



**R. E. N. T.**

Renters Educating & Networking Together

# **Tenant Organizing Manual**

**THIS TENANTS' MANUAL WAS PREPARED BY "R.E.N.T."  
TO EDUCATE AND ASSIST THE TENANTS IN THE REGION OF  
WATERLOO, ONTARIO**

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## Acknowledgements

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- Tenant Organizing Manual
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**In this Tenant Manual, R.E.N.T.** [Renters Education & Networking Together] has endeavoured to present information which is current and precise; however we cannot guarantee the total accuracy of all its contents. The information contained within these pages is intended to be used as a general guide for tenants and does not take the place of legal advice. Landlord and tenant law is continually evolving.

**Please note that, as of February 1, 2007, the Tenant Protection Act, 1997 was replaced by the Residential Tenancies Act, 2006.**

**If you are facing issues** which deal with any section of the Residential Tenancies Act, 2006 or an immediate Landlord & Tenant Board matter and require help, you should seek further information. Contact the Landlord & Tenant Board and, if necessary, a qualified legal representative before acting on any of the information in this Manual.

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## Introduction

### **R. E. N. T. – Tenant Organizing Manual**

[Renters Educating & Networking Together]

#### **Background:**

In our discussions with tenants, our executive found a lack of essential knowledge regarding landlord and tenant rights and obligations, little knowledge of the rental housing legislation, and a fear of organizing tenants' associations. In our efforts to educate and assist tenants, we found no concise directions for those tenants who wished to organize tenant groups to collectively find solutions to problems.

#### **Therefore to assist tenants:**

R.E.N.T. executive members have developed this “Tenant Organizing Manual” as a special project to assist tenants in their efforts to form self-help Tenant Associations, and guide them through their organization and operations.

#### **R.E.N.T. – 2004 Steering Committee Members who worked on this Manual:**

Larry Crawford  
Carol Popovic

Mary Pappert  
Gay Slinger

#### **R.E.N.T. - Mission and Goals:**

##### **R.E.N.T.:**

- Is a proactive, non-partisan group of concerned citizens who seek to improve the state of tenants within the Region of Waterloo through education, organization and general representation.
- Believes every responsible tenant has a basic human right to shelter that is safe, secure, and affordable.
- Encourages tenants to become knowledgeable and proactive concerning their rights and responsibilities.
- Provides education and networking opportunities within the coalition, support to tenants forming tenant associations, public education on tenant=s issues, and linkages to other community agencies and groups concerning rental housing issues.
- Represents the issues of Waterloo Region tenants to all interested and relevant parties.

**Membership is encouraged** for any person committed to supporting the interests of tenants. A minimal membership fee is charged to help with expenses.

Interested persons may call: **Community Information Centre 519-579-3800;**  
**Ask for R.E.N.T.**

### *What is a Tenants' Association?*

**A tenants' association is simply a group of tenants** who are united in doing something about their situation as tenants. The group does not have to be incorporated, have a specific structure, or a minimum number of tenants involved. The tenants in each building decide how formal or informal their group will be.

**A tenants' association can deal with any issue** its members want to address. It can provide information to other tenants, take legal issues and cases before the Ontario Housing Tribunal or take on social issues in the building or neighborhood. The principle behind a tenants' association is that people are stronger and more effective when they work together.

### *Why Organize?*

**The principle behind a tenants' association is that people are stronger and more effective when they work together.**

**Tenants organize for a variety of reasons:** to fight a rent increase, to improve maintenance and security issues, to prevent harassment or intimidation by the landlord, and to support each other. Often individual tenants do not have the resources to take on larger residential landlord corporations or management companies. However, tenants who join together have more resources and support at their disposal.

**A tenants' association can also help build community.** This sense of community comes from joining people together through activities such as organizing social events - lawn sales, barbeques and parties for special occasions or self-help exchange programs such as babysitting, house cleaning or car pooling. Tenants' associations can also become involved in neighborhood issues such as traffic problems, bus routes or local development.

**Tenants' associations can network with other tenant groups,** learn from each other, and form a strong tenant voice within their communities. Joining groups like R.E.N.T. [Renters Educating and Networking Together] can make tenants' associations aware of larger issues that affect tenants.

**Tenants working together are stronger!**

### **Often tenants are afraid to organize or join a tenants' association.**

They are afraid the landlord may evict them, give them a hard time or raise their rents if forced to make repairs.

### **Tenants have the legal right to organize.**

It is considered an offence if a landlord or property manager interferes with a tenant participating in or attempting to organize a tenants' association.

### **Section 233 of the Residential Tenancies Act reads:**

#### **Offences**

**233.** *A person is guilty of an offence if the person knowingly:*

- (h) harasses, hinders, obstructs or interferes with a tenant in the exercise of,*
- (i) securing a right or seeking relief under this Act or in a court,*
- (ii) participating in a proceeding under this Act, or*
- (iii) participating in a tenants' association or attempting to organize a tenants' association;*

<http://www.e-laws.gov.on.ca>

### **Remember there is strength in acting together.**

It is more difficult for a landlord to try to evict or harass a group than it is for the landlord to cause trouble for a single tenant. Together, you have more resources to protect and advocate for yourselves. When organized, tenants are better able to deal with issues. An organized and knowledgeable tenants' association can make a great difference!

**You can learn more about the Residential Tenancies Act (RTA) by joining R.E.N.T. and attending their Tenant Education and Networking Sessions (TENS).**

## ***Getting Started – Coffee and Common Concerns***

**Often people organize when they have a common concern.**

Sometimes you may have a concern and think that you are the only one experiencing a situation. Start talking to the tenants in your building:

- Do you have similar concerns? It may surprise you to learn that other tenants may have the same or similar problems.
- Have you had much success in dealing with your issues? You may have approached your landlord alone and not met with much success.
- How have other people dealt with similar issues? If a group goes to the landlord with a concern, the landlord may be more willing to resolve the problem.
- Encourage other people to talk to their neighbours.
- See if there is enough interest to get a small group together.

**Invite people for a coffee and start talking about your common concerns.**

Try to gather a group of interested people together in someone's apartment or any room available for tenants' use – in the apartment building if possible.

- Get someone to lead the group. Keep the meeting casual. Encourage the tenants to know each other and share their concerns about the apartment.
- Suggest the distribution of a questionnaire to all the tenants in the building to interest other tenants and determine the concerns of all tenants. When you get the completed questionnaire, get the group together and share the results.  
*[Appendix-A, Tenant Maintenance Questionnaire]*

**Now you have collected enough information and have generated enough interest of your fellow tenants to plan a Tenant Meeting.**

**You cannot be evicted for being a member of,  
or organizing a tenants' association.**

## *Planning a Tenant Meeting*

### **Gather your group together to plan for a Tenant Meeting:**

- Choose a time and date that will bring more people out. An evening meeting Monday to Thursday is usually a good time.
- Set the meeting for a short time period and stick to it.
- The meeting should be in a location that is close and easy to get to. The easier it is to get to a meeting, the more likely people will attend. Some tenants have held their meetings in their apartments, the lobby or lounge; or in a nearby church or school.
- **You have a legal right to use the common areas in your building** – you pay for their use. The landlord may try to prevent the meeting by claiming the area is private property. As long as you are not interfering with the rights of other tenants or blocking their path, you have the right to be there.
- **You cannot be evicted** for being a member of a tenants' association or for organizing one.

### **EVICTION ORDERS Section 83 of the Residential Tenancies Act, 2006 reads:**

#### **Power of Board, Eviction**

**83. (1)** *Upon an application for an order evicting a tenant, the Board may, despite any other provision of this Act or the tenancy agreement,*

*(a) refuse to grant the application unless satisfied, having regard to all the circumstances, that it would be unfair to refuse; or*

*(b) order that the enforcement of the eviction order be postponed for a period of time.*

**(3)** *Without restricting the generality of subsection (1), the Board shall refuse to grant the application where satisfied that,*

*(a) the landlord is in serious breach of the landlord's responsibilities under this Act or of any material covenant of the tenancy agreement;*

*(b) the reason for the application being brought is that the tenant has complained to a governmental authority of the landlord's violation of a law dealing with health, safety, housing or maintenance standards;*

*(c) the reason for the application being brought is that the tenant has attempted to secure or enforce his or her legal rights;*

*(d) the reason for the application being brought is that the tenant is a member of a tenants' association or is attempting to organize such an association; or*

*(e) the reason for the application being brought is that the rental unit is occupied by children and the occupation by the children does not constitute overcrowding.*



### **You will have to promote the meeting in your building.**

You can do it by word of mouth as well as posting a notice where people will see it or by sending invitations to the tenants. Hand delivering the invitations could be a good way to meet the people in your building and generate interest in the meeting. Talking to people is one of the best ways to get them involved.

### **Important information to include on the invitation/notice:**

- The time, date, day, place and the reason why you are holding the meeting.
- A contact name and telephone number for tenants to call to ask questions about the meeting.
- It should also list the names of any guest speakers and topics.
- Make it clear that the meeting is for “**tenants only**”- landlords, members of their immediate family, their employees, agents or representatives should not be invited to this meeting as people may feel intimidated by their presence.

### ***Deciding Who – Will do – What; When and Where?***

Discuss the individual tasks which volunteers from the group will perform to arrange for the meeting.

### **Some of the tasks for which volunteers are needed:**

- Obtain a room for the meeting.
- Arrange seating for the meeting so people can see and hear.
- Prepare, print and distribute the meeting notices / invitations.
- Decide who will greet people.
- Develop a contact list of names, apartments and telephone numbers.  
*[Appendix B-1, Membership List]*
- Decide who will help run the meeting. Some groups divide the responsibility; others chose only one person to lead the meeting.
- Decide which issues to discuss and how much time you will spend on each - A flip chart with paper and markers is a handy, helpful tool to record the issues and keep people on track.
- Decide whether to arrange for refreshments or not – if “yes”, assign a volunteer.

## ***First Meeting – Gauging Tenant Interest***

### **Together we are stronger!**

The first meeting should be fairly informal and inviting so that people will be interested in coming again. The meeting should begin by welcoming and introducing your group and explaining why the meeting was called.

For example, you can tell the participants that you have noticed many tenants have common concerns to share and that it would be more effective if you all work together. If you have sent out and received completed Questionnaires, you can discuss the results at this time.

[Appendix A, Tenant Maintenance Questionnaire]

### **Your first meeting should accomplish six main goals:**

1. Determine interest in forming a group to act on behalf of the tenants.
2. Create a list of volunteers who will help start the tenant group.
3. List common concerns and possible solutions.
4. List the tenants attending - their names, apartment numbers and telephone numbers.
5. Set a date for the next meeting.
6. Find volunteers willing to prepare and distribute the next meeting notice.

**Together you are stronger**

## ***Second Meeting – Voting to Establish a Tenants’ Association***

- **Someone must volunteer to chair this meeting.**
- **Someone must record the minutes of this official formation meeting.**

### **Agenda topics you will need to discuss at this meeting:**

#### **1. Set guidelines for the meeting:**

Before you start any discussion, the group must agree on some basic guidelines for the meeting.

#### **Guideline examples may include:**

- The chair recognizes one person to speak at a time.
- A motion is made, another person seconds it. Discussion is then open to all tenants. When you vote on the motion, the majority (51%) of those present pass the motion.
- Every tenant may speak and each tenant has one vote.

Write these guidelines and any others you decide upon on flip chart paper and hang them up at each meeting so that everyone is aware of them. Subsequently, record these guidelines and have copies on hand for future meetings.

When debates become heated or behaviour gets out of hand, guidelines become a handy tool on which to remind everyone of the conduct they have agreed upon. You should establish a written set of accepted Guidelines for Parliamentary Procedure for your association. [*Appendix C, Guidelines for Parliamentary Procedure*]

#### **2. Discuss the formation of a tenants’ association:**

To form an association, you need support from the majority of tenants attending the meeting. This procedure must be done in an orderly fashion.

- Someone puts a motion on the floor to organize a tenants’ association in your apartment building.
- Someone must second the motion.
- Open the meeting for discussion.
- Vote on the motion – the majority (51%) of those present pass the motion.

### 3. **Select a name for your Tenants' Association:**

A name for your association helps identify who you are.

- Ask for a list of possible names.
- Discuss the names.
- Ask for someone to make a motion to adopt a name. Someone must second the motion. The group discusses the name. Then, those present vote.

### 4. **Decide an amount for annual dues:**

You will need to have money to function. Usually dues are nominal (\$2.00 to \$5.00 per year, per apartment).

- Someone must make a motion naming an amount. Another person must second the motion. The group discusses the amount. Then, those present vote.

### 5. **Choose a temporary Steering Committee:**

You will need a basic, temporary Steering Committee. To organize, you should ask for volunteers who are willing to help. You will need at least five to seven volunteers. You may vote for specific people for Chairperson, Secretary, Treasurer, etc., - OR at a Steering Committee Meeting to be arranged shortly after the second meeting, you can decide who will:

- Chair the meetings.
- Take the minutes. *[Appendix F-2, Minutes]*
- Maintain a basic financial record.  
*[Appendix D-1, Financial Ledger] [Appendix D-2, Financial Statement]*
- Collect membership dues, maintain the membership list and give out the membership cards.  
*[Appendix B-1, Membership List] [Appendix B-2, Membership Card]*
- Become a member-at-large, willing to help wherever needed.

**Begin operating your association with a temporary Steering Committee** to assess who is best suited for what role. Then, at a subsequent general meeting, elect a more formal Executive Committee.

**These positions are reviewed at every Annual General Meeting.**

**6. Dates for the Annual General Meeting and next Steering Committee Meeting:**

- Set a date to start and end your annual year.
- Every association has to meet annually to select their executive, review their budget, review their annual dues and review their by-laws.
- Set the date for the next Steering Committee meeting (shortly after the second meeting).

**7. Adjournment:**

Once these agenda items have been accomplished, close the meeting.

■ **If you have accomplished items 1 to 7 of this agenda you have done very well! You are now an official tenants' association with a name, a steering committee, guidelines and annual dues.**

■ **If you are not able to organize a formal tenants' association, function as a tenant interest group. Join RENT as individual members to educate and update your group, liaison with RENT and assist tenants if the need arises.**

***CONGRATULATIONS - You are becoming informed tenants!***

***Now You Have a Tenant Group - What's Next? - Communicate!***

**Communicate!**

**If you have a tenants' association in your apartment building and no one knows about it – it is of limited value!**

**Newsletter:**

Prepare and distribute a Tenants' Newsletter.

Use the minutes or notes from your second meeting to:

- Describe why and how you formed your Tenants' Association.
- Give the day, date, time and place of your next meeting.
- Invite all the tenants in the building(s) to come, ask questions, and discuss the group's purpose.
- Encourage tenants to decide if they would like to join your Tenant Association.

### ***Third Meeting – Establishing Basic Procedure, By-laws and Rules***

**At this meeting it is important to clarify and establish some procedures:**

#### **Why have rules of procedure?**

The purpose of any meeting is to determine the opinion of the group, upon some issue. To understand the question and make an intelligent decision, it is necessary that everyone be included in the discussion. Some order must exist, control must be established, and rules set.

#### **Who sets the By-laws and rules of procedure?**

Organizing “By-laws” are a tedious but necessary job. It is helpful if your steering committee or executive reviews the references offered in this manual, and selects some basic guidelines that will work for your group. These options are then presented at a general membership meeting for consideration, discussion, possible amendment and final approval. Remember these rules are not cut in stone - they can be amended as your association matures. *[Appendix E, By-laws]*

**What type of rules?** Some basic rules to be discussed and agreed upon are:

- **Purpose/objectives:** Why you formed – what you hope to achieve.
- **By-laws:** How your Tenants’ Association will operate. The written rules by which the tenants’ association will achieve its purpose and objectives.
- **Parliamentary Procedure:** How your meetings will be managed.
- **Executive:** Who does what. Setting up your Tenants’ Association Executive Committee and defining their roles.

#### **Points to Consider:**

- 1. Read the information printed in this manual regarding the various approaches to managing your Tenants’ Association.**
- 2. You will find many good ideas and it is up to your group to decide which will work in your association.**
- 3. It is good to start slowly, get the confidence of your members, decide what issues and projects you will start with and build from there.**

### Setting-up Your Tenants' Association Executive Committee:

#### *Forming an Executive Committee – Positions and Roles*

For groups to operate effectively, a core group of tenants or a committee may wish to plan and prepare for membership meetings.

There are several reasons why you may want to set up a more formal committee:

- Responsibilities are shared.
- More members become involved and share the work.
- Members are committed for a specific length of time.
- Special talents of different members can be used to best advantage.
- Inexperienced members gain confidence.
- More in-depth planning and understanding of the issues can be discussed.
- It is often more efficient.

#### *President / Chairperson*

**The President or chairperson must be interested in tenant issues, work easily with others and believe in a democratic process.**

Every group needs a leader or chairperson to guide the discussions and decision-making. This person should be selected after careful consideration. The chairperson must be interested in tenant issues, work easily with others and believe in a democratic process. The chairperson must be organized and know how to organize both tasks and people. The chairperson must know how to get others involved, both the volunteers and the “experts”, and must be able to motivate them to take action.

#### **Responsibilities include:**

- Prepare and present reports to the tenants' association.
- Plan and manage regular meetings that get input from all tenants.
- Prepare the agendas with the secretary and committee members.  
*[Appendix F-1, Agenda]*
- Find and prepare a protégé to take over the chairperson's position.
- **It is not the chairperson's job to make the decisions, but to lead the process for the group.** *[Appendix I, Guidelines for a Successful Leader]*

### ***Secretary / Recorder – Minutes, Meeting Checklist***

**A Secretary or recorder should have good writing, note taking, summarizing and meeting skills.**

**Every efficient committee needs someone to maintain the group's records:**

The work of a secretary or recorder is very important for a tenants' association. The minutes of a meeting record the actions of the association.

**Some of the responsibilities include:**

- Being an active participant at the meeting.
- Keeping an accurate set of minutes for each meeting.
- Handling the group's correspondence and other documents.
- Preparing with the chairperson and sending out notices of meetings, agendas and minutes.
- Assisting with the set-up of the meetings.
- Teaching a new secretary the duties and responsibilities as an outgoing secretary.

### ***Meeting Checklist:***

1. Preparing a notice including - day, date, time and location of meeting.
2. Location of the meeting – has it been reserved – is there a cost?
3. Purpose of meeting and guest speakers, if any.
4. List of members to be invited and invitations or posters to be distributed.
5. Sign-in sheet.
6. Meeting materials needed – copies of agenda, minutes of previous meeting or other handouts, note pad, paper and pencils, flip chart paper and markers or chalk, paper ballots if a vote is necessary.
7. Equipment needed if available - overhead projector, screen, microphone, flip chart, etc.
8. Refreshments, if being provided.



### *Minutes:*

**Minutes should be brief, yet include the major discussion points and decisions.**

The secretary has the right to ask for clarification for the purpose of accurately recording the minutes. You may want to summarize what you understand has been said or decided for clarification. You should be sitting where you can see the members of the meeting and hear what is being said.

The minutes of the previous meeting should be reviewed at the beginning of each meeting to check for accuracy, and to give the members a chance to correct any errors. Some groups formally adopt the minutes and have them signed by both the recorder and the chairperson. Records of the minutes should be kept in a separate binder. *[Appendix F-1, Agenda]* *[Appendix F-2, Minutes]*

### **A basic set of minutes should include:**

- The name of your Tenants' Association or committee.
- Date, time and location where the meeting was held.
- Who chaired the meeting and who attended – attach the sign-in sheet.
- Changes to and adoption of the minutes of the last meeting.
- Main topics of discussion and decisions made.
- **Record any vote that is taken.** If parliamentary procedure is used – ask that motions be written out. Record the name of the mover of the motion and the seconder of the motion. Record the main points of discussion. When a vote is taken, record how many were in favour, how many were opposed, and if the motion was carried. The secretary along with the chair ensures the above steps are followed.
- Record who has volunteered to take action, the nature of their task(s), and the deadline given.
- Record any unfinished business.
- Record any new business – someone may bring forward an issue that has not been addressed. This item could go on the agenda for the next meeting.
- Record the date, day, time and place of the next meeting.
- Signatures of the recorder and chairperson if required.

## Setting-up Your Tenants' Association

### ***Treasurer - Financial Records, Membership List and Cards:***

**The Treasurer's job is to record and manage the funds properly, and to maintain and balance the books for the association.**

**Every tenant association needs a competent treasurer to control the group's finances.** Tenant associations require funds in order to operate, to pay for expenses such as hall rentals, postage, photocopying, fees for legal issues, etc.

#### **The Treasurer's role is to:**

- Record carefully any money coming in or being spent.
- Keep all receipts for monies paid out.
- Keep financial records and balance sheets, copies of receipts and bank records.
- Set-up a petty cash to start with. Use a General Financial Ledger to record monies taken in and monies paid out. *[Appendix D-1, General Financial Ledger]*
- Keep an accurate list of paid memberships. Work with the secretary to create a membership card which is given to each member as a receipt for the membership paid, and can be used to verify votes. *[Appendix B-1, Membership List]*  
*[Appendix B-2, Membership Card]*
- Set-up a bank account when your group accumulates a large enough amount of money. You will need at least two people to co-sign withdrawals – usually the chairperson and the treasurer. Often groups have a third signing officer who covers when someone is not available. Names can be changed at the bank when people holding these positions change.
- Report the financial standing of the group. The report should include the money carried from the last report, the amounts taken in and spent since the last report, and the standing balance. The report should outline details of where the money came from and where it was spent. *[Appendix D-2, Financial Statement]*
- Be involved in any fund raising activities.
- Pay any membership fees approved by your Tenant Association.

**Note: R.E.N.T memberships may be purchased by individual tenants for a minimal fee, and group memberships are available for tenants' associations.** Call R.E.N.T. for more information. If your association belongs to R.E.N.T. you can obtain information about changing rental issues. R.E.N.T. meetings will also give your members the opportunity to network and enlist the support of other tenant groups.

## Setting-up Your Tenants' Association

### *Floor Captains – Welcome, Communication:*

**The Floor Captain should be someone who is interested in people and has respect for tenants' confidentiality.**

**Many tenant associations have a system of “floor captains”.** Every floor of the building has a volunteer tenant who is a contact between the tenants of that floor and the committee.

**Communication:** They are responsible for communicating important news. The Floor Captain should not fall into the “gossip” trap and spread news or rumors about individual tenants. They must be able to stay focused on tenant issues. A contact list of Floor Captains is handy to give to the membership of your Tenants' Association.

**Welcome:** Floor Captains may also greet new tenants, invite them to join your Tenants' Association and give them a copy of an apartment inspection sheet. This sheet is a helpful tool for tenants to record the condition of their apartments when they move in and move out. Securing the landlord's signature is helpful in preventing disputes about any existing damage and repairs needed.

*[Appendix G, Apartment Move In / Move Out Inspection Checklist]*

### *Creating Tenants' Association By-laws –General Procedural Guidelines*

**By creating By-laws for your Tenants' Association, the purpose, limitations and responsibilities of your members and executive are clearly defined.**

There are many effective ways a tenants' association may function. Some associations are very relaxed and do not have many rules; others operate from a definite set of rules to which they have agreed. Smaller associations may function well with a minimal number of rules as long as the group follows some basic procedures.

#### **Some basic procedures:**

- Each tenant member has equal rights and one vote.
- The rights of all tenants should be respected and their voices heard.
- The will of the majority of tenant members is usually carried out by vote.
- One member speaks at a time to one topic at a time – in an orderly fashion.

## Setting-up Your Tenants' Association

**General procedures guidelines are necessary for the basic operation of a group;** but written By-laws clearly define your purpose, limitations and responsibilities of your Tenants' Association. Creating general procedures for operating and by-laws are a tedious but necessary job. A small workgroup could draft an outline for both and present them to the larger membership for consideration, changes and adoption.

*[Appendix C, Rules of Parliamentary Procedure] [Appendix E, By-laws]*

**Your by-laws and procedural guidelines should answer the following questions. You should discuss these questions with your general membership and decide what is best for your association:**

### **By-law Questions:**

- 1. What is the purpose of your Tenants' Association?** Some groups meet only for tenant issues; others include a social function.
- 2. How many members should sit on your Executive Committee?** Membership numbers are optional as determined by the tenants' association (5-7 members – odd numbers are preferred to prevent tie votes).
- 3. What is the term of office for your Executive Committee members?** Committee positions can be one or two years, but should be reviewed and voted on at your Tenants' Association's Annual General Meeting.
- 4. How will members be re-appointed or dismissed if they are not representing the will of the tenants or they do not attend meetings?** Some groups require a 75% majority vote to dismiss representatives who are not fulfilling their role or who are absent from two consecutive meetings, without notice to and approval of the committee.
- 5. Decide how the group will fund itself?** Membership dues are essential. How much will people contribute and how often?
- 6. Who makes the decisions?** Decisions should be made by consensus of the membership or a majority vote in a democratic process, after all members' options are considered.
- 7. Who can be a member of the group?** Membership in your Tenants' Association should be open to every tenant with the exception of tenants employed by the landlord or property manager who could present a conflict of interest.

## Setting-up Your Tenants' Association

### **8. How often should general membership of your Tenants' Association meet?**

A minimum of one Annual General Meeting should be held to report the year's activities, to discuss new concerns and fiscal matters, and to select new representatives for the following year. You may want to hold other membership meetings during the year to update and educate members. "Special" meetings may be called when issues arise such as concerns about property standards or safety concerns, etc.

### **9. Who can call an Emergency General Meeting other than the Executive Committee?**

Members may call an Emergency General meeting with a set number of signatures from members in good standing.

### **General Procedural Guideline Questions:**

#### **1. What are the specific tasks for your Tenants' Association?**

Your group may decide to do an annual building inspection, to provide a tenant mediation role with the landlord or to only represent "shared" concerns.

#### **2. What are the responsibilities and limitations of your Association and the Executive Committee?**

Decide what functions the group is willing to take on, and outline what is not in its domain.

#### **3. What is the role of your Executive Committee members?**

Some associations are fairly informal and everyone takes turns at chairing or recording. However, it is necessary to have a specific person - or persons - responsible for handling the funds and membership lists.

#### **4. What resources do you need?**

Your group will need money for expenses such as photocopying charges, printing notices, meeting space, pens and paper, coffee or refreshments. Will your membership dues cover expenses or do you need occasional fund raising events or one-time collections as needed for legal issues or specific projects?

**The guidelines and by-laws you adopt help resolve conflicts in a proactive way and provide decision-making direction to the committee and membership. Copies should be given to each new member.**

*[Appendix C, Rules of Parliamentary Procedure] [Appendix E, By-laws]*

### Managing Your Tenants' Association

#### *Managing Meetings - Agenda*

**Meetings that are well prepared, focused and efficient are crucial to the success of your Tenants' Association.**

**Meetings that involve people and are upbeat are more inviting for people to attend.**

It may be enough to have one general membership meeting per year and monthly meetings for the Executive Committee. However, other meetings may be held at any time on a need-to-meet basis.

#### **1. The Agenda**

**To have an efficient meeting, it is important that your agenda be well organized.** Non-controversial issues where people are already in agreement or information items can be dealt with first. More controversial decisions should be introduced next as they require more time and energy and you will require enough time to deal with them. If a guest speaker is scheduled, it is a courtesy to accommodate their time and place them accordingly on the agenda. Your Tenants' Association (or speaker) may not wish to have the speaker present during the business portion of the agenda. *[Appendix F-1, Agenda]*

#### **2. The Meeting**

- Start the meeting promptly within five minutes of the start time.
- Welcome everyone, thank them for coming. Introduce new people.
- Introduce the Executive Committee.
- Have a copy of the bylaws and parliamentary procedure of your Tenants' Association available should questions arise.
- **Stick to the agenda.** If the group wanders off the agenda item and the topic is important, ask them politely if they want to add the new issue to the agenda list and bring the discussion back on topic.
- **Bring closure to each discussion** item by summarizing the main points and asking the group what they want to do about the issue. Ask for a motion from the floor and a seconder; allow the members to discuss the issue; and then hold a vote. **A majority carries the vote.**
- Close the meeting by reminding people of the decisions made and any commitments they have undertaken.
- Leave people feeling the meeting has accomplished results.
- Decide the date for the next meeting and thank people for coming.

### Concerns - Issues and Problems – Common steps for problem solving

#### *Concerns - Issues and Problems*

**Start by making a list of concerns from several members.**

Most people find sharing their concerns fairly easy. Make sure the meeting stays focused on the wider issues and not individual problems. Spending too much time on one person's problems can be frustrating to other tenants.

- Ask the group how many people share a specific problem.
- Put it on the list and move onto other problems.
- Designate a set length of time to list the concerns.
- And then move on to corrective action.

#### **Problem solving and finding solutions may be more difficult:**

Some actions may be fairly simple; other actions may require more information.

- Ask the group to identify the most pressing problems they want resolved. You can do this by a show of hands or by a vote.
- Ask for volunteers to investigate each of the priority issues and find what resources are available to help.

#### **Important steps when dealing with individual problems:**

- **Always ask the tenant who identifies a problem, what steps they have been taken to resolve the situation.**
- **IT IS VERY IMPORTANT that you emphasize to your members that all rental problems be given to management in writing with dates and basic information. The tenant must keep a copy of the complaint.**  
*[Appendix H, Maintenance Work Request]*
- **If the problem is not solved by management, no matter to whom it is sent for further action, that person will ask what the tenant did, and when, to solve the problem(s).**

### *Common steps for problem solving:*

1. **Define** what the rental problem is and name it.
2. **Clarify the problem** by finding out as much as possible.  
**Ask questions like:**
  - i. **How did the problem begin?**
  - ii. **Who is affected by it?**
  - iii. **Are other people impacted?**
  - iv. **What's the underlying issue?**
3. **Generate as many solutions** as possible without making any judgments.
4. **Choose the best solution** that is consistent with the goals of your Tenants' Association within the current tenant legislation and your city or township by-laws.
5. **Plan actions** to take and get volunteers to help. Outline the steps that are needed for each action. Ask your volunteers to report back to the group at the next meeting.
6. **Evaluate the progress** and success of the actions.
7. **If the problem is not progressing well**, other alternatives may need to be explored.



## Managing Your Tenant Association

### Actions you may wish to take:

If a Tenants' Maintenance Questionnaire was completed by tenants, you may wish to discuss the results and what to do about them. Your meeting should focus on the most important issues and what can be done about them.

### Choose actions that are most likely to succeed:

- Learn your legal rights and responsibilities. You may want to invite someone to talk about legal and by-law issues.
  - Do apartment and common area surveys to determine the problems and obtain more support from other tenants. *[Appendix A, Tenant Maintenance Questionnaire]*
  - Find out if there are other organized tenant groups nearby or in other buildings owned by the same landlord that may be able to help you.
  - Meet with the landlord to discuss resolution of problems.
  - Contact municipal authorities such as property standards or fire safety officers. *[Appendix K, Tenant Resource Directory]*
  - Contact regional authorities such as Regional Municipality of Waterloo Public Health, Social Services or Planning Housing and Community Services.
  - Refer tenants to resources in the community. *[Appendix K, Tenant Resource Directory]*
  - Talk to your local politicians about changes needed for improvement.
  - If all else fails, make an application at the Ontario Landlord & Tenant Board.
- **If you can not resolve the problems alone, contact R.E.N.T (Renters Educating & Networking Together). One of the R.E.N.T. members will return your call and suggest a method of resolving the problem.**

**R.E.N.T. can be reached through the *Community Information Centre* at 519-579-3800 ... Ask for R.E.N.T.**

### *Dealing with People*

**Many people bring different ideas and problem solving techniques to a meeting.** Differences are great, in that varying ideas and solutions can be found. How can you use these differences for your Tenants' Association's advantage? Most of us tend to think in set patterns and react in predictable ways. When problem solving, people need to be challenged to think beyond their usual pattern.

**Dr Edward De Bono has identified 6 different ways of thinking** that people can use to improve their performance. These "thinking hats" each have a different colour and have been outlined in a chart. You may want to use this tool to better understand your group and to use all types of thinking when trying to solve a problem. *[Appendix J-1, Colour Chart]*

### *Dealing with Difficult People*

You may have been at a meeting where someone's behaviour was distracting. In most cases problem behaviour is caused by a transient event in a person's life like lack of sleep, stress at home or other circumstances such as a lengthy meeting that does not have a concrete outcome. There are some people, however, who have ingrained behaviour that consistently creates difficulties.

**How do you recognize these people?** In the book, "Coping with Difficult People", Dr. Robert Bramson suggests you ask yourself the following questions:

1. Is there an event that triggered the problem behaviour?
2. Is this behaviour typically the way the person interacts or has that person acted differently in other situations?
3. Are you overreacting to the person's behaviour?
4. Will a direct, open discussion relieve the problem?

**If the answer is no to all of these questions,** you are probably dealing with a difficult person.

**How do you manage these behaviours?** Dr. Bramson outlines seven different types of people with difficult behaviours and how you can respond to them. R.E.N.T. has adapted a chart using these ideas, and included some methods our members have used to handle conflicts they have experienced. **This chart suggests ways to help associations cope.** *[Appendix J-2, "Coping with Difficult People Chart"]*

**Regardless of the personality type, the following tips will help keep a situation from getting out of hand:**

- Set ground rules for how people will interact at meetings.
- Close an argument between two people by restating what each has said and move on with the meeting.
- Discourage group members from personalizing the debate.
- Keep the discussion on the agenda issues.

### ***Keeping Records – Minutes, Financial Records, Membership Lists***

**Records of the tenants' association are important to keep** as they inform new Executive Committee members of past activities, decisions and solutions tried in the past. These records must be passed onto new committee members each year.

**There are three types of records your Tenants' Association should keep.**

1. **Minutes** of the important decisions made by the group. (Secretary's role)  
*[Appendix F-2, Minutes]*
2. **Financial records** of how much money is collected, the amount spent and the amount on hand. (Treasurer's role)  
*[Appendix D-1, General Financial Ledger]*
3. **Membership lists** showing who has joined, paid their dues and gives their contact information. (Treasurer's role)  
*[Appendix B-1, Membership Lists]*

### ***Communications***

**Personal contact** is the best way to keep people informed and that is why the floor captain system is helpful.

**Other ways you may wish to communicate are by:**

- Asking the landlord for space for a bulletin board.
- Publishing a newsletter.
- Establishing a suggestion box.
- Making and posting a list of the floor captains.

## Launching Your New Tenants' Association – Working with R.E.N.T.

The information in this manual is meant to help your association get started and provide you with a few tips on how to organize successfully. Each group is different and you will develop your own style of doing business.

- **“Talk-up” your Tenants' Association in your building.** Be visible and work to promote friendliness. As tenants start talking to each other a whole new atmosphere is created, and a sense of community develops in your apartment building. You will find an improved quality of life for everyone!
- **Include your landlord at any social functions** and work to co-operate wherever possible. If you achieve a good working arrangement with your landlord, everyone will benefit in the long run.
- **Next step – Join “R.E.N.T.”** [Renters Educating and Networking Together]

**Now that you have formed a Tenants' Association, your group should become a member of the tenant coalition in Waterloo Region called R.E.N.T.**

Our members are informed of current tenant issues, legislation and broader tenant concerns. We put tenants' associations in touch with each other for mutual support. We encourage you to select one of your members to join the R.E.N.T. Executive Committee as a Member-at-Large. In this way we are best able to communicate, participate in decisions, and keep abreast of local and provincial issues.

**The principle behind a tenants' association is that people are stronger and more effective when they work together. The R.E.N.T. coalition unites tenant efforts.**

***GOOD LUCK WITH YOUR TENANT ORGANIZING EFFORTS***

**When you are ready to organize... We are ready to help!**

**Contact R.E.N.T. for further information:**

**R.E.N.T. Representative - Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**- Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Or Call: Community Information Centre: 519-579-3800**  
**Ask for R.E.N.T.**

### Sources:

The following sources were consulted in the compilation of this manual.

Bramson, R.M., *Coping with Difficult People*, New York: Anchor Press/ Doubleday, 1981

De Bono, Edward, *Six Thinking Hats*, Toronto: Key Porter Books Ltd., 1985

Federation of Metro Tenants' Associations, *Tenant Organizing Manual*, 2003  
Retrieved July 9, 2003, <http://www.torontotenants.org/organizing%20manual.pdf>.

Government of Ontario, *Residential Tenancies Act, 2006*, Section 83 & 233,  
<http://www.e-laws.gov.on.ca>

United Way of Canada, *Board Basics Manual*, Guidelines for a Successful Leader,  
Section 3, pages 3B - 42-44. All rights reserved.

**Tenant Maintenance Questionnaire ...1 / 2**

**Personal Information:**

Please complete and return to your Tenant Association representative to assist the association to assess the maintenance problems and establish the concerns of tenants. If you require more space, write on the back or attach another page.

Name: \_\_\_\_\_ Apartment Number: \_\_\_\_\_  
Please Print

Phone Number(s): (home) \_\_\_\_\_ (work) \_\_\_\_\_

When did you rent the apartment? \_\_\_\_\_

Number of Bedrooms: \_\_\_\_\_ Rent Paid: \_\_\_\_\_

Lease: yes ( ) no ( ) Separate Charges: \_\_\_\_\_

Lease runs from: \_\_\_\_\_ to \_\_\_\_\_

**Maintenance:**

Describe any maintenance problems which you have had since you moved in:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Complaints made to landlord and/or superintendent/property manager (when, how & results):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Areas of Complaint:**

**Bathroom:** Paint ( ) Faucets ( ) Light fixtures ( ) Exhaust fans ( )  
 Walls ( ) Sink ( ) Flooring ( ) Shower ( )  
 Toilet ( ) Tile ( ) Bathtub ( )  
 Ceiling ( ) Door/lock ( ) Outlets ( )

Other details:

\_\_\_\_\_  
 \_\_\_\_\_

**Bedrooms:** Walls ( ) Ceiling ( ) Flooring ( ) Paint ( ) Outlets ( )  
 Wiring ( ) Closets ( ) Windows ( ) Door ( ) Lighting ( )

Other details:

\_\_\_\_\_  
 \_\_\_\_\_

**Tenant Maintenance Questionnaire ...2 / 2**

**Kitchen:**

- Stove ( ) Cupboards ( ) Plumbing ( ) Windows ( )
- Burners ( ) Counter ( ) Refrigerator ( ) Lighting ( )
- Oven ( ) Walls ( ) Flooring ( ) Exhaust ( )
- Outlets ( ) Sink ( ) Paint ( )

Other details:

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**Living Room:**    Paint ( )    Windows ( )    Lighting ( )    AC Outlet ( )

**Dining Room:**    Walls ( )    Ceiling ( )    Flooring ( )    Outlets ( )

Other details:

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**Other Apartment Items:**    Balcony ( )    Smoke Detector ( )    Halls ( )

Entrance ( )    Storage ( )

Other details:

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**Common Areas:**    Hallways: \_\_\_\_\_

Elevators: \_\_\_\_\_

Laundry Room: \_\_\_\_\_

Lighting: \_\_\_\_\_

Heat: \_\_\_\_\_

Water: \_\_\_\_\_

Security: \_\_\_\_\_

Pool/sauna: \_\_\_\_\_

Parking: \_\_\_\_\_

Landscape: \_\_\_\_\_

Snow Removal: \_\_\_\_\_

Fire Alarm and Extinguishers: \_\_\_\_\_

Other details:

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Have problems increased or decreased over time? (Give details)

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 <p>Tenants' Association Membership Card</p> <p>Date: _____ Apartment: _____ Name: _____ Please show card at meetings</p>	 <p>Tenants' Association Membership Card</p> <p>Date: _____ Apartment: _____ Name: _____ Please show card at meetings</p>
 <p>Tenants' Association Membership Card</p> <p>Date: _____ Apartment: _____ Name: _____ Please show card at meetings</p>	 <p>Tenants' Association Membership Card</p> <p>Date: _____ Apartment: _____ Name: _____ Please show card at meetings</p>
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## A Brief Outline of Generally Accepted Rules:

**1. Purpose:** The purpose of any meeting is to ascertain the opinion of everybody, as a group, upon some matter. To understand the question and make an intelligent decision, discussion is necessary. Some order must exist; some control must be established and rules be laid done.

**2. Motions:** One of the cardinal principles of parliamentary procedure is that without a “motion” and questions, there is no debate. There must be a defined subject presented to the meeting, otherwise, there can be no questions or discussion and all remarks are irrelevant. Before any question may be discussed at a meeting, it must be submitted in the form of a motion, which is moved by one member and seconded by another. (If possible, the motion should be submitted in writing to ensure accuracy.) The motion is then read aloud by the chairperson. The motion is then open for debate and may be accepted, amended or rejected by a vote of the members.

**3. Amendments:** Amendments to a motion may be proposed at any time during the discussion. No amendment may be entertained which has the effect of nullifying the main motion. An amendment must be relevant to the subject matter of the motion and may amend it in only one of three ways:

1. By leaving out certain words;
2. By adding certain words; or
3. By deleting certain words and replacing them with others.

**4. Number of Amendments:** In order that discussion may be confined within reasonable bounds, not more than two amendments may be before the meeting at one time. However, as soon as one amendment has been accepted or rejected, another may be proposed, provided it is different from the one already defeated.

**5. Withdrawal of Motions:** Withdrawal of motions is permitted only by consent of the mover and seconder. Any amendments must first be withdrawn in reverse order, with full consent of their sponsors. If any one of these should refuse consent, then the motion must stand.

**6. Irrelevant Remarks:** Irrelevant remarks should be stopped immediately by the chairperson. A person who has already spoken on the question should not be allowed to speak again until all those desiring to speak have been heard (at the chairperson’s discretion). Only one speaker may have the floor at a time. No one may speak until the person has been recognized by the chairperson.

**7. Voting:** Voting on motions and amendments is in the reverse order in which they are made:

- a) On the amendment to the amendment, or the second amendment;
- b) On the amendment;
- c) On the motion – OR - the motion as amended.

**8. The Ballot:** The ballot is a secret vote designed to ensure privacy for members. A ballot may be used for any vote. Usually, the provision is also made that when any member requests a ballot, instead of an open vote, it shall be granted by the chairperson.

**9. Deciding Vote:**

**Verbal vote:** Normally, the chairperson does not vote on a verbal motion except in the case of a tie. In a tie vote, the chairperson customarily votes against the motion on the assumption that, if half the members are opposed, the matter should not be forced upon them. The chairperson should explain to the members the reason for voting in this manner.

**Secret Ballot:** Where voting is done by secret ballot and the chairperson has already voted, the chairperson has the right to an additional vote to break a tie.

**10. Quorum:** A quorum is the minimum number of members who must be present to validate the proceedings at a meeting. A quorum is generally set at a small number within the association’s by-laws, sufficient to ensure the ability to carry on business. Without a quorum, no business may be transacted.

**11. Adjournment:** A motion to adjourn may be moved at any time; it is not debatable. If a motion to adjourn is sought at a time other than the regular time, discussion is permitted on that motion only. The motion requires a simple majority and, if passed, the meeting ends – if rejected, the business continues.

**The foregoing are general guidelines only.**

**Your Tenants’ Association may wish to accept other rules, agreed upon by your general membership. It is best to have your own Tenants’ Association’s rules in written form for reference should any questions of procedure arise.**

For more specific guidance, you may wish to read “Robert’s Rules of Order”.



**Anywhere Apartment  
Financial Report  
January 11, 200X**

**Balance Sheet:**

<b>Revenue</b>	<b>Projected Budget</b>	<b>Actual</b>
Membership Dues	\$150.00	\$125.00
Fund Raising	\$200.00	\$175.00
Donations	\$ 25.00	\$ 10.00
Refreshments	<u>\$ 50.00</u>	<u>\$ 15.00</u>
<b>Total Revenue</b>	\$425.00	\$325.00
<b>Expenses</b>		
Supplies	\$ 30.00	\$ 10.00
Refreshments	\$ 25.00	\$ 5.00
Room rental	<u>\$ 75.00</u>	<u>\$ 25.00</u>
<b>Total Expenses</b>	\$130.00	\$ 40.00
<b>Net Income</b>	<b>\$295.00</b>	<b>\$285</b>

**BY-LAWS OF THE \_\_\_\_\_ TENANTS' ASSOCIATION**

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**OBJECTIVES:**

- **To work to improve communication and co-operation** between management and tenants, to ensure proper maintenance of the building, facilities and services for our tenants.
- **To assist tenants** who require help in resolving problems with management so that corrective action can be identified and carried out.
- **To inform and educate tenants** of their legal rights and obligations.
- **To provide networking opportunities** and communication with other tenant associations and community services which deal with issues affecting tenants.
- **To improve the quality of life** and foster a sense of community among the tenants.

**MEMBERSHIP:**

Open to all bona fide residents at this address: \_\_\_\_\_

Membership is not open to the property's owners, members of their immediate family, their employees or agents.

Each member authorizes the President and Executive members to represent the tenant in dealing with management, government authorities and any other parties in matters regarding, but not restricted to unit and property conditions.

**MEMBERSHIP FEES:**

Membership dues to pay for the operating expenses of the Association will be collected annually, at the rate of \$ \_\_\_\_ .00 per apartment, per year. Fees are payable on joining the Association, and renewable annually on a date set by the Association Membership. Membership fees will be reviewed at the Annual General Meeting, and accepted by a majority vote of members in attendance.

**EXECUTIVE COMMITTEE:**

The Executive Committee shall be comprised of, but not limited to the following officers:

(Optional as determined by the association - 5 to 7 members - desired number—prevents tie vote)

• **President / Chairperson:**

Presides over meetings, represents the Association publicly, co-ordinates the activities of the Executive Committee, and is responsible to adhere to the Association's By-laws.

• **Vice-President / Vice-Chairperson:**

Presides over meetings in the absence of the president, may be a signing officer, assists in coordinating activities of the Executive Committee, maintains liaison with Committee Chairpersons and other representatives of the Executive Committee. The Vice-President / Vice-Chairperson shall represent the President as instructed by the President.

**Secretary / Recorder:**

Shall record minutes of all Executive and general membership meetings, and see to the timely production and distribution of said minutes. The Secretary co-ordinates and is responsible for the timely distribution of all meeting notices and Association's Newsletters.

- **Treasurer:**

Is responsible to keep the accounts and books of the Association, record and maintain membership lists of paid members, and act as the primary signing officer for the accounts of The Association.

- **Optional:**

**Committee Chairs, Members-At-Large, or other members as needed:**

The Executive Committee or the general membership may from time to time determine the advisability of creating new committees and new officers for these committees and may appoint individuals to fill said offices.

The Chairperson of these new committees may sit on the Executive Committee and, by the agreement of a majority of the Executive, be given a vote on matters discussed.

Such offices and appointments shall be ratified at the next Annual General Meeting.

**Signing Officers:**

The signing officers of the Association's accounts shall be the Treasurer and one of the following: President, Vice-President or Secretary. If the officer of Secretary-Treasurer has been appointed, a second signature is still required.

**Terms of Office:**

The above officers are elected at the Annual General Meeting (AGM) of the Association which is to be held in \_\_\_\_\_ (*select a month*) of each year, at the call of the Executive Committee. Terms of Office are usually 1 or 2 years. If a 2 year term is established, half of the committee should be selected on alternate years to retain continuity of operation.

An office that has been declared vacant, for any reason, may be filled by appointment of the Executive until the next Annual General Meeting.

**Executive Meetings:**

The Executive Committee shall meet at least five times each year or more frequently if deemed necessary. Members of the Association may make representation at any meeting in person or in writing, by giving due notice to the Executive Committee at least one day prior the meeting.

**Resignation - Loss of Office**

- **If a member of a committee is absent** for more than two meetings in a row, without notice to the Secretary and the approval of the committee, he/she will be assumed to have resigned from this committee.

- **Also, a committee member may resign** during his/her term of office.

- **In either case**, the Executive Committee may then proceed to appoint a replacement to fill such vacancy as set forth above, by a majority vote of committee members.

**Removal From Office – Revoke of Membership:**

- Any Executive Committee member or other committee officer may be removed from office of the Association by a 75% majority vote of those members in good standing in attendance at the meeting.
- Any tenant's membership may be revoked by a 75% majority vote of those members in good standing in attendance at the meeting.

**In either case** a general membership meeting must be called for that purpose and all members in good standing must be notified in writing at least seven (7) days prior to the meeting. The notice must specify that the removal from office or loss of membership of this member is to be discussed and/or voted upon. **The member** in question is to receive written notification of this meeting and the reason for this action at least seven (7) days in advance, and permitted to attend and speak.

**ANNUAL GENERAL MEETING (AGM):**

- Annual General Meeting of the Association will be held each \_\_\_\_\_ *(select a month)* at the call of the Executive Committee.
- Written notices and a meeting agenda are to be delivered to each member at least seven (7) prior to the meeting.
- The Executive Committee or other committee members are to be elected at this AGM. Any committee vacancy occurring between annual meetings may be filled by a person or persons appointed by the Executive Committee, to serve until the AGM. The general membership then votes for the position.
- At the AGM, any business relative to amendments of By-laws, fiscal matters, annual dues of the Association, or other such business which must be voted on by the general membership, must be presented and voted upon by those in attendance.

**MEMBERSHIP MEETINGS – SPECIAL MEETINGS:**

General meetings of tenants will be held from time to time, as determined by the Executive Committee, to communicate with and provide education for the tenants.

**EMERGENCY GENERAL MEETINGS:**

Members may call an Emergency General Meeting by submitting a written request to a representative of the Executive Committee, signed by at least 10% of the regular membership in good standing and giving at least 24 hours' notice.

**VOTING PRIVILEDGES:**

Each member in good standing shall be permitted to vote at any membership meeting on the basis of one vote per member. A motion shall be passed by a majority of the members in attendance at the meeting. A secret-ballot vote may be requested by any member.

**QUORUM:****General and Annual Meetings:**

General meetings will have a quorum if 25% of members in good standing are present. If the specified quorum is not reached, another meeting may be called no later than 21 days after, and the quorum for that meeting shall be at least 15% of the members.

**Executive and other Committee meetings** shall have a quorum if 50% of the members are present.



**RULES AND REGULATIONS:**

The Executive Committee may, from time to time, enact rules and regulations regarding this Association by a majority vote. Such rules and regulations are subject to ratification or rescission at any general meeting of the tenants.

**AMENDMENTS:**

These by-laws may only be amended at an Annual General Meeting, by a majority vote of members in good standing in attendance at the meeting. Notice of any proposed amendments, including the reason for the proposed changes, shall be included in the notice of the said AGM, and must be provided to all members not less than seven (7) days prior to said meeting.

**DISSOLUTION:**

If for any reason the Association should cease to operate, the distribution of all funds held by the Association shall be determined at a special general meeting of all members in good standing:

**The parties below hereby covenant and agree that the by-laws as stated above have been accepted by majority vote of the general membership of this Tenants' Association.**

**Dated at, \_\_\_\_\_, Ontario this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_**  
*City* *Month*

<b>Title:</b>	<b>Name:</b>	<b>Apt. Number</b>	<b>Telephone</b>
<b>President:</b>	_____	_____	_____
<b>Vice President:</b>	_____	_____	_____
<b>Secretary:</b>	_____	_____	_____
<b>Treasurer:</b>	_____	_____	_____

**Please Note: The By-laws listed above are for your consideration only.**

- **You should not copy these by-laws without regard to the specific needs and make-up of your Association.**
- **Change any clause by discussing the matter with your general membership.**
- **Amendments are always possible if a by-law does not serve its purpose for your Association.**

**Agenda**  
**Anywhere Tenants' Association**  
**Date: January 11, 200X, 7:00 p.m.**  
**Location: Tenant Lounge**

- 1. Call the Meeting to Order**
  - a) Welcome & Introductions**
  - b) Approval of Agenda**
  
- 2. Minutes of Last Meeting – Approval**
  
- 3. Business Arising from Minutes**  
(if there are any unfinished items from last meeting)
  
- 4. Guest Speaker** (if any)
  
- 5. Treasurer's Report**
  
- 6. Committee Reports**
  
- 7. New Business**
  
- 8. Correspondence**
  
- 9. Other Business**
  
- 10. Date of Next Meeting**
  
- 10. Adjournment**

**Anywhere Tenants' Association**  
**Meeting Minutes**

*(Identify type of meeting)*

**Date: January 11, 200X**

**Location: Tenant Lounge**

**1. Call the Meeting to Order:**

The chairperson usually calls the meeting to order. The Secretary records who called the meeting to order and at what time. The Secretary also records the names of the Executive Committee present and the number of members and guests.

**a) Welcome and Introductions.**

**b) Approval of the Agenda:** The Chairperson calls for a motion to approve the Agenda as printed. At this time, anyone wishing to add an item to the Agenda should request that it be added at a specific location on the Agenda, or left to Other Business. (People may not be familiar with parliamentary procedure - it is best to ask if anyone has any changes or additions) The chairperson amends the Agenda, and calls for a motion to approve the Agenda as amended. The Secretary notes all changes in the minutes. If there are no changes, the motion will read:

“The Agenda was accepted as circulated”

Moved by Jane Smith                      Seconded by Jim Jones

**2. Approval of the Minutes of the Last Meeting:**

The Chairperson calls for a motion to approve the minutes. At this time, the minutes may be amended if any error was made in the records. If so, once corrections are made and noted by the recording secretary, a motion to approve the minutes as amended is called for. If there are no changes, the motion will read:

“The Minutes were accepted as circulated.”

Moved by Dave Black                      Seconded by Betty Miles

**3. Business Arising from the Minutes:**

The minutes should accurately reflect any actions or directions which should have been accomplished since the last meeting. Outcomes from these actions are now addressed. If there is no business from the last meeting, there is nothing to report on or discuss and the chairperson may then say:

“There is no Business Arising from the Minutes and we shall move on.”

**4. Guest Speaker (if any):**

Someone from the Executive Committee introduces the guest speaker.

Someone from the membership thanks the guest speaker.

The Secretary records these names and a few brief notes from the presentation.

**5. Treasurer's Report:**

The Treasurer gives a current financial report and membership report.

**6. Committee Reports:**

If there are no committee reports, or if the tenants' association has organized the Executive in another manner, this section should be set-up to follow the format your Association has arranged. If you have a Newsletter Committee, a Tenant Liaison Committee, or any other committee, the chairperson of that committee presents the reports.

**7. New Business:**

At this point you list the new items or issues to be discussed and determine how the executive will deal with them.

**8. Correspondence:**

Any letters the Executive has sent or received, as well as any pamphlets or any other information received in written form is circulated. This agenda item may also come after items number two or three.

**9. Other Business:**

Items that may not be related to the ongoing activities of the association or Executive are addressed here. For example, announcements of out-of-town speakers coming to the community, special events, charitable drives, or issues of interest to the executive or general membership could be shared at this time.

**10 Date of Next Meeting:**

The Chairperson arranges the date of the next meeting with the membership, and the members are asked to record the date as an advance notice.

**11. Adjourn:**

A motion is made to defer items not addressed in this meeting prior to adjournment. The Chairperson calls for a motion to adjourn the meeting.

Apartment number: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Note:** It is important to take pictures of your apartment when moving in and when moving out to verify conditions.

Overall impression of rooms in rental		Condition	Notes
Living Room			
Dining Room			
Kitchen			
Bathroom			
Bedroom 1			
Bedroom 2			
Deck			
Storage			
Detailed Inspection			
Kitchen	Satisfactory	Repairs Required	General comments:
Plumbing			
Electricity			
Stove			
Fridge			
Taps			
Cupboards			
Walls			
Pests			
Counters			
Other			

<b>Bathrooms</b>	<b>Satisfactory</b>	<b>Repairs Required</b>	<b>General comments:</b>
Plumbing			
Electricity			
Shower/tub			
Toilet			
Taps			
Cabinets			
Walls/Tiles			
Pests			
Other:			
<b>Living Area</b>	<b>Satisfactory</b>	<b>Repairs Required</b>	<b>General comments:</b>
Floors			
Windows			
Walls/Plaster			
Lights/Outlets			
Buzzer			
Balconies			
Locks			
Pests			
Other:			
<b>Bedrooms</b>	<b>Satisfactory</b>	<b>Repairs Required</b>	<b>General comments:</b>
Floors			
Windows			
Walls/Plaster			
Lights/outlets			
Other:			
<b>List of Damages:</b>			
<i>[Use additional page if necessary]</i>			

\_\_\_\_\_  
Signature of Landlord or representative

\_\_\_\_\_  
Signature of Tenant

Position: \_\_\_\_\_

**Make at least 2 copies of each page: 1 for your personal records / 1 for the Landlord / and an extra copy for use as needed**

# Maintenance Work Request

## Maintenance Work Request

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Permission To Enter: Yes ( ) No ( )

Address: \_\_\_\_\_  
*Street city Apt. Number*

Requested by: \_\_\_\_\_ *(Tenant signs)*

Phone Number: \_\_\_\_\_ (home) \_\_\_\_\_ (work)

Repair(s) Requested (Please be specific):

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Superintendent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

.....

**Parts/Materials Replaced/Repaired:**

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**Date Work Completed:** \_\_\_\_\_

**Print 4 copies: One for each person below:**

**1: Tenant    2: Landlord    3: Superintendent    4: Tenant Association**

**[It is very important that the tenant retains a copy for personal records]**

### FIVE KEY SKILLS FOR A SUCCESSFUL LEADER ARE:

1. **Keeping the group on topic and keeping the meeting on time.** Often a group's discussion can get off topic and people need a gentle reminder to focus on the issues at hand.
2. **Gaining participation from the group.** Some people are naturally talkative and may take over the discussion. You can ask the group to sit quietly for a few minutes to think about the issue and then give out their ideas. Once one person has contributed, thank him or her and then turn your attention to other people and ask them about their ideas.
3. **Communicating clearly.** Sometimes people may get frustrated because they feel they are not being heard or understood. A good way to avoid misunderstanding is to rephrase what you think they have said. "So what I hear you saying is ....." -- "Is this correct?"
4. **Framing the discussion for agreement.** When the meeting starts to drag and time is running out or when people start to repeat themselves, it becomes a good opportunity for the chair to provide a brief summary of the discussion points made and to point out where people seem to agree and where they differ. It helps people frame and refocus on the issues that have to be resolved. It is important to check the accuracy of your summary with the group. The points of agreement can help people decide which decisions /actions they are comfortable with.
5. **Managing disagreements.** Conflict is a given in any group of people. Conflict allows you to check underlying assumptions and values of people in the group. Bring hidden conflicts into the open. State the problem objectively and do not make it into a personal attack against another person. Tell the group it is a shared problem that needs to be addressed.

If two people in the group become antagonistic towards each other, move the discussion away from them. Say "we seem to have a difference of opinion here, are there other points of view?" or ask the group what they like about person A's idea and what they like about person B's idea and move the group forward by taking ideas from each person. If you are not able to resolve the conflict, summarize the points of disagreement and leave the contentious issue. Re-phrase the problem and come back to it later.

*These materials from the [www.boarddevelopment.org](http://www.boarddevelopment.org) Website have been used with permission from United Way of Canada - Centraide Canada. All rights reserved.*



This chart depicts Dr. Edward De Bono’s 6 different ways of thinking that people can use to improve their performance. These “thinking hats” each have a different colour. They are outlined in this chart along with their characteristic pattern of thinking. By considering all types of thinking, the best solutions may be achieved.

<b>Colour</b>	<b>Pattern of Thinking</b>
<b>BLUE: COOL CONTROL</b>	Blue is associated with coolness and control. These thinkers are focused and make sure that things are done in orderly fashion. They make sure the rules are kept; they keep the meeting on track and keep people focused (Good qualities for a chairperson to have). They encourage the group to use all types of thinking in problem solving. Blue thinkers realize that the success of their efforts depends on the volume of ideas created. All ideas are considered.
<b>WHITE: FACTUAL APPROACH</b>	White is an objective or neutral colour. The white thinker looks at facts and figures; opinions or interpretations are not offered. Information presented is neutral and objective.
<b>YELLOW: POSITIVE APPROACH</b>	Yellow is associated with the sun and brightness. A yellow thinker looks at all of the positive aspects with a spectrum that extends from the logical and practical to the dreams, visions and hopes. They generate concrete proposals and are concerned about making things happen.
<b>BLACK: COUNTER- ALTERNATIVE</b>	Black is the colour associated with the negative side of thinking. A black thinker looks at the negative prospects; what is wrong or faulty, the risks and dangers and “what-ifs”. This type of thinking helps the group to come up with alternative solutions. With new ideas, yellow thinking should always be used first.
<b>RED: INTUITIVE ALTERNATIVE</b>	Red is associated with emotions and legitimizes them as an important part of thinking; it allows people to explore the feelings of others without having to justify or provide a logical basis. It includes hunches and intuition.
<b>GREEN: NEW ALTERNATIVE</b>	Green stands for growth, newness and fertility. Green thinkers search for alternatives and generate new ideas. Green thinkers move from one idea in order to reach a new one.

Reference: De Bono, Edward, 1985, Six Thinking Hats, Key Porter Books Ltd., Toronto.

## Coping with Difficult People Chart ... 1 / 4

This chart depicts Dr. Robert Bramson's seven types of difficult people and gives you some ideas on how to cope with ingrained behaviours that may be disruptive to your association.

<b>Know-it-alls: There are two types: 1) Bulldozers and 2) Balloons</b>		
<b>Personality Type</b>	<b>Traits Exhibited</b>	<b>Your Response</b>
<b>1. Bulldozers</b>	<p>* <b>Bulldozers</b> can't stand uncertainty and impose their own order on everything they can – the more they know; the more control they have.</p> <p>* They display power, authority and self sufficiency in a condescending manner.</p> <p>* They use knowledge as a power tool to feel superior; other people's ideas / knowledge are irrelevant.</p>	<p>* Listen to them, acknowledge and paraphrase back what they have said.</p> <p>* Disagree by raising questions and exploring alternatives. Do not confront them!</p> <p>* Avoid being the counter expert, acknowledge their expertise and allow them time to reflect; Know your facts thoroughly!</p> <p>* Let them be the experts and maintain your own sense of integrity – equalizing the relationship.</p>
<b>2. Balloons</b>	<p>* <b>Balloons</b> are the phony experts. They seek respect and admiration by acting like an expert when they are not.</p> <p>* They are quite curious and good collectors of information but they often do not have all the facts and may be blowing up the little they do know.</p> <p>* They are often unaware they are talking about something they don't know much about.</p>	<p>* State correct facts or alternative information with your perception of reality.</p> <p>* Provide a way for the balloon to be saved from embarrassment. Thank them for their thoughts, state what you know and ask others what they know.</p> <p>* Face them with the real facts on a one to one basis.</p>

*[Bramson, R.M., Coping with Difficult People, New York: Anchor Press/ Doubleday, 1981]*

<b>Hostile-Aggressive: There are three types of hostile-aggressive behaviours</b> <b>1. Sherman Tanks, 2. Snipers, &amp; 3. Exploders.</b>		
<b>Personality Type</b>	<b>Traits Exhibited</b>	<b>Your Response</b>
<b>1. Sherman Tanks (S.T.)</b>	<ul style="list-style-type: none"> <li>* The <b>S.T.</b> approach is to attack anyone they believe to be inferior - who appears weak and insecure.</li> <li>* They need to be right &amp; will plow over others to prove a point.</li> <li>* They have a strong sense of what others should do but very little sense of how their actions impact others.</li> </ul>	<ul style="list-style-type: none"> <li>* Stand your ground. Keep calm.</li> <li>* Give them time to settle down.</li> <li>* Call out their name in a loud clear voice and ask them to sit down. Stand if they remain standing and keep eye contact.</li> <li>* State your point of view assertively without attacking theirs’ –give merit to some of their points.</li> <li>* Keep the lead by returning to the agenda and continue being friendly.</li> </ul>
<b>2. Snipers</b>	<ul style="list-style-type: none"> <li>* <b>Snipers</b> use innuendos, under-the-breath remarks and teasing to undermine others.</li> <li>* They feel strongly about how others should think &amp; act – they have difficulty seeing other peoples’ perspectives.</li> <li>* They may distract others by holding side conversations, talking about unrelated issues.</li> </ul>	<ul style="list-style-type: none"> <li>* Bring the issue into the open by asking -“What do you mean by that action or comment?”</li> <li>* Avoid direct attacks by asking “is there something you would like to contribute to the meeting?”</li> <li>* Seek the group’s opinions on the snipers’ comments.</li> <li>* Prevent sniping by building problem solving into your meetings.</li> <li>* Defer any new issues to the end of the agreed upon agenda.</li> </ul>
<b>3. Exploders</b>	<ul style="list-style-type: none"> <li>* <b>Exploders</b> have adult temper tantrums that erupt when plans/ideas have been thwarted or they feel threatened.</li> <li>* Tantrums are used as an equalizing mechanism to give power over important decisions.</li> </ul>	<ul style="list-style-type: none"> <li>* Call out their name or stand up to get their attention.</li> <li>* Wait for the outburst to end.</li> <li>* Say quietly “I can tell this matter is important to you – let’s discuss it quietly.”</li> <li>** If the concern is a non-agenda item, suggest a time after the meeting is finished to talk.</li> </ul>

Personality Type	Traits Exhibited	Your Response
<b>Complainers</b>	<ul style="list-style-type: none"> <li>* <b>Complainers</b> find fault with almost everything and want someone else to fix the problem so that they are not held accountable and can blame others for failure.</li> <li>* They need to feel blameless and morally correct by complaining about the inadequacy of others.</li> <li>* Complaining is the only active thing they can do as they feel powerless over their own lives.</li> </ul>	<ul style="list-style-type: none"> <li>* Listen carefully to their complaints; acknowledge and paraphrase – the complainer will feel more empowered.</li> <li>* Don’t agree or disagree with their allegations – State and acknowledge facts without comment.</li> <li>* Move to a problem solving mode: name the problem, get the person involved by assigning tasks like researching the situation, outlining possible actions and alternatives. Form a subcommittee to work with the complainer.</li> </ul>
<b>Clams</b>	<ul style="list-style-type: none"> <li>* <b>Clams</b> are more than quiet people. They react to disagreeable situations by clamming up and refusing to respond.</li> <li>* Silence may be used as a way to hurt or control people.</li> </ul>	<ul style="list-style-type: none"> <li>* Ask open ended questions – “you look upset by this – what are your thoughts?”</li> <li>* Provide silence and allow the person to respond.</li> <li>* Take note of what the clam does say and acknowledge it during the meeting.</li> </ul>
<b>Super-agreeables</b>	<ul style="list-style-type: none"> <li>* <b>Super-agreeables</b> want to be liked by everyone.</li> <li>* They agree with everyone about everything even if they contradict themselves.</li> <li>* They will volunteer for every job and will often not follow through.</li> </ul>	<ul style="list-style-type: none"> <li>* Make them feel safe enough to disagree with you.</li> <li>* Tell them they are valued as a person &amp; ask questions indicating interest in them.</li> <li>* In conflict, look for win-win situations. See what they would like to happen and what you are willing to give up.</li> <li>* Limit the number of things they volunteer to do – thank them for volunteering but tell them others also need to participate.</li> </ul>

**“Coping with Difficult People Chart” ... 4 / 4**

<b>Personality Type</b>	<b>Traits Exhibited</b>	<b>Your Response</b>
<b>Negativists</b>	<ul style="list-style-type: none"> <li>* Although capable, <b>negativists</b> are the wet blankets in the group - often saying, “it’s been tried before and didn’t work..”</li> <li>* They believe that any task not in their hands will fail.</li> <li>* They spread feelings of helplessness and hopelessness as they believe the people in power don’t care.</li> </ul>	<ul style="list-style-type: none"> <li>* Don’t get dragged into the pit of negativity.</li> <li>* Point out the successes in solving similar problems in the past.</li> <li>* Point out the possible negative and positive outcomes yourself.</li> <li>* Enlist the help of others by giving them advance time to think about situations.</li> <li>* Counter the negativists’ control of the discussion by asking other people for positive ideas.</li> </ul>
<b>Indecisives or Stallers</b>	<ul style="list-style-type: none"> <li>* <b>Stallers</b> are helpful souls who put off making a decision that might upset someone.</li> <li>* Waiting to respond allows time for the issue to become irrelevant.</li> <li>* Not making a decision allows them to be honest without hurting someone.</li> </ul>	<ul style="list-style-type: none"> <li>* Ask about their reservations or conflicts?</li> <li>* Listen for hesitancy or omissions that might prove useful clues to problem areas.</li> <li>* Offer to problem solve and prioritize with them.</li> <li>* Emphasize the positive outcomes of proposed solutions.</li> <li>* Continue the discussion and give them time make their decision.</li> <li>* Watch for signs of withdrawal or anger. Offer to meet with them to learn more after the meeting.</li> </ul>

Reference:

*Bramson, R.M., Coping with Difficult People, New York: Anchor Press/Doubleday, 1981*

Revised June 2007

Your Concern(s)	Who Can Help You (Area Code 519)	What They Can Do	You need to.....
<p><b>1. Building codes &amp; property standards</b></p>	<p><b><u>Municipalities:</u></b>                      * <b>Cambridge</b> 740-4613 ext.4509                      * <b>Kitchener</b> 741-2330                      * <b>Waterloo</b>747-8557                      * <b>North Dumfries</b> 621-0340                      * <b>Wellesley</b> 699-4611                      * <b>Wilmot</b> 634-8444                      * <b>Woolwich</b> 669-1647</p>	<p>* Inspect the building.                      * Enforce building codes &amp; city/township by-laws.                      * Enforce some health and safety standards.                      * Please note: Besides the provincial building code, each city and township has separate bylaws that could be enforced differently.</p>	<p>* Phone first - leave your name and telephone number.                      * You may be asked to write a letter to your landlord as a first step (keep a copy).                      * If your landlord has not responded favorably within two weeks, call again and an inspection will be done.</p>
<p><b>2. Fire safety &amp; electrical hazards</b></p>	<p><b>Electrical Safety Authority</b> 746-3040  <b>Fire Prevention Divisions:</b>                      * <b>Cambridge</b> 621-0754                      * <b>Kitchener</b> 741-2495                      * <b>Waterloo</b> 884-2122  <b><u>Townships of:</u></b>                      * <b>Wilmot</b> 634-8444                      * <b>Woolwich</b> 669-1647                      * <b>North Dumfries</b> 632-7956                      * <b>Wellesley</b> 699-4611</p>	<p>* Call in the Electrical Safety Authority if electrical fire hazards exist.                      * Provide fire safety sessions and written materials.                      * Conduct building inspections, re-inspections and court proceedings to ensure buildings meet the Ontario Fire Code.                      * Hold owner(s) responsible to correct deficiencies in their properties by issuing Fire Inspection reports.                      * Work cooperatively with Property Standards and By-law Enforcement Officers.</p>	<p>* Call fire department - leave your name, address, phone number and complaint.                      * Your call remains confidential and you remain anonymous.                      * Someone will follow up immediately.                      NOTE: The Fire Code is enforced throughout the province. Cities or townships may have different bylaws dealing with issues such as barbeques on balconies, visible street numbers, etc...</p>
<p><b>3.Cockroaches, rodents &amp; other pests</b></p>	<p>* <b>The City of Kitchener</b> 741-2330                      * <b>Public Health</b> 883-2008                      * <b>Other Pest Control: See yellow pages</b></p>	<p>* Deal with cockroach and mice infestations.                      * Provide advice on prevention and non-chemical methods to eradicate roaches.                      * Varies with the company.</p>	<p>* Call and leave your name and phone number.                      * Call or visit the PHD Resource Centre.                      * Pay for service; amounts vary.</p>

<b>Your Concern(s)</b>	<b>Who Can Help You</b> (Area Code 519)	<b>What They Can Do</b>	<b>You need to.....</b>
<b>4. Tenant education &amp; support</b>	<b>Community Info-Centre</b> 579-3800 <b>Ask for R.E.N.T.</b> [Renters Educating & Networking Together]	* <b>R.E.N.T.</b> – this regional tenant coalition can provide information sessions.  * Can connect you to other tenants.	* Call to book an information session.  * Attend a tenant meeting.  * Become a member.
<b>5. Person with HIV / AIDS</b>	<b>ACCKWA</b> 570-3687	* Can assist you find the kind of supportive housing you need.	* Call for more housing information.
<b>6. Finding an apartment/ room mate or other support</b>	<b>Housing Centres:</b> * <b>Cambridge</b> 622-0815 ext 315  * <b>Kitchener</b> 743- 2460 ext. 264	* Provide support to tenants and landlords.  * Help to find an affordable rent or a suitable room mate.	* Call for more information or drop-in.
<b>7. Landlord and tenant's rights and responsibilities</b>	<b>Landlord &amp; Tenant Board</b> Tel: 1-888-332-3234 <a href="http://www.ltb.gov.on.ca">www.ltb.gov.on.ca</a>	* Orders are issued to resolve landlord and tenant disputes under the “Residential Tenancies Act”.  * Mediators are available, if both parties agree.	* Call, visit the office or web site for information and applications.  * Application fees may be paid by credit card, by mail or at the office.
	<b>Waterloo Region Community Legal Services</b> Tel: 743-0254	* Can provide information, legal advice and representation at the Board for low income clients.	* Call to book an appointment. A financial needs test will be required.
	<b>Private lawyers</b> *	* Can provide legal counsel for a fee.	* Call to book an appointment.
<b>8. Ontario Disability Support Benefits (ODSP) and financial help with costs</b>	* <b>Region Waterloo, Social Services</b> 883-2100 * <b>ODSP</b> 1-800-441-9820 <b>To Apply</b> 886-4700.	* The monthly maximum shelter rate is based on actual costs, including utilities and family size.  * Additional funds can be available to help with community start-up costs and utility connection fees.	* For eligibility with social services, financial and medical information will be needed to determine eligibility.

<b>Your Concern(s)</b>	<b>Who Can Help You</b> (Area Code 519)	<b>What They Can Do</b>	<b>You need to.....</b>
<b>9. Native Housing</b>	<b>K-W Urban Native Wigwam Project</b> 743-5868	* Provides 2-4 bedroom units.	* Be of aboriginal origin.
<b>10. Ontario Works Benefits (OWB) and financial help with costs</b>	* <b>Region of Waterloo, Social Services</b> 883-2100	* The monthly maximum shelter rate is based on actual costs, including utilities and family size.  * Additional funds can be available to assist with one time outstanding utility bills, connection fees and community start-up costs.	* To apply for OWB call 883-2100. An interview will be set-up. Financial information must be provided to determine eligibility.  * If you already receive benefits, call your Case Manager.
<b>11. Refugee housing</b>	* <b>KW Reception Centre</b> 743-2113 * <b>Mennonite Coalition for Refugee Support</b> 571-1912	* Provides housing for refugees.	* Be a refugee.
<b>12. Physical challenges and extra support</b>	<b>Independent Living Centres (ILC)</b> 894-8350	* Assists you to find the kind of supportive housing you need.	* Call for more housing information.
<b>13. Developmental challenges and support</b>	* <b>KW Extend-A-Family Home Program</b> 741-0475 * <b>KW Habilitation Services</b> 744-6307 * <b>Parents For Community Living KW Inc</b> 742-5849 * <b>Aldaview</b> 662-4490	* Assists you to find the kind of supportive housing you need.	* Call for more housing information.
<b>14. Student in need of housing</b>	* <b>Conestoga College</b> 748-5220 ext.3360  * <b>University of Waterloo</b> 888-4567 ext.5725  * <b>Wilfred Laurier</b> 884-1970 ext. 3236	* Provide a housing registry for students.	* Call during office hours 8:30 - 4:30.
<b>15. Teenage pregnancy and support</b>	* <b>Saint Monica House</b> 743-0291 * <b>Marillac Place</b> 571-0722	* Assist you to find kind of supportive housing you need.	* Call for more housing information.



<b>Your Concern(s)</b>	<b>Who Can Help You</b> (Area Code 519)	<b>What They Can Do</b>	<b>You need to.....</b>
<b>16. Brain injured and support</b>	<b>Participation House</b> 741-5845	* Can assist you find the kind of supportive housing you need.	* Call for more housing information.
<b>17. Rent Bank</b>	<b>Lutherwood</b> 743-2246 ext. 225 * rent-geared-to-income housing tenants do not qualify	* Offers an interest-free loan to prevent evictions due to rental arrears and helps with last month=s rent.	* Call for an appointment.  * Bring your eviction notice, proof of income, identification & check book.
<b>18. Emotional /mental health and support</b>	* <b>Waterloo Region Homes For Mental Health Inc</b> 742-3191	* Assists you to find the kind of supportive housing you need.	* Call for more housing information.
<b>19. Emergency food hampers</b>	* <b>Cambridge</b> 622-6550 * <b>KW</b> 743-5576 * <b>New Hamburg</b> 662-2731, * <b>Elmira</b> 669-5139	* Over 26 sites have a food hamper programs throughout the Region of Waterloo.	* Call for the one closest to you.
<b>20.Emotionally distressed</b>	* <b>Canadian Mental Health Association (CMHC)</b> 745-1166  * <b>Grand River Hospital</b> 742-3611  * <b>Cambridge Memorial Hospital</b> 744-1813	* CMHA has volunteers who will listen to your problems.  * Hospitals provide professional help.	* Call CMHC anytime.  * Go to either hospital emergency departments.
<b>21. Newcomer to Canada</b>	<b>YWCA</b> 579-9622	* Cultural Host Program pairs newcomers with volunteer support and friendship.  *Immigrant Settlement and Adaptation Program provides education and referrals on many issues including housing.  * Cross Cultural Community Services provides limited housing help.	1. YWCA * Ask for a settlement worker.  * Be in Canada less than 3 years.  * Visit office at 276 King St W 3 <sup>rd</sup> floor Unit 301 Kitchener On N2G 1B7.

Your Concern(s)	Who Can Help You (Area Code 519)	What They Can Do	You need to.....
<p><b>22. Emergency shelters</b></p>	<p><b><u>Kitchener/Waterloo</u></b>                      a) <b>Women: Mary=s Place</b> 744-0120   <b>Anselma House</b>                      741-9184                       b) <b>Men: House of Friendship</b> 742-8327                       c) <b>Youth: Safe Haven</b> 749-1450   <b><u>Cambridge</u></b>                      a) <b>Women &amp; Kids: Haven House:</b>                      653-2289                       b) <b>Youth 16 / 24 yrs: ARGUS</b>                      females 650-0452                      males 623-7991</p>	<p>* Mary=s Place: women and children (boys up to 10yrs).                       * Anselma House: abused women 16+ and their children (not boys over 16).                       * House of Friendship: men 16 yrs+. Must abstain.                       * Safe Haven: youth 12-15.                       * KW Reception Centre: refugees.                       * Haven House: abused women and children.                       * ARGUS: youth 16-24 yrs.</p>	<p>* Apply by referral or individual request.                       * Call for information.</p>
<p><b>23. Can not afford rent</b></p>	<p><b>Waterloo Region Housing-6 access sites:</b>                      1. <b>Community Housing Access Centre</b> 575-4833                       2. <b>Eby Village</b>                      578-5203                       3. <b>Waterloo Regional Homes for Mental Health</b>                      742-3191                       4. <b>YWCA Lincoln Road Apartments</b>                      747-2200                       5. <b>Shamrock Co-op</b>                      746-7921                       6. <b>Cambridge Kiwanis Village</b>                      650-4403</p>	<p>* Coordinate applications between registered nonprofit housing sites.</p>	<p>* Be a Canadian citizen, landed immigrant or have Refugee or Refugee Claimant Status.                       * Have at least one person in your household 16 years of age or older.                       * Not owe any rental or maintenance money to federal or provincial housing groups.                       * Agree to sell your house, if you own one.                       * Complete all sections of the application form. Sign and send the application form to one of the 7 sites.                       * Wait for your turn on the waiting list.</p>

<b>Your Concern(s)</b>	<b>Who Can Help You</b> (Area Code 519)	<b>What They Can Do</b>	<b>You need to.....</b>
<p><b>24. Discrimination</b>                      * age                      * sex or sexual orientation                      * handicap                      * family/marital status                      * record of offenses                      * race, place of ethnic origin                      * citizenship                      * creed                      * handicap</p>	<p><b>Ontario Human Rights Commission</b>                      1-800-387-9080</p> <p>* You must be 18 years of age to qualify (if you are 16+ and legally withdrawn from your parents, you also qualify)</p>	<p>* Protects against discrimination and harassment under the provincial human rights code in four areas:</p> <ul style="list-style-type: none"> <li>• employment</li> <li>• housing</li> <li>• rental of apartment services.</li> </ul>	<p>* Apply within 6 months.</p> <p>* Give this Information:                      - Grounds for discrimination.                      - Name, address, &amp; telephone number.                      - contact information of the people you have a complaint with and your witness(es).                      - Relevant documents.</p> <p>* Call the 1-800 number (Your call will be taped).</p> <p>* Arrange an interview to write a formal complaint which must be signed before it goes forward.</p>
<p><b>25. Seniors</b></p>	<p>* <b>Canadian Mortgage &amp; Housing Corporation (CMHC)</b>                      1-800-668-2642</p> <p>* <b>Community Care Access Centre (CCAC)</b> 748-2222</p> <p>* <b>Waterloo Regional Housing (WRH) Programs:</b>  <b>Cambridge</b> 740-4628  <b>Kitchener</b> 741-2382  <b>Waterloo</b> 747-8733</p> <p><b>Ontario Seniors Secretariat</b>                      1-888-910-1999</p>	<p>* CMHC has home adaptation and repair program for low income seniors and their landlords.</p> <p>* CCAC provides household support if someone is in need of personal care and co-ordinates retirement and long term care placements. Will also provide professional care if referred by a doctor.</p> <p>* WRH provides subsidized housing for seniors.</p> <p>* Provide a range of seniors' programs.</p>	<p>* Meet CMHC eligibility requirements.</p> <p>* Refer yourself to CCAC.</p> <p>* Meet eligibility requirements for WRH. Call one of the 8 access sites.</p> <p>* Call for list of recreational programs and membership fees.</p>

## Landlord & Tenant Board Information

**It is essential that tenants know their rights and obligations under current Ontario rental legislation, the Residential Tenancies Act, to understand how to work effectively and protect their interests.**

R.E.N.T. strongly recommends that your Executive contact the Landlord & Tenant Board and CLEO [Community Legal Education Ontario] listed below, to obtain copies of the tenant information pamphlets prepared by these organizations. These publications are free of charge, current and well written. They encompass most of the issues faced by tenants in the rental marketplace, and explain how tenants can present their issues in an effective manner.

Another excellent information source available to tenants is the Waterloo Region Community Legal Services. They supply literature and their legal representatives are able to assist low income tenants with rental housing problems.

### **Ontario Landlord & Tenant Board Information**

**Call 1-888-332-3234**

**Or visit the website: [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)**

**Download a free copy or  
order a printed copy of the Residential Tenancies Act from:  
Publications Ontario [Cost approximately \$35.00]  
Call 1-800-668-9938**

**See this site for the current Residential Tenancies Act:**

**Website: [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)**

**Order free tenant information from  
CLEO [Community Legal Education Ontario]**

**Website: [www.cleo.on.ca](http://www.cleo.on.ca)**

**E-mail: [cleo@cleo.on.ca](mailto:cleo@cleo.on.ca)**

**Call: 1-416-408-4420**

**Waterloo Region Community Legal Services.  
170 Victoria Street South, Kitchener, Ontario, N2G 2B9**

**Website: [www.wrcls.ca](http://www.wrcls.ca)**

**Call: 519-743-0254**