

Issues with Your Landlord: Maintenance Problems

What do I do when my landlord won't fix something after I've asked?

If you have sent your landlord a written request to fix something, and they have not fixed the problem, there are two ways to resolving the issue.

- 1) Get in contact with the City of Peterborough's by-law department, and try to get them to intervene. You may need to say which by-laws your landlord is breaking. You can find a list of by-laws, or get in contact them online at peterborough.ca/en/city-hall/by-laws.aspx or by phone at 705-742-7777.
- 2) You can have a solution mediated by the Landlord and Tenant Board (LTB), by filing a *Tenant Application about Maintenance* (form T6).

How does filing a *Tenant Application about Maintenance* work?

All forms and applications for the LTB can be found and downloaded at sjto.ca/ltb

Copies of the application may also be available at the LTB office located at [300 Water Street](#).

You can fill the form out electronically or as a physical application. You can submit:

- Online, using the LTB e-file system at sjto.gov.on.ca/ltb/e-file where you can pay by debit or credit card.
- In person at the LTB office, where you can pay by cash, debit or credit card, cheque, or money order.
- By mail to the LTB office at the mailing address below. You can pay by cheque, credit card, or money order.

[c/o Service Ontario](#)
[300 Water St](#)
[Peterborough, ON K9J 3C7](#)

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- By fax, to the LTB office at [1-888-377-8808](tel:1-888-377-8808). This lets you pay by credit card.

NOTE: If you pay by cheque or money order, it can be made out to *the Minister of Finance*.

Instructions for filling out the form are available at tribunalsontario.ca/documents/lrb/Tenant%20Applications%20&%20Instructions/T6_Instructions_20200401.pdf

When you complete the form, there are 9 types of remedies you can apply for. More information can be found in the link above. You can ask for more than one of the options.

- 1) The landlord temporarily reduces your rent
- 2) The landlord has to pay to fix or replace any of your stuff damaged because the repair wasn't done
- 3) The landlord pays you back any money you had to spend because the repair wasn't done
- 4) The board accepts repairs you already did yourself because the landlord would not do them, and the landlord pays you back for money you spent
- 5) Authorization to do the repairs yourself, and have the landlord pay you back
- 6) The landlord is ordered to make the repairs
- 7) The landlord cannot increase your rent until the problem is fixed
- 8) The board can order your eviction
- 9) Other (you will need to say what you are looking for)

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It will cost **you \$53** to file your application. If you cannot afford the application fee, or you qualify as a person with low-income, you can have the application fee waived by filling out a *Fee Waiver Request*, and attaching it to the front of your application. You can find more information about that here: stepstojustice.ca/node/111990

Once you have finished and sent in your application, a hearing date will be scheduled for you and your landlord to appear at the LTB, and tell your sides of the story. You will have to give your landlord notice about the hearing in advance.

If you have any questions about the application or the application process, you can get more information by calling the LTB at [1-888-332-3234](tel:1-888-332-3234).

If you want more information about giving notice to your landlord, or preparing for your hearing, check out this tip sheet from the Advocacy Centre for Tenants Ontario: actoc.ca/~actoca/assets/files/docs/TipSheet_T6ApplicationAboutMaintenance_0107.pdf

It is highly recommended you seek advice from a legal professional when preparing for your hearing, or preparing your application.