

Reporting Issues with Your Home: Maintenance Problems

What can I do when something is broken or not working properly?

You and/or your roommates are expected to keep your unit in good condition, but sometimes things happen. If the unit needs repairs, needs pest removal, or something stops working, like kitchen appliances, lights, plumbing, etc., it's the landlord's responsibility to fix it, if it came with the unit. Pest removal is **always** the responsibility of the landlord.

If you notice something needs to be fixed, you should tell your landlord as soon as possible.

How do I report the problem to my landlord?

- 1) Talk to the landlord about the problem. Keep a record of communications you've had with your landlord about the issue.
- 2) If the problem is not fixed, make a formal request in writing, or fill out a repair form if your landlord has one (this is more common with commercial landlords). Make sure you keep a copy, and make a record of what you sent and any responses you get.
- 3) If the problem is *still* not fixed, you might be able to get help from the city's by-law department. You can contact them at:
[705-742-7777](tel:705-742-7777)
peterborough.ca/en/city-hall/by-laws.aspx
- 4) Or, you can file a *Tenant Application about Maintenance* (form T6) with the Landlord and Tenant Board, and they will help resolve the situation at a **hearing**, which both you and the landlord must attend to tell your side of the story.

You can find the T6 form here: tribunalsontario.ca/documents/lrb/Tenant%20Applications%20&%20Instructions/T6.pdf

More info on the application process and filling out the form is available by phone at [1-888-332-3234](tel:1-888-332-3234) or online at sjto.gov.on.ca/lrb