



**Ministry of Housing
Rental Housing Enforcement Unit
777 Bay Street, 14th Floor
Toronto, Ontario M5G 2E5**

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Fax Toll Free:(866) 321-4127**

Tenant Complaint about Maintenance

Use this form if you have requested repairs for your rental unit and/or building to your landlord and the repairs have not been addressed in reasonable amount of time. Before filling out the form, please read the following instructions carefully. Providing insufficient or inaccurate information may result in delays in processing your complaint.

Part I: Instructions

To fill out this form:

1. You must currently reside in the rental unit which is the subject of this form.
2. You need to provide a valid property address, your contact information, and the contact information of your landlord.
3. You should have informed the landlord, property manager or superintendent of the issue in writing and given them a reasonable amount of time to correct the problem. You may be asked to provide proof of such communication.
4. You should contact your municipality to confirm if it has a property standards bylaw covering residential rental maintenance. The Province may not have jurisdiction to handle your complaint if your municipality has a property standards bylaw.
5. You may also seek recourse for a residential rental property maintenance issue by filing an Application about Maintenance with the Landlord and Tenant Board. Filing a complaint with the Rental Housing Enforcement Unit or your local municipality and filing an application with the Board are separate processes.

Please confirm the following:

- I have informed the landlord, property owner or superintendent of the maintenance issue in writing and given them a reasonable amount of time to resolve the issue before submitting this complaint.
- I have included a copy of the documentation used to inform the landlord of the maintenance issue with this form.
- I have contacted my municipality and confirmed that it does not have jurisdiction to deal with this maintenance issue.

Municipality in which the rental property is located:

Name of contact person at the municipality:

Position title of contact person:

Phone number of contact person:

Date of contact:

Part II: General Information (please type or print clearly)

Property Information	Property address (e.g. street, lot number, etc.)		Postal code
	Unit #	City or Town	Province
Tenant(s) Information	Name of Tenant(s)		Postal code
	Mailing address if different from above		Province
	Unit #	City or Town	
	Daytime phone number		Evening phone number
	Email address		
Landlord(s) Information	Name of Landlord(s)		
	Mailing address		Postal code
	Unit #	City or Town	Province
	Daytime phone number		Evening phone number

Part III: Background Information

What type of building do you live in? Check an appropriate box.

- House Basement apartment Mobile Home Condominium Apartment
 Townhouse Rooming House Land-lease Community Trailer Other

Where are your maintenance problems located? Check all appropriate boxes.

- Living Room Basement Kitchen Bedroom Bathroom Yard Hallways Roof
 Other _____

Part IV: Details about your maintenance complaint

Please describe your maintenance issue. Check all appropriate boxes.

- Structural elements Plumbing/drainage Electrical Heating Ventilation
 Mechanical Lighting Safety/ security General maintenance Other

You may elaborate on the maintenance problem you are having using this space. You may attach additional pages, if required.

Part V: Authorization (please ensure that your complaint is dated and signed)

Signature of Tenant or the Tenant's Agent:

Date:

Personal information included in this form is collected pursuant to s. 224 and 227 of the Residential Tenancies Act, 2006 for the purpose of investigating your complaint. Questions regarding this collection may be directed to the toll free phone line: 1-888-772-9277.