

Right To Reasonable Enjoyment

Living in an apartment building or rental can be an adjustment. Apartment style living means hearing day-to-day noises from neighbouring apartments and being flexible when using shared spaces and amenities. It also means being part of a community!

Some Ways You Can Create A Positive Community:

- Be friendly but respect your neighbours' privacy.
- Be considerate and think of how your actions directly affect the people you live around (i.e., use a timer when doing laundry, use headphones when listening to music).
- Follow the garbage rules for your building/rental unit.
- Ensure you follow the pet policy and keep your pets leashed/crated when outside your unit. Pick up after your pet and limit excessive barking.
- Respect the no-smoking policy and put cigarette butts in provided containers.
- Supervise young children in shared spaces.
- Keep noise down from music, parties, arguments, and guests.
- Complete loud tasks (vacuuming, dishes, operating loud appliances, moving furniture) between 8:00 AM to 8:00 PM.
- Respect your unit, shared spaces, and property, and ensure you are not causing damage.

Everyone has the right to live as they choose, provided this does not disrupt the safety, security, and well-being of other tenants. All tenants have the right to the reasonable enjoyment of the rental building/property

If you believe another tenant is interfering with your right to reasonable enjoyment, we encourage you to first speak with the other tenant and try to resolve the problem.



What Happens If I Can't Resolve The Problem On My Own?

If you are unable to resolve the problem and the problem persists, you can reach out to a Tenant Coordinator for support.

The Tenant Coordinator will ask that you put your concerns in writing. This can be by letter, fax, email or through the Tenant Web Portal. If you have barriers that prevent you from putting your concerns in writing, please discuss this with a Tenant Coordinator at 1-800-265-3022.

Your written complaint should include the name/unit number of the tenant, the date and time of the incident and as much detail as possible about the incident.



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What Happens After I Submit My Written Complaint?

- A Tenant Coordinator will follow-up with your complaint and determine next steps.
- The Tenant Coordinator may refer you to other professionals that can help (i.e., By-law Enforcement or Ontario Provincial Police (OPP)).
- You should continue to report your concerns in writing until your matter is resolved.
- You should keep a copy of your written concerns.

Bruce County Housing Corporation (BCHC) will only consider applying for an eviction order through the Landlord and Tenant Board (LTB) if there is cause to do so under the Residential Tenancies Act (RTA).

At the LTB hearing, BCHC must prove that a tenant's actions/behavior has interfered with the reasonable enjoyment of the building. This often requires the cooperation of tenants who are willing to testify. Without this cooperation, BCHC may not have enough evidence.

Please Remember:

- Tenant Coordinators follow a strict confidentiality policy. They cannot share details about actions being taken with another tenant to resolve the situation.
- Don't assume that "nothing is being done" because the behavior/action did not immediately stop. Changing behavior takes commitment and time.
- Tenant Coordinators respond to all concerns where there are grounds to do so.
- Tenant Coordinators do not get police reports for incidents that happen at a building. You should inform your Tenant Coordinator if there was police involvement and/or charges.
- BCHC does not have the authority to evict a tenant without an eviction order. Only the Landlord and Tenant Board has the authority to issue an eviction order.
- Filing for an eviction order at the Landlord and Tenant Board is a step-by-step process and takes time.
- Eviction is a last resort when an individual's actions or behaviors repeatedly interfere with the safety, security, or well-being of others.

Important Phone Numbers:

- Contact the Ontario Provincial Police (OPP) for Emergencies at 911 or the non-emergency line at 1-888-310-1122
- Contact Grey Bruce Children and Family Services (GBCFS) at 1-855-322-4453 if you suspect child abuse or neglect.
- Contact the Ontario Animal Protection Call Center at 1-833-926-4625 if you have concerns about the abuse or neglect of a pet.



Bruce County Housing Corporation

529 Gary St., P.O. Box 1450,
Kincardine, ON, N2Z 2Z4

Monday to Friday, 8:30 AM to 4:30 PM:

1-800-265-3022

Fax: 519-396-3499

After Hours Emergency Maintenance
Number: 1-800-265-3022

Tenant Web Portal

www.brucecounty.on.ca/tenant-registration

