

KNOW YOUR RIGHTS:

Record Keeping for Tenants

This document provides information about Ontario housing law and tenants' rights. This information does not constitute legal advice. For legal advice, please contact a lawyer or your local community legal clinic.

If you are having problems with your landlord, you or your landlord may apply to the Landlord and Tenant Board (LTB) to resolve the situation. The LTB is like a court: they decide if someone has broken the law, and what they must do to make things right. In case you need to give the LTB evidence to prove that your version of events is true, you should keep a record of what happens between you and your landlord.

TIPS FOR KEEPING RECORDS:

- Create a timeline that lists the date the problem started, and other key dates.
- Try to communicate with your landlord in writing (letter, text or email), and keep a copy.
- Keep a copy of every message and document that your landlord sends to you.
 - » When you do not communicate in writing, keep notes of who said what, the date and time of the conversation, and where it happened.
 - » When communicating with your landlord, be specific about what your problem is and what you would like the landlord to do. If your landlord asks for more information to better understand your problem, be as cooperative as possible.
 - » Take photos, especially of maintenance problems. Make sure the photo is clear. Take close up photos and ones from further away to show context. Make a note about the date each photo was taken, and add a description to explain what is in the photo.
- Keep notes of how the landlord's actions have affected you. Keep detailed notes if something about their behaviour has a specific effect on you – like making you feel sick, or making it hard for you to do something. Where possible, get a note from a professional like your doctor who knows how you have been affected.
- Keep your records organized, and in one place. If you have to go to an LTB hearing, you will need to share your records with the Board and your landlord before the hearing. Having the evidence organized may make the process much easier.

Example: How to record a timeline

The scenario below is an example of how a tenant can record the steps they have taken to resolve a maintenance issue. Please note that a municipality's response to maintenance issues will vary by area.

February 8, 2022	I told my landlord Jon that I saw a black stain in my bathroom behind the toilet. I said I think it might be mould. He said he would look at it soon. I took a photo and texted it to Jon.
February 10, 2022	I saw Jon in the hallway and asked when he will check the black stain. He said soon.
February 15, 2022	Jon came to my apartment to look at the stain. He said he can't fix it. He said he will hire someone.
February 22, 2022	I saw Jon in the elevator and asked when the person will come to fix the stain. He said soon. I said I can't wait anymore, I'm afraid for my health.
February 25, 2022	No one has come to clean the stain. I called 311 and sent them my photo of the stain. They said people from Property Standards and Public Health will come soon.
February 28, 2022	Sachin from Public Health came and said he would tell Jon how best to fix it. Sachin agreed to send me his report.
March 1, 2022	Gita from Property Standards came and said she would tell Jon he has to fix it. I asked for my case number, which Gita told me is #T55329. Gita will send me her report.
March 3, 2022	I sent Jon a text and told him about Property Standards and Public Health. He texted back saying he will get to it when he has time.
March 5, 2022	No one has come yet to fix the mould. I sent a T6 Application about Maintenance to the Landlord and Tenant Board.