

ALWAYS be responsible in keeping your unit in good state and ALWAYS report issues in a TIMELY manner! Documenting concerns is the key – if not sure how to document, get in touch with a tenant support group, R.E.N.T. Renters Educating and Networking Together or the Waterloo Region Community Legal Services.

**Maintenance & Repairs**  
(water, sewer, hot water & heating, insects, mold, appliances, noise, etc.)

**Health & Safety**  
(fire alarms, fire exits, electrical systems, safety hazards, etc.)

**Crime & Security**  
(theft, vandalism, drugs, violence, etc.)

Contact the landlord in writing– a work order or a demand letter.  
Make sure to document: take pictures, write down dates and concerns, record when you contacted the landlord, By-Law, etc.  
If it is an “emergency” and you cannot reach the landlord, contact *By-Law* or *Fire Prevention* as appropriate.

**Report ALL problems to the police.**

**Is it an “essential” service?**  
(e.g. hot water, heating, sewage)

**Not an “essential” service?**

**Immediate hazard?**  
Sprinkler or electrical system, fire exits blocked, (smoke) alarms not working

**Other concerns**  
Minor obstructions to exits, damaged hall or stair lighting / emergency lighting, poor fitting or damaged doors / ceilings / walls.

**Is it an emergency/happening now?** (assault, break and entry in progress, medical emergency, fire, collision with people injured, etc.)

**Non-emergency** (disputes among tenants, vehicle theft, drug dealing, incident that has already happened)

**Contact ByLaw if not resolved in 24 hours.**

**Make sure that you have sent a written request to the property management. If the problem is not solved in two weeks contact city By-Law.**

**Contact Fire Prevention if not resolved in 24 hours.**

**Make sure that you have sent a written request to the property management. If the problem is not solved in two weeks contact Fire Prevention.**

**Call 911!**

**Call non-emergency number 519-653-7700 or Crime Stoppers 1 800 222 8477 (anonymous reporting).**

**An inspector comes within a week in the case of a “non-essential” issue.**

*By-Law* will issue a repair order to be completed by the landlord within a minimum of 19 days. If the issue is not fixed within that time, *By-Law* will contract someone to do the work or lay a charge against the property management.

**Fire Prevention will come to inspect the issue.** It will request repairs to be done by the property management in a certain period. Afterwards, it will take legal action.

**Officers will come out and make a report.**

*Report online in case of minor incidents at [wrps.on.ca/online-reporting](http://wrps.on.ca/online-reporting) when there are no witnesses, no video or evidence at the crime scene, or when damage or loss is under \$5,000.*

**Each of the services keeps their own case records and can testify at Landlord & Tenant Board Hearings.**

**At the same time as you connect with *By-Law* or *Fire Prevention*, who will look at property and safety standards, you can also contact Community Legal Services who will review connected issues regarding your lease.** You may ask for a portion of your rent retroactively, an end to your tenancy, and/or reimbursement for your damaged property. **If you qualify financially,** you will receive legal advice, help filling forms and preparing for a hearing at the Landlord and Tenant Board. **All issues you have had in the last 12 months can be brought to the Landlord & Tenant Board - even if you have moved out!**

*Regarding safety concerns, about either another tenant or a person who is not a tenant but threatens the building safety, direct confrontation is not required. Instead, submit a written request to the landlord about the specific steps you want the landlord to take. If unsatisfied with the landlord’s response, file the appropriate applications to the Landlord and Tenant Board.*

**ByLaw Kitchener 519-741-2345  
ByLaw Waterloo 519-889-1550**

**Fire Prevention 519-741-2495**

**Police (Emergency) – 911**

**Police (Non-Emergency)  
519-653-7700**

**[waterloocrimestoppers.com](http://waterloocrimestoppers.com)  
(anonymous) 1-800-22- 8477**

**WR Community Legal Services  
519-743-0254**

**R.E.N.T. 519-579-3800**