

Repairs and Maintenance

Date: Insert Date

Tenant's Name: Insert Your Name Tenant's Address: Insert Street Address

Insert City, ON Insert Postal Code

Landlord's Name: Insert Your Landlord's Name Landlord's Address:

Insert Street Address

Insert City, ON Insert Postal Code

Dear Insert Your Landlord's Name,

This letter serves as a written request for the following repair(s):

Insert description of the issue and what needs to be repaired. For example, dumpster doesn't have a lid, bins are too small or too few for volume of waste, bins are not secured, bins are being subjected to tampering or dumping.

The following two sections of the Ontario Residential Tenancies Act Part III Responsibilities of Landlords apply to waste storage on the property:

Landlord's responsibility to repair

20 (1) A landlord is responsible for providing and maintaining a residential complex, including the rental units in it, in a good state of repair and fit for habitation and for complying with health, safety, housing and maintenance standards. 2006, c. 17, s. 20 (1).

Landlord's responsibility re services

21 (1) A landlord shall not at any time during a tenant's occupancy of a rental unit and before the day on which an order evicting the tenant is executed, withhold the reasonable supply of any vital service, care service or food that it is the landlord's obligation to supply under the tenancy

agreement or deliberately interfere with the reasonable supply of any vital service, care service or food. 2006, c. 17, s. 21 (1).

Section 2 (1) states that “services and facilities” includes (f) garbage facilities and related services.

The City of London Yard and Lot Maintenance By-law PW-9 includes two sections outlining requirements for containment of refuse:

2.9 Refuse – containment and location

Every owner shall ensure that all refuse which accumulates on their property and when not placed out for collection in accordance with applicable City by-laws is:

(a) in containers:

- i. made of rigid, watertight construction;
- ii. provided with a tight fitting cover, which may be removed only when the container is empty or is being actively loaded;
- iii. maintained in good condition without holes or spillage;
- iv. closed, or emptied, rinsed and cleaned when not in use, to prevent the escape of offensive odour or waste; and
- v. located in the side or rear yard against a building, structure, fence or retaining wall and arranged in an orderly manner.

(b) not permitted to accumulate longer than 14 days.

2.10 Refuse – contained within bins or exterior bulk storage containers

Every owner where an exterior bin or bulk storage container disposal system with the capacity of 8 cubic yards or less is used shall ensure that the containers are:

(a) equipped with covers or similar devices which shall be readily operable but not left open except when actively being loaded;

- (b) large enough to contain all waste generated between collections by the occupants served; and
- (c) not loaded beyond the top of the container.

Non-compliance with these legal requirements may result in by-law enforcement following up on a complaint with an order that, if ignored, would lead to monetary penalties.

I am hopeful that we can resolve the above issue before Insert Reasonable Date for Completion of Repairs. If not, I have the right to apply for dispute resolution through the Rental Housing Enforcement Unit to ask for a repair order and monetary compensation.

For additional information, please refer to Landlord and Tenant Board Interpretation Guideline 5: Breach of Maintenance Obligations or contact the Landlord and Tenant Board (tribunalsontario.ca/ltb/contact) at 1-888-332-3234 .

Thank you,

Tenant's Name: Insert Your Name

DELETE THIS NOTE BEFORE PRINTING: Customize this template to fit your needs before signing and sending it to your landlord. If you are not using registered mail, try to bring someone – ideally, not a roommate or family member – to witness the delivery of the letter and sign the copy you keep, indicating the date and method of service. If no one is available to join you, consider taking a photo or video of yourself delivering the letter. Signed letters to your landlord, along with proof that they were served properly, can be valuable evidence at dispute resolution hearings.