

## How to Respond to Issues During Your Tenancy

### What do I do if there are issues with the unit?

Your landlord is responsible for the maintenance and repair of your rented unit including things that come with it (for example, appliances) and common areas (for example, parking lots, hallways and elevators).

If appliances or fixtures stop working, you should tell your landlord as soon as possible. Emergencies that could cause permanent damage or could impact the health and safety of tenants and guests, such as leaking pipes, need to be reported right away.

Pests, such as insects and rodents are quite common in all types of buildings and should be reported to your landlord right away. The longer the problem is left the more serious it can be and the more costly to solve.

### How do I report an issue to my landlord?

1. Start by telling your landlord what is wrong and ask to have it fixed. You can visit the [Landlord and Tenant Board brochure on maintenance and repairs](#) for more information.
2. If your landlord does not fix the problem, write a letter, send an email or fill out a repair request form asking your landlord to do the repair. Keep a copy for yourself. It is important to document your concerns with the landlord in writing. If you must go to the Landlord and Tenant Board (LTB) you will need to provide proof of these interactions.

In Durham Region, consider contacting an [Eviction Prevention caseworker](#).

If you think you need legal support, you can contact the [Durham Community Legal Clinic](#). The Durham Community Legal Clinic provides free services for low-income individuals and families.

3. If your problem goes unresolved, you can also apply to the Landlord and Tenant Board (LTB). For more information on the Landlord and Tenant Board visit [Tribunals Ontario](#).



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