

The Community Advocacy & Legal Centre serves low-income residents of Hastings, Prince Edward, and Lennox & Addington Counties. We offer **information** and **referrals** to landlords but cannot offer advice or representation due to our financial eligibility policies and our responsibility to avoid conflict of interest situations.

You can read the **Residential Tenancies Act** online at ServiceOntario E-Laws site: <https://www.ontario.ca/laws>.  
(Direct link: <https://www.ontario.ca/laws/statute/06r17>)

We hope the following information is helpful to you:

### Landlord and Tenant Board (LTB)

The LTB provides information to landlords and tenants including information about the Residential Tenancies Act. Information on the following topics are available by calling the LTB toll-free at 1-888-332-3234:

- Landlord/Tenant Rights and Responsibilities
- Rules about Rent
- Landlord/Tenant Applications
- Hours of Operation and Office Locations

"Renting in Ontario" is also available from the LTB and includes a variety of topics. Visit the LTB website at <https://tribunalsontario.ca/lrb/renting-in-ontario/>.

### Filing LTB Documents

LTB Forms are available online at <https://tribunalsontario.ca/lrb/forms/> or you can pick up the forms at the **ServiceOntario Centres** located at:

**199 Front Street  
Century Place, Unit 109  
Belleville, Ontario**

**50 Monck Street  
Bancroft, Ontario**

**255 Metcalf Street  
Tweed, Ontario**

**1201 Division Street  
Kingston, Ontario**

For a complete list of all office locations, please visit the ServiceOntario website at: <https://www.ontario.ca/page/serviceontario-locations-hours-and-contact>.

For office hours and general inquiries, please telephone 1-800-267-8097 (Toll Free) or 1-800-268-7095 (TTY/Teletypewriter users only - Toll Free).

ServiceOntario will forward forms to the LTB on behalf of landlords and tenants. Payment for filing can be made by certified cheque, Visa/MasterCard, or cash.

### Financial Resources for Your Tenants

A financial resource listing to help tenants in arrears to pay rent owing is available on our website at: <http://communitylegalcentre.ca/financial-resources-for-tenants/>.

www.communitylegalcentre.ca

## The Landlord Self-Help Centre (LSHC) ([www.landlordselfhelp.com](http://www.landlordselfhelp.com))

The LSHC is a specialty legal clinic providing information, assistance, and educational programs to Ontario's small-scale landlords free of charge. The LSHC provides information on landlord rights and responsibilities, referrals, legal advice, document preparation, educational materials, and educational presentations to financially eligible landlords. Their website provides links to other useful resources such as landlord associations, community legal clinics, government agencies, and community organizations. Consult the LSHC regarding any current membership fees.

The Landlord Self Help Centre is located at: 55 University Avenue, 15<sup>th</sup> Floor, Toronto, Ontario M5J 2H7  
Phone: 416-504-5190 or 1-800-730-3218, Fax: 416-504-1932  
Email: [info@landlordselfhelp.com](mailto:info@landlordselfhelp.com)

## ProBonoOntario.org - Free Legal Assistance for Small-Scale Landlords (Residential) – Appeals Only

Pro Bono Ontario offers free legal advice (approx. 30 minutes per visit) in person (on specific days) at its help centres in Toronto & Ottawa and by phone (for matters handled by Ontario's civil courts only, not the Landlord and Tenant Board). To receive assistance at the self-help centre in person or by phone, you must be a small-scale residential landlord (a person that rents a basement apartment, a floor in his/her home, duplex, triplex, and condos etc.) and meet the eligibility requirements. Apply online: <https://www.probonoontario.org/housing/>.

## Law Society Referral Service (LSRS)

The Law Society Referral Service (LSRS), known for the past 40 years as the Lawyer Referral Service (LRS), has been filling an important community need by connecting lawyers and people looking for assistance with a legal matter. If you need the services of a lawyer or a licensed paralegal, you can visit the LSRS website at [www.findlegalhelp.ca](http://www.findlegalhelp.ca) and fill out their online request form (they no longer accept phone calls, unless in crisis (1-855-947-5255)). You will be referred to a legal professional in your area within 3 days for a free 30 minute consultation.

## Community Legal Education Ontario (CLEO)

CLEO provides legal information on various topics including landlord and tenant law. Their website provides links to other useful resources such as public legal education and laws. [www.cleo.on.ca](http://www.cleo.on.ca)

## Quinte Region Landlords Association (QRLA)

The QRLA represents landlords and property managers in the Quinte area, including parts of Hastings, Lennox and Addington and Prince Edward County. Membership includes access to monthly webinars, newsletters, regulatory and legal updates as well as possible savings. Call 613-707-3879 or visit QRLA's website for more information: <https://qrla.ca/>

## Hastings Housing Resource Centre (HHRC)

The Hastings Housing Resource Centre (HHRC) provides housing information for landlords and tenants and will list available rental accommodations for landlords free of charge. Call 613-969-1748 (Belleville), 613-473-0400 (Madoc), or 613-332-8156 (Bancroft), or visit the HHRC website at [www.hastingshousing.com](http://www.hastingshousing.com).