

# Guide to Rental Housing in Halton



[Halton.ca/HousingHelp](https://www.halton.ca/HousingHelp)

Connecting you to the housing supports you need.





# How to Find Rental Housing in Halton

Are you looking for a place to live and do not know where to go for help? There are people who can help you with your housing issues.

This guide can assist you in your search for safe and affordable housing. It has information you might find useful and a list of community agencies that can help you.

A Housing Search Checklist is located in this booklet or online at



[Halton.ca/HousingHelp](https://Halton.ca/HousingHelp)

If you need to talk to someone about your own situation, please contact one of the agencies in the Who to Call for Help section.



# Contents

## Who to Call for Help ..... 6

Halton Region .....	6
Emergency Shelters .....	7
Transitional Housing.....	7
Domiciliary Hostels .....	7
Settlement Services .....	8
Housing Help Assistance.....	8
Financial Assistance .....	8
Utility Arrears.....	8
Legal Services.....	8
24 Hour Crisis Support.....	9

## What Are Your Housing Needs? ..... 10

Where do you want to live?.....	10
What type of housing do you want?.....	10
Common types of units .....	10
How many bedrooms do you need?.....	11
How much rent can you afford to pay?.....	11
Do you require an accessible, barrier free or modified home?.....	11

## Housing Options..... 12

Private Market Housing .....	12
Rent-Geared-to-Income Housing .....	12
Housing with Supports.....	12
Emergency Shelter .....	13
Halton Access To Community Housing (HATCH) .....	13

## Looking for Housing ..... 14

Your Housing Search “Toolbox” .....	14
Housing Search Checklist .....	15
Your Rental Unit.....	18

Common Abbreviations in Rental Listings.....	19
Talking to Landlords .....	20
Viewing Units .....	20
Information Landlords Want From You .....	20

## Your Rights & Responsibilities ..... 21

<i>Residential Tenancies Act</i> .....	21
Discrimination.....	21
Rent, Leases & Deposits .....	22
Form of Payment.....	23
Repairs and Safety .....	23
Eviction .....	24

## Housing Services for Newcomers ..... 25

Halton Multicultural Council.....	25
311 Services .....	25
Halton Newcomer Portal.....	25

## Financial Assistance ..... 26

Ontario Works.....	26
SPLIT pass .....	26
Child Care Subsidy program .....	26
Halton Renovates Program .....	26
Halton Home Ownership Program.....	27
Housing Stability Fund .....	27
Financial assistance for dental treatment.....	27
Ontario Disability Support Program .....	27

## Housing Terms Explained ..... 28

## Contact Information for Halton Housing Help ..... 30





# Who to Call for Help

## Halton Region

Dial 311 or [Halton.ca](http://Halton.ca)

Halton Region offers a number of services related to housing including:

- Applications for subsidized housing (rent-geared-to-income housing) and housing with supports for seniors through our Halton Access to Community Housing program (HATCH).
- Telephone, online ([www.haltonca/housinghelp](http://www.haltonca/housinghelp)) and one-to-one support through our Halton Housing Help service.
- Housing supports such as one-time assistance with last month's rent, rent arrears (rent that is overdue), utilities arrears (hydro payments that are past due), and temporary emergency shelter (housing) if you have been evicted from your home.

Other programs offered by Halton Region that may benefit you:

- Social assistance (including Ontario Works)  
[www.halton.ca/socialassistance](http://www.halton.ca/socialassistance)
- SPLIT pass (help with the cost of monthly bus passes in Burlington, Milton and Oakville)  
[www.haltonca/split](http://www.haltonca/split)
- Child care subsidy to help with the cost of child care.  
[www.halton.ca/childcaresubsidy](http://www.halton.ca/childcaresubsidy)
- Employment Halton offers a wide range of employment and training services for job seekers in Halton. All services are free.  
[www.halton.ca/employmenthalton](http://www.halton.ca/employmenthalton) or [www.haltonjobs.ca](http://www.haltonjobs.ca)
- Financial assistance for dental treatment  
[www.halton.ca/oralhealth](http://www.halton.ca/oralhealth)



## Emergency Shelters

### Salvation Army Halton Lighthouse

Dial 311

[www.salvationarmy.ca/need-help](http://www.salvationarmy.ca/need-help)

### Halton Women's Place

[www.haltonwomensplace.com](http://www.haltonwomensplace.com)

Intake ..... 905-332-1200

Burlington ..... 905-332-1593

Milton ..... 905-878-8970

## Transitional Housing

*(temporary housing)*

### Bridging the Gap/Bridge House

**(youth 16-24)**

[www.bridgingthegaphalton.ca](http://www.bridgingthegaphalton.ca)

877-425-8661

### Halton Multicultural Council

#### Transitional Housing for Newcomers

[www.halton-multicultural.org](http://www.halton-multicultural.org)

*(search transitional housing)*

905-842-2486

### Home Suite Hope Shared Living Corporation

[www.homesuitehope.org](http://www.homesuitehope.org)

905-339-2370

### Milton Transitional Living Housing Corporation

[www.miltontransitionalhousing.ca](http://www.miltontransitionalhousing.ca)

289-971-0060

### Community Youth Programs

[www.cyphalton.com](http://www.cyphalton.com)

905-845-9718

### Reach Out Centre for Kids (ROCK)

[www.rockonline.ca](http://www.rockonline.ca)

905-634-2347

### Shifra Homes (maternity residence for young pregnant women)

[www.shifrahomes.com](http://www.shifrahomes.com)

905-681-9633

### Support and Housing – Halton

[www.shhalton.org](http://www.shhalton.org)

905-845-9212

### Summit Housing and Outreach Program

[www.summit-housing.ca](http://www.summit-housing.ca)

Acton..... 519-853-1466

Burlington ..... 905-333-4814

Milton..... 905-876-3957

Oakville ..... 905-847-3206

## Domiciliary Hostels

### Bethany Residence (Burlington)

[www.bethanyresidence.ca](http://www.bethanyresidence.ca)

905-335-3463

### Millhouse Resthome (Acton)

519-853-5306

### Parkside Rest Home (Acton)

519-853-0148

### York House (Acton)

519-853-5953



## Settlement Services

### Halton Multicultural Council

[www.halton-multicultural.org](http://www.halton-multicultural.org)

905-842-2486

### Centre for Skills Development & Training

[www.thecentre.on.ca](http://www.thecentre.on.ca)

1-888-315-5521

## Housing Help Assistance

### Halton Housing Help

[www.halton.ca/housinghelp](http://www.halton.ca/housinghelp)

Dial 311

## Financial Assistance

### Social assistance

(including Ontario Works)

[www.halton.ca/socialassistance](http://www.halton.ca/socialassistance)

Dial 311

### Ontario Disability Support Program – General Info (Provincial)

[www.mcass.gov.on.ca](http://www.mcass.gov.on.ca) (search ODSP)

1-800-567-6388

### Service Canada (Federal)

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

1-800-622-6232

### Halton Consumer Credit Counselling

[www.haltonfamilyservices.org](http://www.haltonfamilyservices.org)

905-845-3811 ext. 107

## Utility Arrears

### Low-Income Energy Assistance Program (LEAP)

[www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca) (search LEAP)

Burlington ..... Dial 311

Milton..... 905-875-1022

Oakville ..... 905-257-6029

Halton Hills..... Dial 311

## Legal Services

### Halton Community Legal Services

[www.haltonlegal.ca](http://www.haltonlegal.ca)

North Halton ..... 905-877-5256

South Halton ..... 905-875-2069

### Centre for Equality Rights in

Accommodation (CERA)

[www.equalityrights.org/cera](http://www.equalityrights.org/cera)

1-800-263-1139 ext. 22





# 24 Hour Crisis Support

## Canadian Mental Health Association

1-877-825-9011

## Halton Crisis Outreach and Support Team (COAST)

[www.cmhahrb.ca](http://www.cmhahrb.ca) (*search Crisis Support*)

## Sexual Assault and Violence Intervention Services (SAVIS)

[www.savisofhalton.org](http://www.savisofhalton.org)

905-875-1555

## Reach Out Centre for Kids (ROCK)

[www.rockonline.ca](http://www.rockonline.ca)

905-878-9785

## Telecare Burlington

[www.telecareburlington.com](http://www.telecareburlington.com)

905-681-1488

## Distress Centre Oakville

905-849-4541

## Halton Women's Place

Burlington ..... 905-332-7892

Milton ..... 905-878-8555

## Assaulted Women's Helpline

1-866-863-0511



# What Are Your Housing Needs?

## Where do you want to live?

You may want to live in a particular area of Halton that it is close to your work, school, health care providers, or because you currently live in that area.

## COMMON TYPES OF UNITS

**Apartment:** A unit in a building with a few or many units.

**Duplex, Triplex:** A building with two units (duplex); a building with three units (triplex).

**Townhouse:** A self-contained unit attached to other units in a row or a square.

**Semi-detached:** Two self-contained units attached side-by-side.

**House:** A dwelling that usually includes some outside property and is separated from other units.

## What type of housing do you want?

A unit is a living space that you pay to occupy. Most rental units are self-contained, which means units are not shared with other tenants and have a private entrance. However, some units are shared. Apartments usually have less space than townhouses, semi-detached units or houses. They do not have private outdoor space. Because of this, the rents for apartments are usually less than townhouses, semi-detached units and houses.

## How many bedrooms do you need?

Usually the more bedrooms a unit has the higher the rent will be. Rental units can have 1, 2, 3, 4 or more bedrooms. Some rental units do not have any bedrooms at all. A bachelor apartment, for example, is one room plus a bathroom and a kitchen.

How you assign bedrooms to the members of your family is up to you in the private rental market. There are no laws that require that you have separate bedrooms for children of opposite gender. However, there may be



## Tips to Find Affordable Housing

You may find that you are having trouble finding housing that you can afford. If this is the case, consider:

- Looking for units in other, less expensive areas.
- Shared accommodation. (For example, smaller units or apartments rather than townhouses or houses.)
- Examine your expenses and income again. Can you decrease your other expenses? Is it possible to get a better paying job if you had better employment skills? Have you looked into the employment programs in Halton? Dial 311 and ask to be referred to Employment Halton.

If you need help to maintain your housing while you are waiting for subsidized housing, dial 311 and ask to be referred to Halton Housing Help services.

rules regarding the maximum number of people allowed to live in any type of housing. There are also rules for the assignment of bedrooms in rent-geared-to-income housing. These rules can be explained to you when you pick up a Halton Access to Community Housing application.

## How much rent can you afford to pay?

Housing can often be expensive. It is important to know how much rent you can afford to pay, including heat, hydro water and other potential expenses. Tenants often pay for their own electricity (hydro). Before

looking for housing you should carefully calculate your expenses and income to determine what is reasonable for you to pay in rent.

When you look for housing, find out if utilities (heat, hydro and water) are included in the rent. If utilities are not included in the rent, try to find out how much they are likely to cost. A unit that appears to have a reasonable rent can quickly become unaffordable if the cost of utilities is high. Keep in mind that electric heat is often much more expensive than other types of heat and this is usually found in older properties. Also, heating will be a lot more expensive if the unit is poorly insulated and windows and doors are in poor condition.

## Do you require an accessible, barrier free or modified home?

If you require accessible housing to meet your individual needs, you may want to consider the following details before you make a decision about your housing:

- Does the unit meet the accessibility requirements for you and your family?
- For a more complete overview of accessible housing in Halton, you might consider referring to the report on accessible housing from the Multiple Sclerosis Society of Canada.
- Consider whether you require a supportive housing unit. You can apply for supportive housing at designated assisted housing locations in Halton through the Halton Access to Community Housing (HATCH) centralized waiting list system.



# Housing Options

There are two main types of permanent rental housing available in Halton:

1. **Private market** without government support
2. **Rent-geared-to-income** housing that is subsidized by Halton Region to reduce rents to make them more affordable.

It can sometimes be difficult to find affordable housing in Halton's private rental market due to currently low vacancy rates. Subsidized housing is much more affordable. However, it can often take a number of years before an offer of RGI housing can be provided. If you are in immediate need for housing, you will have to look in the private market for something that meets your needs and affordability.

## Private Market Housing

This is the most common type of housing and is offered by landlords who rent rooms, apartments or houses they own. This type of housing is often advertised in newspapers and online.

To obtain or apply for subsidized rent-geared-to-income housing in Halton visit [www.halton.ca/housing](http://www.halton.ca/housing) to download an application for Halton Access to Community Housing (HATCH) or dial 311.

## Rent-Geared-to-Income Housing

Subsidized housing by the government with rents based on your income. It is sometimes called rent-geared-to-income housing (RGI), low-income housing, subsidized housing, government housing or social housing.

## Housing with Supports

There are some housing options available for people who need supports due to physical or mental health challenges. Halton Housing Help can provide you with information on housing options that will suit your particular needs.



Visit [www.halton.ca/housinghelp](http://www.halton.ca/housinghelp) to review the section on “Need housing with supports?”

If you are a senior you may find the “Housing Options for Seniors in Halton” resource beneficial. Visit [www.halton.ca/esac](http://www.halton.ca/esac) to review this resource or dial 311 for more information.

## Emergency Shelter

Emergency shelters provide temporary shelter for people who do not have a place to stay. Shelters can also help you get assistance from community agencies. In Halton dial 311 if you need emergency shelter.

## Halton Access To Community Housing (HATCH)

HATCH is a one stop service for people applying for subsidized housing (rent-geared-to-income housing) in Halton.

Visit [www.halton.ca/housing](http://www.halton.ca/housing) or **dial 311** to obtain an application.

*If you have questions about your application, dial 311.*

- Approved applicants are added to the waiting list according to the date their application was received. Placements are made on a chronological basis.
- Approved applicants will receive a written request each year to confirm continued interest in being on the wait list and are required to update relevant information as applicable.
- When you are closer to the top of the list (approximately one year prior to the anticipated offer of housing) you will be contacted by Regional staff to prepare for move-in readiness (review selected buildings, final eligibility review and helpful tips). This will help to ensure that you are ready to move once an offer of housing is made.
- Locations, contact names and telephone numbers for subsidized housing communities in Halton is searchable on Halton Region’s website – [www.halton.ca/housinghelp](http://www.halton.ca/housinghelp) (search for Subsidized Housing on the HATCH web page).
- There are 25 housing providers in Halton that provide rent-geared-to-income housing under agreement with the Region. This includes the Region’s own Halton Community Housing Corporation (HCHC).
- Housing providers with a vacant unit will contact the applicants at the top of the list directly.
- Applications are ranked on the waiting list based on the date of their application and properties selected.
- Exceptions to the chronological waiting list apply for priority households. These include victims of domestic violence who receive priority under Provincial legislation. In addition 1 in every 10 offers of housing is made to one of the three Halton local priority groups: Homeless, Youth and recent immigrants.



# Looking for Housing

## Your Housing Search “Toolbox”

There are a number of places where you can find apartments and houses for rent, including:

### **Halton Housing Help's *Halton Rent Connect***

A free online resource listing of available rooms, apartments and houses in Halton.

### **InsideHalton.com**

Halton's online newspaper ([www.insidehalton.com](http://www.insidehalton.com)). InsideHalton is operated by Metroland Media which publishes online and print versions of the Burlington Post, Canadian Champion (Milton), Georgetown Independent Free Press, and Oakville Beaver. These newspapers are published at least once a week.

### **The Hamilton Spectator**

Hamilton's daily newspaper also serves Burlington. You can review this and other local newspapers at your local public library. You can also check out their website for rental listings at [www.thespec.com](http://www.thespec.com).

### **The Renters News**

Free copies of this resource are available at variety stores and newspaper boxes throughout Halton.

### **Internet**

There are many websites that list places available for rent. Halton Housing Help ([www.halton.ca/housinghelp](http://www.halton.ca/housinghelp)) operates an online rental listing database that can be searched for rental listings in Halton. Our website also provides links to other rental listing websites.

### **Family and Friends**

Many places that are available are sometimes not advertised.

### **'For Rent' Signs**

Walk or drive through neighbourhoods you are interested in and look for 'For Rent' signs.

### **Bulletin Boards**

Check bulletin boards in public places such as grocery stores, Laundromats or community centers for places to rent.

### **TIP**

Your local library has copies of local newspapers and offers free internet access to search for rental listings online.



# Housing Search Checklist

You can use this checklist when you are looking at apartments or houses to rent. List the addresses, phone numbers and contact person on this page. Note information about each address on the following pages so you can decide which unit is best for you. You can remove this checklist from the Guide and make additional copies if you want.



Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

Directions: \_\_\_\_\_



Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

Directions: \_\_\_\_\_



Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

Directions: \_\_\_\_\_



Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact: \_\_\_\_\_

Directions: \_\_\_\_\_

# Housing Search Checklist



<b>General Information</b>				
Number of bedrooms?				
Type of building? (Apartment, house, etc.)				
Are your accessibility requirements met?				
Is there an elevator?				
What appliances are included (fridge, stove, etc)?				
What is the type of heat? (gas, electric, oil, radiator)				
Who controls the heat?				
Where is the parking? (underground, on-street, etc)				
Laundry facilities on-site?				
<b>Location</b>				
Close to public transit?				
Close to Laundromat?				
Close to grocery store?				
Close to work and school?				
<b>Safety</b>				
Does the area seem safe?				
Are the entrance, halls and parking area well lit?				
Do doors and windows have strong locks?				
Does the building have a locked front door or buzzer?				



Is there a smoke detector?					
Are there two fire exits?					
<b>Quality of Accommodation</b>					
Are unit and building clean and well-maintained?					
Are appliances in good repair?					
Are windows and doors in good working order? Have screens? Childproof?					
Is there enough cupboard and closet space?					
Is there enough hot water?					
Is plumbing in good repair? Do taps or pipes leak? Does toilet flush properly?					
Any sign of infestation? (Cockroaches, mice, etc.)					
Mailboxes in good condition?					
<b>Cost and Lease</b>					
Do you have to sign a lease?					
How long is the lease for? (Are utilities included or excluded in rent)					
What is the rent?					
How much is hydro?					
How much is heat?					
How much is water?					
Other (e.g., parking) ?					
Is last month's rent required? Initial payment?					
Subsequent payments: (\$ _____ / month)					
<b>TOTAL COST</b>					

# Your Rental Unit

Address \_\_\_\_\_

Name of Landlord: \_\_\_\_\_

Landlord's Address: \_\_\_\_\_

Landlord's Phone Number: \_\_\_\_\_

Rent: \$ \_\_\_\_\_ / month

Amount of Deposit Paid: \$ \_\_\_\_\_

Move-in Date: \_\_\_\_\_

Repairs or cleaning to be done by landlord before you move in:

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# Common abbreviations in rental listings

Abbreviation	Meaning
<b>A1</b>	good condition
<b>appl</b>	appliances
<b>avail. immed.</b>	available immediately
<b>apt.</b>	apartment
<b>bach</b>	bachelor
<b>bal</b>	balcony
<b>BR</b>	bedrooms
<b>bsmt</b>	basement
<b>dep</b>	deposit
<b>dr</b>	dining room
<b>fam.</b>	family
<b>gar</b>	garage
<b>flr.</b>	floor
<b>frdg</b>	refrigerator
<b>furn.</b>	furnished
<b>hyd</b>	hydro; electricity
<b>immed.</b>	immediately
<b>incl.</b>	includes
<b>kit</b>	kitchen

Abbreviation	Meaning
<b>last / LMR</b>	last month's rent
<b>Laun / Indry</b>	laundry
<b>lrg</b>	large
<b>lwr</b>	lower floor
<b>mo.</b>	month
<b>msg.</b>	message (leave a message)
<b>neg</b>	negotiable
<b>nr</b>	near
<b>ph</b>	phone (please phone)
<b>prkg</b>	parking
<b>priv</b>	private
<b>refs</b>	references required
<b>renov</b>	renovations or newly painted
<b>req</b>	required
<b>rm</b>	room
<b>upr.</b>	upper
<b>W/</b>	with; included in the rent
<b>XL</b>	extra large

## Talking to Landlords

When you find an apartment or house that you are interested in, call the landlord to get more information about the property. List some questions and information you want to get from the landlord regarding the property. If you are still interested in the property after talking with the landlord, ask to see the property.

It may be difficult to get in touch with many landlords and many will not return calls. Do not give up! Make a list so that you know who you have called, where you have left messages and who you have to call back. The more landlords you talk to, the more likely you are to find what you are looking for.

## Viewing Units

When you go to see a unit, it is important to look at the unit thoroughly and it is a good idea to take notes. Halton Housing Help has a housing search checklist that you can download at [www.halton.ca/housinghelp](http://www.halton.ca/housinghelp).

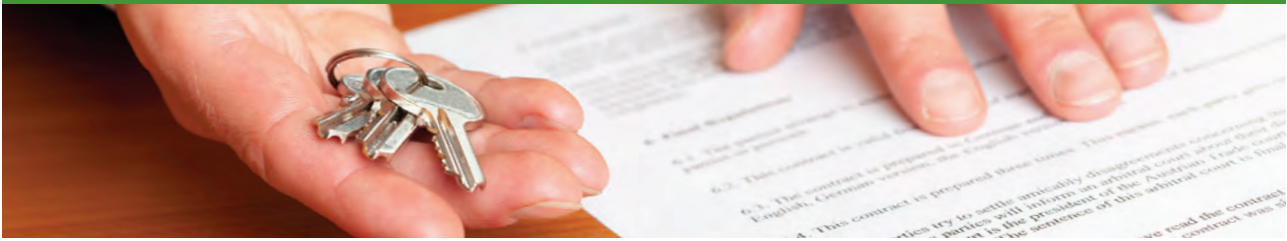
## Information Landlords Want From You

When you go to look at a unit and decide to fill out an application form, there are some things the landlord may want to know:

- the names and telephone numbers of people who can give you a good reference, such as friends and relatives or a supervisor at work
- the name of your previous landlords
- old addresses previously resided at
- written permission for a credit check

Landlords often check the information provided, so be sure that information is accurate.

Sometimes landlords will ask for your Social Insurance Number (SIN). **It is important to know that you do not have to give out your SIN if you do not want to do so.**



# Your Rights & Responsibilities

Once you have rented a place to live, you become a tenant. You have rights and responsibilities and so does your landlord.

## *Residential Tenancies Act*

The rules about your relationship with your landlord are mostly covered in the *Residential Tenancies Act*. Some rental situations are not covered by the Act, such as if you share the rental unit with the owner of the building or a member of his/her family; if you pay rent to another tenant; or if you live in a housing co-op.

If you are unsure about your rights, call a community legal clinic for legal advice. The phone numbers for legal services in Halton are listed in the *Who to Call for Help* section.

Visit [www.halton.ca/housinghelp](http://www.halton.ca/housinghelp) for quick resource guides on Tenant Rights and Responsibilities and Landlord Rights and Responsibilities.

## Discrimination

The law says that a landlord cannot refuse to rent to you because of your race, colour, creed, sex, nationality, ancestry, marital status, source of income, ethnic origin, citizenship, sexual orientation, family status, place of origin or receipt of social assistance. It can be difficult to prove discrimination, but if you feel you have been denied housing for any of these reasons, call a local community legal clinic or the Centre for Equality Rights in Accommodation (CERA). Their phone numbers are listed in the *Who to Call for Help* section.

A landlord may ask you for credit references, rental history information or how much money you make. The landlord can refuse to rent to you on the basis of this information.

### **Centre for Equality Rights in Accommodation (CERA)**

1-800-263-1139 • [www.equalityrights.org/cera](http://www.equalityrights.org/cera)

CERA is an organization dedicated to ending discrimination in housing and promoting human rights in housing. It provides information on evictions and the *Residential Tenancies Act*.

# Rent, Leases & Deposits

## Rent

- This is money that a tenant pays a landlord for the right to live in a rental unit.
- It can be paid weekly, biweekly or monthly, depending on the agreement a tenant has made with the landlord.
- Usually you pay rent on the first day of the month, but not always - check your lease to make sure.
- If you do not pay on the day promised, your rent is overdue the next day.

The law says that a landlord may only ask for up to one month's rent in advance before you move in. Your first month's rent is paid when you move in. Once you move in, any money you have paid the landlord in advance will usually be used for your last month's rent.

Landlords are supposed to pay you interest on your last month's rent. Once you have moved in, the landlord cannot ask you for the last month's rent if he/she has not already done so. If you cannot afford both the first and last month's rent at the time you agree to take the unit, some landlords may let you make payments towards the last month's rent over a few months.

## Lease

When you rent a place to live, you make a legal agreement with the landlord. The agreement is often a written contract, commonly called a "**lease**", which you and the landlord sign.

- Before you sign a lease make sure you understand everything it says.
- Bring someone to help you read it, or call a community legal clinic.
- You must be given a copy of the lease.
- The landlord must give you his/her address and full name.
- Ask the landlord for his/her contact information.

The lease states that you have agreed to rent a particular place and to pay a certain amount of rent on a certain date. Your lease could say you pay weekly, biweekly or monthly. The usual length of a lease is for one year.

The lease should also state what utilities and services are included in the rent and what you will pay for in addition to the rent. It should also list the appliances which are included in the unit.

## Deposits

This is money given to a landlord to hold a rental unit. It is common for landlords to require a deposit when you are filling out a rental application.

- Do not give the landlord money unless you are sure you want to take the unit.
- Make sure you get a receipt from the landlord for the deposit.
- The receipt should state the amount of the deposit and reason for receipt.
- Once you have agreed with the landlord to rent the apartment, your deposit is put towards your rent.
- Getting a deposit back can be very difficult and you should seek legal advice if this becomes a problem. For assistance contact Halton Housing Help (**dial 311** or visit **[www.halton.ca/housinghelp](http://www.halton.ca/housinghelp)**) who will refer you to a community legal clinic.

## Form of Payment

You may pay your rent by cash, cheque, money order, direct deposit or bank draft. Always get a receipt that clearly indicates your address, the amount, the time period for which you are paying and who received the payment. Never pay cash unless a proper receipt is given to you at the time you pay.

A landlord cannot require a particular method of payment. You may choose to give post-dated cheques or pay your rent by direct deposit for convenience; however there are also potential risks if you do so. Collecting payments is often a way for you to ensure that the landlord remains in regular contact.

## Repairs and Safety

Landlords are responsible for keeping units in good repair and for meeting all Regional and Local Municipal health, safety and property standards as applicable. You should make sure the landlord has installed a fully operational smoke detector in your rental unit. This is a requirement of provincial law.

As a tenant, you are responsible for keeping the unit clean and for any damage done to the unit caused by either yourself or anyone you allow into your unit or the building.

## Eviction

The *Residential Tenancies Act* allows a landlord to evict you for a number of reasons. Some of these reasons include:

- not paying the rent or often paying the rent late
- damaging the unit or committing illegal acts in your unit or on the building's premises
- making too much noise or disturbing other tenants
- or the landlord wants to use the apartment for themselves or their family

A landlord is not allowed to evict you even if there is a valid reason unless he/she gives you written notice of the complaint and follows certain steps. If you get a notice and need assistance, you may wish to call a community legal clinic for legal advice.

## Disputing an Eviction

To evict you, your landlord must follow certain steps set out in the Residential Tenancies Act. If you do not want to move out, your landlord will have to apply to the Landlord and Tenant Board. The Board is like a court but less formal. It deals with conflicts between landlords and tenants.

**If you receive an eviction notice, you do not have to move out. Contact a community legal clinic immediately for help with the matter.**

If you are facing eviction due to rent arrears, dial 311 to discuss eligibility for the Housing Stability Fund.

## LEGAL SUPPORT

Halton Community Legal Services is a community legal clinic funded by Legal Aid Ontario to provide legal aid services to low income residents in Halton.

Halton Community Legal Services provides free legal information and advice regarding Ontario Works, Human Rights, Tenants' Rights, Disability Benefits, Government Pensions, Employment Insurance and Employment Standards.

Services can be found in both North and South Halton. For more information call or visit their website at [www.haltonlegal.ca](http://www.haltonlegal.ca).





# Housing Services for Newcomers

## Halton Multicultural Council

The Halton Multicultural Council is a community based settlement agency that provides a variety of programs and services to immigrant and refugee communities. This agency is dedicated to enabling every individual regardless of race or ethnic origin, to participate as full and active members of the community through fostering mutual respect and understanding of one another.

Halton Multicultural Councils services include settlement services, language programs, labour market access programs, community connection, transitional housing and interpretation and translation services.

To access this service visit [www.halton-multicultural.org](http://www.halton-multicultural.org) or call 905-842-2486.

## 311 Services

Halton Region offers oral interpretation on Regional programs, services and information in more than 170 different languages. Residents are connected with a translation service or the Halton Multicultural Council for further assistance.

## Halton Newcomer Portal

Visit the Halton Newcomer Portal at [www.welcometohalton.ca](http://www.welcometohalton.ca) for links to programs, services and resources for newcomers in Halton.



# Financial Assistance

In addition to the option of applying for subsidized housing (rent-geared-to-income-housing), Halton Region offers a number of other programs that may provide financial assistance to you to help with your housing situation. Visit [www.halton.ca](http://www.halton.ca).

## Ontario Works (OW)

Ontario Works provides temporary financial assistance to individuals returning to the workforce. The online application and information can be accessed at [www.halton.ca/socialassistance](http://www.halton.ca/socialassistance).

## SPLIT pass

Need help with the cost of getting to and from work, school or appointments? The SPLIT pass subsidizes the cost of a monthly bus pass for low income individuals in Burlington, Milton and Oakville. Visit [www.halton.ca/split](http://www.halton.ca/split) for more information.

## Child Care Subsidy program

Do you have children and need help with the cost of child care? Our Child Care Subsidy program may be able to help. Visit [www.halton.ca/childcaresubsidy](http://www.halton.ca/childcaresubsidy) for more information. If you have a child with special needs and need information on supports please call 311.

## Halton Renovates Program

Do you need help to make your home safe or accessible? The Halton Renovates Program provides financial assistance to low to moderate income households in Halton Region that need help with the cost of renovations to meet health and safety standards (e.g., fix roof, new stairs etc.) or help with the cost of renovations to make their home accessible (e.g., safety grab bars in bathrooms, ramps etc.)

To be eligible for this program you need to be a property owner in Halton with a low to moderate income.

## Halton Home Ownership Program

Halton Region has partnered with Habitat for Humanity Halton to help people who rent their housing move to homeownership. Assistance is provided through a forgivable loan for a down payment on an affordable housing unit offered through Habitat for Humanity Halton. To apply for this program or to find out more information, please contact Habitat for Humanity Halton. Visit [www.habitathalton.ca](http://www.habitathalton.ca).

## Housing Stability Fund (HSF)

Are you facing eviction due to rent arrears? Halton Region can help you with basic expenses that may be able to impact your ability to pay your rent. If you are eligible, you could receive one-time assistance with items such as:

- Rental arrears (rent payments that are overdue)
- Last month's rent
- Utility arrears (payments that are overdue)
- Moving/storage
- Discretionary funds (to stabilize housing)

The purpose of this program is to help people maintain their housing. To apply, dial 311 for more information about eligibility and access to this program.

**If you are in receipt of Ontario Works assistance, you can call your case manager directly.**

## Financial assistance for dental treatment

Financial assistance for dental treatment is available for those who qualify, including children/youth up to age 18, adults receiving assistance through Ontario Works, adults with special needs and seniors. Healthy Smiles Ontario is a no-cost dental program for eligible children/youth 17 and under who do not have access to any form of dental coverage. Services include dental check-ups, cleanings, x-rays and more. For more information visit [www.halton.ca/oralhealth](http://www.halton.ca/oralhealth).

**NOTE: this program doesn't include services for urgent dental needs.**

## Ontario Disability Support Program (ODSP)

This program may be of assistance. [www.mcass.gov.on.ca](http://www.mcass.gov.on.ca) or call 1-800-567-6388

# Housing Terms Explained

These are words and abbreviations of words that you may see in rental housing advertisements.

## **Apartment (Apt)**

A self-contained unit in a building with a few or many other units.

## **Appliances (Appl)**

Household devices that include items like washers, dryers, refrigerators, stoves and dishwashers. Sometimes items are included in the cost of renting a unit.

## **Co-operative Housing**

Is a different form of social housing. It is not rental housing. The households who live in the project are all members of the cooperative corporation that owns the building. They elect from amongst themselves a board of directors who are responsible for overseeing the management of the building. They are subject to rules in the Co-operative Corporations Act and are not considered to be landlords so are not subject to the *Residential Tenancies Act*.

## **Deposit (Dep)**

Money that a tenant may have to give to a landlord in order to hold a rental unit.

## **Domiciliary Hostels**

Halton Region has service agreements with four Domiciliary Hostels which provide residential care, on a long-term basis, including board and lodging, to people who are living with severe and chronic mental illness and/or cognitive difficulties/ impairments, seniors who are frail, and people with developmental disabilities.

## **Duplex**

A building with two units.

## **House**

A dwelling that usually includes some outside property and is separated from other units.

## **Housing with Supports**

Housing where services are provided to tenants. This can include help with home maintenance and daily activities.

## **Hydro**

Electricity

## **Landlord/Property Manager**

A person who rents housing to you (apartments, townhouses, rooms, etc.). He/she is responsible for collecting rent, and keeping the housing in good repair and good condition. The landlord may not always be the owner of the building.

## **Landlord and Tenant Board (LTB)**

Like a court, the Board settles disagreements between landlord and tenants using the *Residential Tenancies Act*.

## **Last Month's Rent (LMR)**

A landlord is allowed to ask for last month's rent in advance when you move into a unit.

## **Lease**

A written contract that a landlord and renter sign. A lease will outline things like how much, how often and when rent must be paid. You must be given a copy of the lease.

### **Rent Geared To-Income and Non-Profit Housing**

Community-based affordable rental housing provided by non-profit corporations, overseen by a volunteer Board of Directors. A percentage of non-profit housing tenants pay rents geared to their incomes (known as RGI housing), and the remaining pay market rents. The percentage of tenants paying RGI ranges from 25% to 100% of tenants in the project; generally the ratio is around 60% RGI: 40% market.

### **Ontario Works (OW)**

A government program that may provide you with financial assistance if you are in need.

### **Private Market Rental Housing**

Housing provided on a for profit basis. It can include apartments, townhouses, duplexes, triplexes and houses.

### **Post-Dated Cheques**

Cheques dated in the future. Cheques are not intended to be cashed until the date written on the cheque.

### **Rent**

Money that a tenant pays a landlord for the right to live in a rental unit. Money may be paid weekly, biweekly or monthly, depending on the agreement a tenant made with the landlord.

### **Residential Care Facility**

Facilities that are licensed and funded by government health and social service departments, and provide care for elderly tenants or those living with physical disabilities and/or mental health issues.

### **Residential Tenancies Act (RTA)**

The law that sets out rules for tenants and landlords in Ontario.

### **Rooming House**

Housing where tenants have their own rooms but share kitchens, bathrooms and/or common areas with each other.

### **Second Stage Housing**

Interim housing for survivors of spousal abuse and their children.

### **Semi-Detached Unit**

Two self-contained units attached side-by-side.

### **Tenant**

A person who lives in a rental unit and is responsible for paying rent to the landlord.

### **Townhouses**

Self-contained units attached side-by-side in a row or a square.

### **Transitional Housing**

Interim housing usually between living in a shelter and having your own place. Usually short term and intended to provide a supportive living environment, as well as tools and opportunities for social and skills development.

### **Triplex**

A building with three units.

### **Unit**

This can refer to any self-contained space for which you pay rent. This includes an apartment, townhouse, house or room.

### **Utilities**

Heat, water, hydro

# Contact Information for Halton Housing Help

## Online

[Halton.ca/HousingHelp](https://Halton.ca/HousingHelp)

- search rental listings in Halton
- access information and applications for various housing programs offered by Halton Region including subsidized housing (rent-gearred-to-income) and the rent supplement program
- link to other community resources that can help you address your housing needs

## Dial 311

Speak with Halton Housing Help staff who can talk with you about your needs and direct you to resources in the community.

## One-to-one support

Access one-to-one support if your housing needs are complex and you would benefit from meeting with Halton Housing Help staff. You can request this by **dialing 311**. Community agencies providing support can also make a referral on your behalf. One-to-one support is provided by **appointment only** at community locations.

### Community Locations

Community offices hours vary from regular business hours.

#### **Mondays: Halton Hills**

280 Guelph Street, Unit 76, Georgetown  
9:00 a.m. to 4:30 p.m.

#### **Tuesdays: Oakville**

690 Dorval Drive, 7th Floor  
9:00 a.m. to 4:30 p.m.

#### **Thursdays: Milton**

470 Bronte Street, Suite 207  
9:00 a.m. to 4:30 p.m.

#### **Fridays: Burlington**

440 Elizabeth Street  
9:00 a.m. to 4:30 p.m.

Please **dial 311 to book an appointment** to meet with staff at a community location.



# Halton Housing Help

Connecting you to the housing supports you need.



[Halton.ca/HousingHelp](https://Halton.ca/HousingHelp)

