

Perth And Stratford Housing Corporation

Right to Reasonable Enjoyment



Please:

- Be the best neighbour you can be.
- Be friendly but respect your neighbours' privacy.
- Learn the local rules about noise and property standards.
- Think about how your actions affect others. Use headphones for music, set timers for laundry, etc.
- Follow garbage and recycling rules.
- Keep pets leashed or crated when outside your unit, clean up after them, and prevent excessive barking.
- Follow the no-smoking rules and throw out cigarette butts safely.
- Watch your young children in shared areas.
- Keep gatherings and guest noise at a reasonable level.
- Do loud tasks such as vacuuming, dishes, loud appliances, moving furniture between 8am–8pm.
- Do not cause or let guests cause damage.
- Do not litter in common areas

Everyone has the right to enjoy their home. Tenants can live how they like if it doesn't harm anyone's safety, security or well-being. If another tenant affects your right to reasonable enjoyment, talk to them directly if you feel safe doing so.

What happens if I can't resolve the problem with the other tenant directly?

If you have tried to speak to the other tenant and resolve the problem directly, and the problem doesn't go away you may submit a complaint form which will be reviewed by a Public Housing Review Officer. Complaint forms can be completed at <https://forms.stratford.ca/IT-Services/Social-Services/Perth-and-Stratford-Housing-Complaint-Form> or paper copies will be provided by Housing Staff. Complaint forms should include your name & unit number and the name & unit number of the other party as well as the date, time, and any details of the incident. If you have barriers that prevent you from putting your concerns in writing, please discuss with a Public Housing Review Officer who can assist with filling out a complaint form. Tenants should keep copies of their concerns in writing.



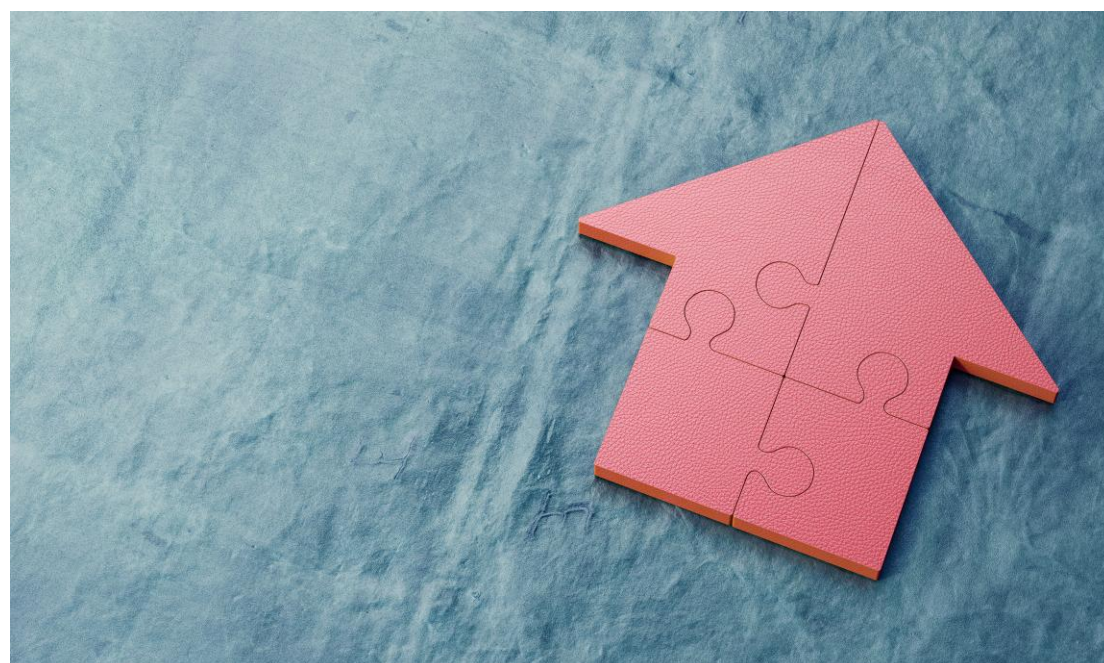
What happens after I submit a written complaint?

You may not get updates because Public Housing Review Officers must follow confidentiality rules. They will contact you only if next steps are needed. They may also refer the issue to By-Law Enforcement or the Police. Keep notes about your concerns until the issue is resolved.



Please Remember:

- Public Housing Review Officers cannot share information about actions taken with other tenants. This does **not** mean nothing is being done. Behaviour changes take time.
- Public Housing Review Officers respond to all concerns when there are grounds to do so.
- You must tell your Public Housing Review Officer if the police were involved in an incident at the building or charges were laid that requires follow up from Housing. Do this by filling out a complaint form and including the police occurrence number.
- Perth and Stratford Housing Corporation cannot evict a tenant on its own. Only the Landlord and Tenant Board can issue an eviction order.
- Perth and Stratford Housing Corporation will only apply for an eviction order if there is a valid reason under the Residential Tenancies Act. They must show that a tenant's behaviour affected others' reasonable enjoyment. This often requires tenants to have submitted complaint forms and/or provide statements at a hearing. Without this, the Landlord and Tenant Board may deem that there is not enough evidence to proceed.
- The eviction process takes time. Eviction is used only as a last resort unless someone's actions harm others' safety, or security.
- Calls to the After-Hours Maintenance Line are for emergencies only such as water leaks, flooding, no heat, electrical failures, short circuits, blocked toilet or damage caused by wind or fire



Important Phone Numbers

Perth and Stratford Housing Corporation

Office: City Hall Annex Building 82 Erie Street
Stratford ON, N5A 2M4

519-271-3773

Maintenance ext.: 241

PHRO ext.: 244, 240 or 233

Supervisor of Housing ext.: 291

Manager of Housing ext.: 265

After Hours Emergency Maintenance Calls:

1-866-906-0152

Other Important Phone Numbers:

Contact the OPP/Stratford Police for Emergencies using **911**.

Non-Emergency Police Stratford:

519-271-4147

Non-Emergency Police Perth County:

519-393-6123

Huron Perth Legal Clinic:

519-271-4556

Ontario Animal Protection Call Centre:

1-833-9-ANIMAL (264625)

Children's Aid Society:

519-271-5290

Family Services Perth Huron:

519-273-1020

Huron Perth Helpline and Crisis

Response:

1-888-829-7484

Optimism Place Women's Shelter and Support Services:

519-271-5319 or Crisis Line: 519-271-5550