

ARAB COMMUNITY
CENTRE OF **TORONTO**



مركز الجالية
العربية في **تورنتو**



NOUR

Navigating Our Rights Project

NOUR is Funded by



**The Law
Foundation
of Ontario**
Advancing access to justice

**La Fondation
du droit
de l'Ontario**
Améliorer l'accès à la justice





NOUR
Navigating Our Rights Project

LANDLORD & TENANT LAW PUBLIC EDUCATION GUIDE

UPDATED: OCTOBER 20, 2026



NOUR PROJECT • PUBLIC EDUCATION

GENERAL INFORMATION. NOT PERSONAL ADVICE.

This guide explains general legal information only. It does not assess your facts or replace advice from a qualified professional.

Rules can change quickly. Before applying or travelling, confirm current instructions on official government Websites.



Three layers protect the rental relationship

01



Residential Tenancies Act, 2006

Sets core rental rules, duties and remedies.

02



Landlord and Tenant Board

Resolves applications through hearings and orders.

03



Human Rights Code

Protects against discrimination and requires accommodation.

Who is a landlord — and who is a tenant?

1



LANDLORD

Provides the rental unit — an owner, property manager or authorized representative.

2



TENANT

Occupies and rents the unit. A tenancy can arise through a Written or oral agreement.

The actual arrangement matters more than the name on the lease.

Rights and responsibilities

1



Landlord • Duties

Maintain property • respect privacy •
use legal rent and eviction processes •
no harassment

2



Landlord • Rights

Receive rent • expect ordinary
cleanliness • enter with notice • seek
lawful remedies

3



Tenant • Duties

Pay rent • keep unit reasonably clean
• avoid undue damage • follow lawful
rules

4



Tenant • Rights

Safe home • privacy • lawful process •
freedom from discrimination

Does the Residential Tenancies Act apply?

1

USUALLY COVERED

Most private residential rentals: apartments, houses, condominiums and rooming houses.



2

CHECK CAREFULLY

Owner-occupied shared units, some student residences, care homes and co-ops may be exempt or governed differently.



Facts over labels: calling someone a “roommate” does not decide RTA coverage.

Screen fairly. Decide lawfully.

1

MAY CONSIDER

Rental history • credit checks •
income information, used
Within legal rules



2

MAY NOT DISCRIMINATE

Protected grounds under
Ontario's Human Rights Code



3

WATCH FOR

A fixed rent-to-income ratio
used as the sole rule



4

GUARANTORS

Permitted — but requirements
cannot be applied
discriminatory



Read the lease — and know what cannot override the law



A VALID LEASE SHOULD NAME

- ✓ Parties
- ✓ Rental unit
- ✓ Rent and services
- ✓ Permitted deposits
- ✓ Additional terms



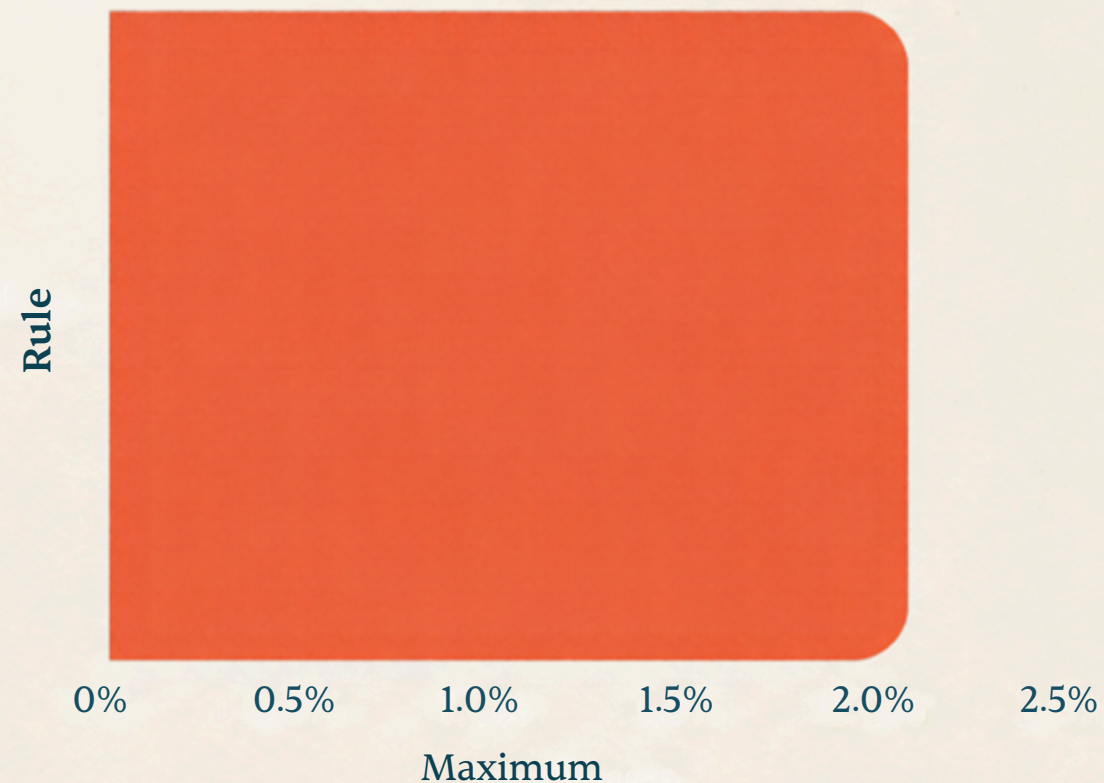
Terms may be void

Separate security deposits and blanket “no pets” clauses generally cannot override the RTA. Condominium rules and safety-related exceptions may still matter.

MONEY RULES

Deposits, fees and rent increases

2026 rent increase guideline



THE LIMITS

Last-month rent deposit: up to one rental period.

Key deposit: refundable and limited to replacement cost.

No separate damage or pet deposit.

Increase: normally 12 months apart with 90 days' notice; above Guideline increases need approval.

YOUR HOME IS PRIVATE

Landlord entry follows rules

24
HOURS

Written notice usually states the reason, date and a time between 8 a.m. and 8 p.m.

Lawful reasons include repairs, inspections and certain showings.

Emergencies, tenant consent and specific showing rules can be exceptions.



Report. Document. Use the proper remedy.



LANDLORD MUST ADDRESS



Plumbing • heating • mould • pests • health and safety standards



Report problems in Writing and keep evidence. Remedies may include an LTB T6 application or municipal enforcement.



Do not Withhold rent — use legal remedies.

CONTINUITY

A fixed-term lease usually does not end the tenancy



FIXED TERM

The agreed term reaches its end date.



MONTH-TO-MONTH

The tenancy usually continues automatically.



LAWFUL PROCESS

A move-out requires proper notice or an enforceable order.

DUE PROCESS

A notice is not an eviction order



Only the Sheriff enforces an eviction order. A landlord cannot change locks or remove belongings to force a tenant out.

N9 and N11 are not the same

9

N9 • TENANT NOTICE

A tenant's unilateral notice to end the tenancy. Usually requires at least 60 days and a valid termination date.



11

N11 • MUTUAL AGREEMENT

Both sides agree to end the tenancy on a chosen date. Do not sign under pressure; understand the consequences first.



Human rights protections continue throughout the tenancy

ACCOMMODATE

Housing providers must accommodate Code-related needs — including disability and family status — up to undue hardship.



APPLIES TO



Selection



Rules



Maintenance



Harassment

ACT EARLY

Know when to seek help

1



URGENT

Lockout • essential services shut off • immediate danger

2



GET ADVICE

Eviction notice • LTB hearing • pressure to sign • unusual fees

3



DOCUMENT

Lease • notices • photos • emails • receipts

4



ESCALATE

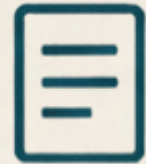
Serious disrepair • discrimination • harassment • safety concerns



Call emergency services for immediate danger.

Start with official sources

1



LANDLORD & TENANT BOARD
tribunalsontario.ca/ltb

2



STANDARD LEASE + RENT INCREASES
ontario.ca/page/renting-ontario

3



HUMAN RIGHTS IN HOUSING
ohrc.on.ca/en/human-rights-tenants

4



RESIDENTIAL TENANCIES ACT
ontario.ca/laws/statute/06r17



COMMUNITY LEGAL HELP
legalaid.on.ca/legal-clinics

For case-specific advice, contact a
community legal clinic or licensed legal
professional.

Common claims — corrected

“My lease expired, so I must move out.”

Myth.



“A notice from the landlord means automatic eviction.”

Myth.



“The landlord cannot simply change the locks.”

True.



“I do not have a Written lease, so I do not have any rights.”

Myth.



“I should not stop paying rent if the landlord does not complete the necessary repairs.”

True.



“A landlord may enter the unit at anytime.”

Myth.



“Lease terms do not override the Residential Tenancies Act.”

True.



“Income must be 3x rent.”

Myth.



THANK YOU

Questions are
welcome.



✉ NOUR@acctonline.ca

Bashaer Ismail

Project Lead

✉ Bashaer@acctonline.ca

📞 (437) 431-4090

Hala Nabhan Zaher

Legal Support Specialist

✉ HNabhan@acctonline.ca

📞 (437) 419-3232

