



Guide to Maintenance Requests for Ontario Renters



For renters in Ontario, maintenance issues should be reported to the landlord or property manager as soon as possible. They must document the problem, submit the request in writing, and keep records of all follow up. This guide explains the maintenance request process, landlord responsibilities, tenant responsibilities, and the next steps for unresolved repairs.



Maintenance Request Manual for Ontario Renters

Repair Responsibilities

Separate normal [property](#) maintenance from damage caused by a tenant.

Landlord responsibilities can include:

- Plumbing, electrical, and heating systems
- Supplied appliances
- Windows, doors, and locks
- Walls, roofs, and ceilings
- Common areas
- Pest control
- Normal wear and tear

Tenant responsibilities can include:

- Ordinary cleanliness
- Damage caused by the tenant
- Damage caused by occupants or guests

The [Landlord and Tenant Board](#) provides detailed guidance on maintenance responsibilities.

Submit a Maintenance Request

Use the landlord's maintenance system when one exists. Otherwise, send the request through email or another written method.



Include:

- Address and unit number
- Exact location of the problem
- Clear description of the issue
- Date the problem started
- Photos or videos, when useful
- Immediate safety concerns
- Suitable access times
- Dates of previous requests for the same issue

Keep copies of the request and all replies.

Ontario Maintenance Rules

The [Residential Tenancies Act](#) sets maintenance and landlord [access](#) requirements in Ontario.

- Landlords must keep rental properties in good repair.
- Supplied equipment must remain in working order.
- Repair access normally requires 24 hours written notice.
- The notice must provide the reason, date, and entry time.
- Entry must generally occur between 8 a.m. and 8 p.m.
- Emergencies allow landlord entry without written notice.
- Tenants should not stop rent payments because repairs remain incomplete.
- Municipal or provincial property standards may also apply.

Urgent Maintenance Problems

Use the building's emergency contact process when an issue requires immediate attention.

Examples include:

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- Major water leaks
- Loss of heat
- Electrical hazards
- Sewage backups
- Broken exterior locks
- Loss of hot or cold water

Ontario considers heat, electricity, fuel, natural gas, and hot or cold water vital services.

Follow Up on a Repair

Send a written follow up when the problem remains unresolved.

Include the original request date and any changes since the first report. Keep photos, emails, appointment dates, contractor visits, and repair records.

Contact municipal property standards when the condition may violate local requirements.



Unresolved Maintenance Problems

Tenants can file **Form T6: Tenant Application about Maintenance** with the Landlord and Tenant Board.

The T6 covers unresolved maintenance and property standard concerns. The Board may order repairs, reimbursement, rent abatements, or other remedies.

A clear written maintenance request can help prevent delays and confusion. Keep records, follow the proper process, and escalate unresolved repairs when necessary.