

COVID-19: IMPORTANT HOUSING UPDATES & CHANGES



Rent Increases: The Government of Ontario's rent freeze for 2021 has now ended. Starting January 1, 2022, landlords can raise your client's rent.

LANDLORD AND TENANT BOARD (LTB)

The LTB continues to operate during COVID-19 but your clients might experience significant service delays. Filing documents, hearings, as well as other administrative procedures might take longer than usual at this time..

Receiving Documents: Most documents are being sent to parties by email if an email address has been provided. If an email address has not been provided, documents will be sent by mail. *If your client has an outstanding matter at the LTB, they should make sure their contact information is up-to-date (emails, phone numbers, address, etc.)*

- *If your client receives a notice, email or message from the LTB, make sure they need **legal advice**.*

Attending A Hearing: most hearings are currently being conducted by **videoconference**, but parties can also participate by **telephone** if needed.

- *It is helpful if your client has access to a computer and/or telephone line in a quiet room to attend their hearing, if possible.*
- With virtual attendances, the window for hearings is shorter, so your client will not need to spend the whole day on the phone or on a video call with the LTB. Your client will also not need to leave home or arrange transportation for the day.
- *If your client needs an accommodation for their hearing (e.g., they don't have a phone or internet), they should submit a **Request for Accommodation form** to the LTB as soon as possible ahead of their hearing date.*

Tenant Duty Counsel: the Tenant Duty Counsel continues to operate during COVID-19. To make the best use of their limited time, it is helpful if your client is as prepared as possible for the hearing.



EVICCTIONS

Evictions are no longer on hold and the Eviction Ban is no longer in effect.

- Non-urgent eviction hearings have resumed and can be scheduled.
- Eviction Orders can now be issued, for urgent and non-urgent matters, and Orders can be enforced against tenants by the Sheriff's office. Remember: your **client cannot be evicted by anyone but the Sheriff** (also known as the Court Enforcement Office).
- Make sure you check with your client if they previously received a **Notice of Termination** or an **Application to Evict** from their landlord. If they have, make sure they seek legal advice ahead of the hearing date from a **legal clinic** or from the **Tenant Duty Counsel**.