torontohousing.ca/evictions-cause-policy). You can also contact your Tenant Service Hub for a copy.

Before evicting, we work with tenants, community supports, and service agencies to keep tenants housed and make sure that rent is paid.

The reasons why a tenant can be evicted are set out in the *Residential Tenancies Act*. Some of the reasons a tenant can be evicted are noted below.

### Non-payment of rent

You can be evicted if you:

- do not pay your rent.
- do not pay your rent in full.

- pay your rent late too often (unless you have made a special arrangement with your Tenant Services Coordinator).

Please contact your Tenant Services Coordinator if you cannot pay your rent. We are committed to working with you to keep you housed.

### Damage

You can be evicted if you:

- damage any TCHC property.
- damage your unit or your building.
- damage life safety equipment, like alarms.

### Safety

You can be evicted if you:

- threaten the safety of others.
- create a hazard that is a danger to yourself, a neighbour, or staff.

### Behaviour

You can be evicted if you:

- act in a way that interferes with the reasonable enjoyment of other tenants or staff.
- break the law on Toronto Community Housing property.

You can also be evicted if your guests behave in a way that breaks the law or interferes with other tenants.

### Occupancy

You can be evicted if you:

- allow too many people to live in your unit (breaking occupancy standards).
- have too many pets.
- sublet (rent out) your unit.

## Renovating

You can be evicted if you:

- do major repairs yourself or renovate your unit without written permission from TCHC.
- damage or change the structure of your unit.

## Reporting for rent-geared-to-income

You can be evicted if you:

- do not report your full income.
- do not report the full income of anyone else living with you while you pay rent-geared-to-income.
- do not submit the required documents for the Annual Rent Review as per the RGI requirement.
- violate the terms of your lease.
- own property, like another home, and fail to sell or transfer ownership within six months.

## Office of the Commissioner of Housing Equity

The Office of the Commissioner of Housing Equity (OCHE) is an arms-length accountability office for Toronto Community Housing. The OCHE offers support through case management to any tenant who has lost their subsidy or faces possible eviction for not paying rent. The OCHE audits the application of TCHC's Arrears Collection Process, Eviction Prevention Policy and the Loss of Subsidy Process.

OCHE is independent of Toronto Community Housing (the Commissioner reports to the TCHC Board of Directors). It is guided by the principles of integrity, impartiality and independence.

You can contact the Office of the Commissioner of Housing Equity:

- By phone at **416-632-7999**
- By email at [info@oche.ca](mailto:info@oche.ca)
- Online at [oche.ca](http://oche.ca)





# Your safety

In an emergency like a fire, always call **9-1-1** first. Then call the Community Safety Unit Communications Centre at **416-921-2323**.

Make sure you have a copy of our Safety Guide. It tells you how you can prepare for emergencies and what to do when one happens. The guide also explains what Toronto Community Housing does to help keep our communities safe.

To get a copy of the Safety Guide, you can:

- Download it or print at [torontohousing.ca/safetyguide](https://torontohousing.ca/safetyguide)
- Visit your Tenant Service Hub.
- Contact the Client Care Centre at **416-981-5500** or [help@torontohousing.ca](mailto:help@torontohousing.ca)

We have additional resources at [torontohousing.ca/getprepared](https://torontohousing.ca/getprepared) that can help you prepare for an emergency. This includes an “In case of emergency” form and more information about the Self-Id process.



# Getting involved in your community

If you would like help getting involved in your community, connect with your Community Services Coordinator. You can also visit your local Tenant Service Hub or call the Client Care Centre to be connected to the appropriate staff.

## Tenant Engagement System

Is there an issue that is important to you? Our Tenant Engagement team is there to help tenants who want to get involved. Staff also organize programs and events for tenants on issues that affect their communities. Go to [torontohousing.ca/TES](https://torontohousing.ca/TES) for more information.

## Meetings

### Board and Board Committee meetings

There are three spots for tenants on Toronto Community Housing's Board of Directors. They serve two-year terms. You can learn more about the City Appointments process at [toronto.ca/tchctenant](https://toronto.ca/tchctenant).

Board and Board Committee meetings are open to the public. The schedule and agenda is posted on our website calendar at [torontohousing.ca/events](https://torontohousing.ca/events).

You can watch the meetings online. Links to the live video will be included in the meeting announcement.

Meetings will also be posted on the TCHC Board Live YouTube channel at [youtube.com/@tchcboardlive6389](https://youtube.com/@tchcboardlive6389).

Is there something on the Board's agenda that matters to you? Tenants can speak to the Board of Directors with a written or oral deputation. Submit your request to [deputations@torontohousing.ca](mailto:deputations@torontohousing.ca) or call **416-981-4286**. Deputations can be done in person, over the phone or through an online meeting platform.

### Community meetings

Toronto Community Housing staff may organize meetings to talk about things happening in your community. This can include safety concerns, community events, repair projects, and more. Meetings can also be organized by tenants, for tenants, to talk about local issues.

## Bulletin boards

Most Toronto Community Housing buildings have one or more physical bulletin boards with news and information for tenants. Regularly check the bulletin boards in your building to learn what is going on in your community. Some buildings have digital information boards as well.

## Our website

Toronto Community Housing's website ([torontohousing.ca](https://torontohousing.ca)) has news and information for tenants. You can also find policies, forms and updates about local activities.



# Services and supports

You can call or reach Toronto Community Housing for services 24 hours a day, every day of the year at **416-981-5500** or at [help@torontohousing.ca](mailto:help@torontohousing.ca).

A TTY (Text Telephone) device helps people who are deaf, hard of hearing, or speech impaired to use the telephone. In this guide, TTY numbers are listed wherever they are available.

## **Toronto Community Housing's Community Safety Unit: 416-921-2323**

- To report security and safety issues
- To report a parking violation on Toronto Community Housing property

## **Useful numbers**

### **Toronto Hydro: 416-542-8000**

Call for information about your account or to report a power outage.

### **Ontario Works: 416-338-8888, Toll-free 1-888-465-4478 (select option 3), 416-392-2823 TTY**

Call for information about social services and employment support in your area.

### **Toronto City Services:**

#### **3-1-1 or 416-338-0889 TTY**

Call for information about services provided by the City of Toronto. Operators speak many languages.

### **Toronto Public Health: 3-1-1, 416-338-7600 or 416-392-0658 TTY**

Toronto Public Health can forward your call to a public health professional for free, confidential health information and advice. You can also register for public health programs like food handler training and prenatal classes.

**Health Connect Ontario:****8-1-1 or 1-866-797-0007 TTY**

For non-emergencies, get free, confidential health advice from a registered nurse. (For medical emergencies, call **9-1-1**.)

**Home and Community Care Support Services:****416-314-5518 or 1-800-387-5559 TTY**

First point of contact for information about seniors care in your area.

**Municipal Licensing and Standards:****3-1-1 or 416-338-0889 TTY**

Call for information about property standards (like timeliness or failure to make necessary repairs). You can also make a complaint about bylaw violations in common areas or units.

**Toronto Ombudsman's Office:****416-392-7062 or 416-392-7100 TTY**

Call to make complaints about city government or city agencies, such as Toronto Community Housing. Go to the Ombudsman **after** you have tried all other options.

**Landlord and Tenant Board: 416-645-8080, Toll free 1-888-332-3234 or 1-800-855-0511 TTY**

Call for information about the Residential Tenancies Act. This law explains the rights and responsibilities of landlords and tenants who rent their homes in Ontario.

**Community Legal Education Ontario (CLEO):****416-408-4420**

Call for free legal information. CLEO does not give legal advice, but Legal Aid does.

**Legal Aid Ontario: 1-800-668-8258 or****416-979-1446**

Call for free or low-cost legal services.

**Federation of Metro Tenants' Associations:****416-921-9494**

This non-profit organization works to improve tenants' rights. Call for information about your rights as a tenant.

**Safety numbers**

These are numbers you can call 24 hours a day, every day of the year.



**Important:** Keep these numbers handy so you can get the help you need when you need it.

**Emergency services: 9-1-1 (TTY and text available).**

Always call this number in an emergency. Call this number to be connected to the Toronto Police Service, Toronto Fire Services and Toronto Paramedic Services.

**Toronto Police Service Central Dispatch:****416-808-2222 or 416-467-0493 TTY**

Call this number in non-emergency situations. The Toronto Police Service works in divisions across the city.

To find out which division you live near, and their contact information, visit

[tps.ca/my-neighbourhood/](https://tps.ca/my-neighbourhood/).

**Toronto Crime Stoppers:****416-222-8477 (TIPS) or 1-800-222-8477,****email [crime@222tips.com](mailto:crime@222tips.com)**

Call this number if you have information about a crime to share with the police. You do not have to give your name.

**Toronto Victim Services: 416-808-7066**

Call this number for immediate support for victims of crime.



**Ministry of the Attorney General Victim Support Line: 416-314-2447, Toll free 1-888-579-2888**

Call for immediate on-site service for victims of crime. Services are available in many languages.

**Assaulted Women's Helpline: 1-866-863-0511 or 1-866-863-7868 TTY**  
Call this number for help for assaulted women.

## **Crisis supports**

**These are numbers you can call if you, or someone you know, needs help dealing with a mental health issue or an addiction. Call 2-1-1 to find more services in your area**

**Assaulted Women's Helpline: 416-863-0511**

**Children's Aid Society of Toronto: 416-924-4646 or Toll free 1-866-527-0833**  
Provides assessments, crisis intervention, counselling and services to prevent child abuse and neglect.

**Distress Centres of Greater Toronto: 416-408-4357 or text 45645**  
Provides emotional support, crisis intervention and suicide prevention.

**Gerstein Centre Crisis Line: 416-929-5200**  
Provides crisis intervention to adults experiencing mental health problems who live in Toronto.

**Home and Community Care Support Services: 416-314-5518 or 1-800-387-5559 TTY**

**Hours of operation: 8:30 a.m. to 5 p.m.**  
First point of contact for information about seniors care. Can provide information about the kinds of care that are available in your area.

**Kids Help Phone: 1-800-668-6868**

Provides counselling for people aged 20 and younger.

**Progress Place Warm Line: 416-960-9276 or text 647-557-5882 (3 p.m. to midnight)**

Provides peer support for people living with mental illness.

**Scarborough Hospital Regional Mobile Crisis Team: 416-495-2891**

Provides mental health crisis response to individuals over 16 years of age. Serves East York and Scarborough.

**St. Elizabeth Health Care: 905-940-9655 (Central office for Toronto) 1-800-463-1763 (24 hours a day, seven days a week, for North York and Etobicoke)**

Provides mobile crisis intervention support and supports for family members, significant others and caregivers.

**Toronto Substance Use and Withdrawal Management System – Michael Garron Hospital: 1-866-366-9513**

Provides help for anyone 16 years of age or older looking for non-medical withdrawal management services in Toronto.

**Youthdale Treatment Centres: 416-363-9990**

Provides mental health services for children and youth (up to 16 years old) and for their families in Toronto.





# Glossary of terms

## **Eviction**

When a tenant and their household are required by legal means to leave their unit because they did not fulfill the obligations under their lease or the *Residential Tenancies Act*.

## **Fob**

Also called a “key fob.” Fobs are used to open the main doors of many Toronto Community Housing buildings. It is a small object, usually made of plastic or metal, that you wave against an electronic pad near the door which then unlocks the door.

## **Household**

All the people who live in your unit. You must tell your landlord about every person who is living in your unit. The landlord has rules about adding and removing people from your household.

## ***Housing Services Act, 2011 (HSA)***

The law that governs rent-geared-to-income (RGI) housing in Ontario. It replaced the *Social Housing Reform Act, 2000*.

## **Fraud**

Deception (like lying or trickery) intended to manipulate someone into giving financial or other benefits to the person who is doing the deceiving.

## **Landlord**

In this guide, the landlord is Toronto Community Housing Corporation (TCHC).

## **Lease**

A contract between the landlord and one or more tenants. It tells you what unit you are renting from the landlord and the original rent for the unit, and sets out the rights and responsibilities of the landlord and the tenants. If you are a tenant, you should have met with Toronto Community Housing staff and signed the lease. You should also have been given a copy of the lease when you started your tenancy.



### ***Residential Tenancies Act (RTA)***

The law that sets out the rights and responsibilities of landlords and tenants who rent residential properties.

### **Sublet**

A sublet is when a tenant moves out and lets someone else live in their unit. Your lease does not allow you to sublet your unit.

### **Tenant**

A person who has signed a lease for a unit and continues to live in the unit. You may have people living in your unit who are part of your household but who are not tenants. For example, children under 16 years old are not tenants as they are not allowed by law to sign the lease.

### **Tenancy**

An ongoing relationship between a landlord and a tenant (or tenants if more than one person has signed the lease). A tenancy is governed by the lease, the *Residential Tenancies Act* and, if your tenancy is subsidized, the *Housing Services Act*.

### **Unit**

In this guide, a unit is the home you are renting from Toronto Community Housing (whether that is an apartment or townhouse).



# Information Sheet

## In case of emergency call 911

### Contact Information

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt #: \_\_\_\_\_

City: \_\_\_\_\_ Postal code: \_\_\_\_\_

Main phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ Alt. phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

Health card: \_\_\_\_\_ Birth date: \_\_\_\_\_

Gender:  Male  Female  Other - I identify as: \_\_\_\_\_

Primary language(s): \_\_\_\_\_

Advanced care directive, on file with: \_\_\_\_\_

**Emergency contact 1:** \_\_\_\_\_

Main phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ Alt. phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

**Emergency contact 2:** \_\_\_\_\_

Main phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ Alt. phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

**Primary care provider:** \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_

### Relevant Medical History

Cardiac (angina, heart attack, bypass, pacemaker)

Stroke/TIA

Hypertension (high blood pressure)

Cancer

Congestive heart failure

Alzheimer

Diabetic (insulin / non-insulin dependent)

Dementia

COPD (emphysema, bronchitis)

Psychiatric

Seizure (convulsions)

Asthma

Other: \_\_\_\_\_



## Medications

1: \_\_\_\_\_ 5: \_\_\_\_\_  
 2: \_\_\_\_\_ 6: \_\_\_\_\_  
 3: \_\_\_\_\_ 7: \_\_\_\_\_  
 4: \_\_\_\_\_ 8: \_\_\_\_\_

## Medical Allergies

No known allergies       Penicillin       ASA (Aspirin)  
 Sulpha       Codeine

Other: \_\_\_\_\_

## Special Considerations

Communicable infection / disease: \_\_\_\_\_

Other: \_\_\_\_\_

Hospital affiliation: \_\_\_\_\_  Extensive history

Specialty (Dialysis, neuro, etc.): \_\_\_\_\_

## Mobility / Sensory

Mobility issues (cane / wheelchair / walker / motorized scooter / prosthetic limb)

Dentures       Visual (impairment / glasses / blind)

Hearing (impairment / aid / deaf)

## Animals in your Home

List of pets and care instructions: \_\_\_\_\_

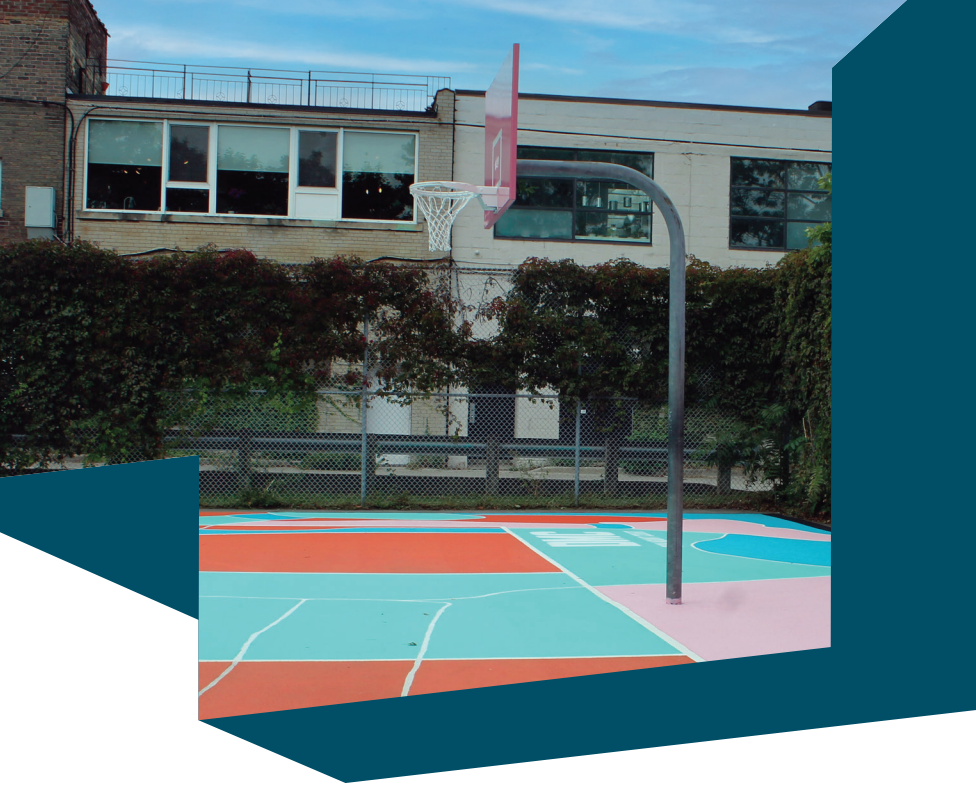
Are any of these pets a service animal?  No  Yes \_\_\_\_\_

Care contact 1: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Care contact 2: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_





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