### Tenant Guide A Place to Call Home

Client Services: 519-434-2765 | lmch.ca

Need a translated copy?

This document has important information for London and Middlesex Community Housing tenants. If you would like a copy of the guide, call 519-434-2765.

# Land Acknowledgement

London and Middlesex Community Housing provides housing on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Adda-won-da-run). We acknowledge the local First Nations communities in this area, the Territory of the Chippewa (CHIP-I-WAA) of the Thames, the Oneida (OH-NY-DUH) of the Thames, and the Muncey (m-UH-n-s-ee) Delaware Nation. We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. Today, London-Middlesex is home to many First Nations, Métis and Inuit people. We are grateful to have the opportunity to work and live in this territory.

# Section 1: Welcome Home

### About London and Middlesex Community Housing

London and Middlesex Community Housing (LMCH) provides 3,258 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow. We are committed to providing people in the community with safe and affordable housing. We hope we can help make a difference in people's lives by providing them with a safe place to call home.

LMCH traces its roots to the London and Middlesex Housing Authority and has been providing affordable housing for more than 50 years. In 2001, London and Middlesex Housing Corporation was created when the management of community housing transferred from the Province of Ontario to the City of London. The City of London is the organization’s sole shareholder. LMCH operates under the 2011 Housing Services Act, the Shareholder’s Agreement with the City of London, and the Ontario Business Corporation Act. Since 2018, we have been known as London & Middlesex Community Housing, or LMCH.

### About the Handbook

The Tenant Handbook is your guide to living in your LMCH home. It has details about your rights and responsibilities as a tenant. It also has information about how to make your home a great place to live.

Note: the information in this guide may change over time or become out of date. The information in this guide should not be taken as legal advice. If there is any conflict between what is written in this guide and any law of Canada (federal, provincial, or otherwise), or any LMCH policy, procedure, or guideline, then the law, policy, procedure, or guideline prevails. Nothing in this guide should be seen as a promise that LMCH will do something or will not do something, an offer, or an agreement.

# Section 2: Our Staff and How They Serve You

### Tenant Services Team

The Tenant Services team is committed to providing a wide array of services for applicants and tenants of LMCH. The team offers and rents units, and provides administration of the RGI program, referral services, housing stability supports, rent collection, partnership and programming, as well as community engagement, legal services and community safety.

### Property Services Team

Your Property Services Team is responsible for the overall management of the building including the maintenance of the property including groundskeeping, cleaning, building maintenance, unit maintenance, pest control, and overall functionality of all systems are services that the building provides.

### Community Safety Unit (CSU)

The Community Safety Unit is a specialized team committed to bolstering the safety and security of tenants. This unit proactively addresses noise complaints, suspicious activities, domestic incidents, and other situations affecting our residents. The CSU supports CCTV operations and partners with law enforcement to supply essential surveillance data. By conducting patrols at properties lacking onsite security, the unit not only reduces incidents of loss but also enhances the sense of security for residents, ensuring the protection of LMCH tenants, staff, and property.

# Section 3: Contact LMCH

**Online: lmch.ca**

• General LMCH information

•Contact us page – name, email address, and phone number of site staff

•Online maintenance request form

**In Person:**

•1299 Oxford Street East (M-F 8:30 AM - 4:30 PM)

•345 Wharncliffe (community office coming in early 2025)

**Email:** [**care@lmch.ca**](mailto:care@lmch.ca)

**Telephone: 519-434-2765**

•Monday – Friday 8:30 AM to 4:30 PM

•Maintenance: **519-434-2765 x1**

•After hours for emergency service: **519-434-2765 x3**

## Section 3a: How to Determine Level of Emergency

**Call 911** for life-threatening situations, fires, or serious crimes in progress.

**Call LMCH After-hours Answering Service at 519-434-2765 x3** for non-life-threatening emergencies related to:

* Maintenance: Situations related to life safety equipment including smoke detectors, other alarm equipment, electrical issues, anything that may lead to a leak or cause significant damage to the building or equipment, elevator entrapment, loss of heat, or other utilities.
* Community Safety: Situations related to physical safety, property security, or immediate threats. This includes unauthorized access, theft, vandalism, aggressive behavior, noise complaints, or any situation where intervention is needed to protect residents and property.

**Use your judgement:** If you believe a situation is an emergency, but can’t decide whether to call after-hours or 911, don’t hesitate to call both. The after-hours security supervisor can also offer further directions regarding what level of emergency you are facing and who to call.

## Section 3b: Non-Emergency Contacts

### Non-emergency

**Police (Non-Emergency)**: 519-661-5670

For non-urgent criminal issues or concerns that do not require immediate police presence.

**Fire Department (Non-Emergency):** 519-661-4565

For fire safety inquiries, non-urgent fire hazard reports, and fire prevention information.

**Medical Services (Non-Emergency):** 519-679-5466 (Ext 1145)

For non-urgent medical advice or information about health services.

### Animal Care and Control

**London Animal Care Centre:** 519-685-1330

* **After-hour Emergencies:** 519-685-1640

**Dead Animals on City Streets or City Property:** 519-661-4965 or email es@london.ca

**Excessive Dog Barking:** 519-661-4660 or email enforcement@london.ca

**Animal Neglect:** Provincial Animal Welfare Services (PAWS)-1-833-926-4625

### Nuisance and Bylaw Infractions

**City Bylaw Enforcement**: Call 519-661-4660 or email [enforcement@london.ca](mailto:enforcement@london.ca)

### Utilities and Services

**London Hydro, Customer Service & Collection:** 519-661-5503

* **Emergencies:** 519-661-5555 (to report emergencies such as downed power lines, tree limbs on lines or electrical equipment that is sparking or dangerous.)

**Water or Sewage Issues:** 519-661-2489 x 5701

* **After-hours:** 519-661-4965 (to report basement or yard flooding.)

# Section 4: Safety

### Safety in your Community

To create a healthy and safe community, residents should be mindful of the following standards:

1. We (staff and residents) treat each other with respect and courtesy and value the diversity in our communities.

2. We promote peaceful, healthy, and safe communities.

3. We are responsible for our actions and the actions of our children, family members, guests, visitors, and pets.

4. We respect all property in our communities, including rental units, personal property, common spaces, and offices.

5. We respect and uphold LMCH policies, lease agreements, and all laws. If you see or are a victim of disruptive behaviour, please contact the Community Safety Unit:

**Email:** [communitysafetyunit@lmhc.ca](mailto:communitysafetyunit@lmhc.ca)

**Telephone:** 519-434-2765 (follow prompts)

Common examples of disruptive behaviour include:

• Excessive noise

• Opening lobby doors for strangers

• Loitering

• Littering/dumping trash/smells from trash

• Verbally abusive behaviour

• Aggression towards people

• Un-leashed or aggressive dogs

• Unsafe housekeeping/excessive clutter

• Illegal substance use

**Important:** Tenants who engage in disruptive behaviour will receive formal warnings. In the

most severe cases, they could face eviction through the Landlord and Tenant Board. Police or other

agencies will be involved as needed.

### Safety in your Building

To keep you and your building safe:

• Do not prop entrances and doors open. Doing so puts everyone in the building at risk. Instances of such are investigated and could lead to formal warnings.

• Keep all hallways clear. Keeping hallways clear helps prevent trips and falls and allows emergency workers to get to you quickly.

* Be aware of your surroundings and don’t hesitate to contact the Main Office and ask to speak to the CSU.

• Always close and lock your unit doors.

• When using the entry system, be sure you know the person calling before you let them into the building.

• Do not let salespeople or others you don’t know into the building.

• Do not give copies of your unit key or fob to anyone who doesn’t live with you.

• If you lose your keys or fob, **call 519-434-2765 x1** to access the Maintenance line.

• If you are going to be away for a long time let us know. Tenants who pay rent-geared-to-income who leave their units vacant for more than 60 consecutive days, or 90 days in a calendar year risk losing their subsidy.

• Do not leave young children home alone.

• Make sure ground-floor windows and doors are locked and secure, especially in warm weather.

• Let Maintenance know:

a) If you see light bulbs that are burnt out in and around your building

b) If there are areas that require snow and ice removal

c) If you see trees, shrubs and hedges that need pruning.

**Power Failures**

Each London and Middlesex Community Housing property is different. Some buildings have

Emergency generators and some do not.

If a power failure is expected to last more than three hours, staff will post notices and visit units to share

information and make sure tenant needs are met. To learn more about preparing for power failures,

Visit [www.londonhydro.com](http://www.londonhydro.com).

To report a power failure in your building:

• Call London Hydro at 519-661-5615.

• Call the Main Office.

### Pets

We know how important your pet is to you. LMCH requires all tenants to be compliant with City of London Bylaws. If you are deemed to be in violation of a bylaw, you could be fined, and/or your tenancy could be at risk.

**You are responsible for your pet’s behaviour as well as the behavior of the pet of a visitor or guest:**

• Keep your pet on a leash in common areas (e.g., hallways, lounges, entryways).

* Never leave the pet alone on your balcony.
* Ensure that the pets are properly cared for and that all requirements for animal control (including licensing, vaccinations, and spaying or neutering) are complied with at the tenant’s expense.
* In the interest of health and safety, pet(s) are to be confined in a separate area if requested by staff or contractors working on the premises. Failure by the Tenant to do so may result in a refusal to work in unsafe conditions and a delay in repairs. For pest treatments, refer to instructions given prior to treatment.
* Stoop, scoop, bag, and dispose of the pet’s waste, responsibly, every time.

• Use outdoor garbage bins to dispose of pet waste when out for a walk.

• Cat litter is never to be discarded in the toilet.

• Double bag all pet waste, including litter and cage linings securely for garbage chute disposal.

• Ensure that pets:

* Do not damage property or the belongings of others
* Do not use the balcony as bathroom
* Are not a nuisance or creates unreasonable disturbances (e.g., excessive barking, other examples)

The City of London requires licenses for certain pets. To find out if you require a license for your pet:

* Contact the City of London at 519-685-1330
* Visit <https://london.ca/living-london/community-services/animal-pet-services/animal-care-control>.

To report a complaint about a neighbour’s pet (e.g., excessive dog barking, not picking up after waste):

* Contact the City of London 519-661-2489 x 7368
* Email [animalservices@london.ca](mailto:animalservices@london.ca).

### Wildlife

Do not feed pigeons, squirrels, stray animals, or any other wildlife. They can attract other pests.

### Fire Safety

**Fire Safety**

If you discover a fire, **always call 911!**

Never assume that someone else has already called 911. Make sure you give:

• Your name

• Your building’s address

• The location of the fire

**Life Safety Equipment**

Every London and Middlesex Community Housing unit has a smoke alarm:

* Smoke alarms will warn you of a fire by sounding an alarm
* Never remove or tamper with the smoke alarm

Use Smoke Alarms Properly:

If your smoke alarm goes off when there is smoke from the oven or kitchen but no fire,

fan the smoke away from the alarm or push the “hush” button. If your smoke alarm is

not working or the alarm sounds when there is no smoke, press the “hush” button then

call the Main Office.

Our staff check to make sure your smoke alarm is working every time they visit your unit,

and during the annual unit inspection. If the smoke alarm is not working, it will be

repaired or replaced. If you disable or remove the smoke alarm, you are putting

yourself, your family, and your neighbors at risk. We will notify London Fire Services who

will send you a warning letter. You may be charged for repairs and could be fined up to

$50,000. If this happens more than two times, you may face eviction.

Carbon Monoxide Alarms:

Carbon monoxide alarms will warn you if the level of carbon monoxide, an odourless

gas, is too high. Carbon monoxide alarms are in units where there is an appliance that

burns fossil fuel, e.g., a gas hot water heater or furnace.

In an apartment building, carbon monoxide alarms are in units two floors above, two

floors below and the same floor as fossil fuel-burning appliances and above

underground parking garages.

Be Emergency Ready:

• Have a plan so that you and your family know what to do in an emergency. Practice how you will leave your home safely, especially if you have children. Pick a place outside your home where everyone in your household will meet in an emergency.

• Create an emergency kit (including a list of important contacts) and know where it is.

• Have insurance to help protect your family and your belongings.

• Make sure your family members know your emergency contact’s name and number.

If there is a fire in your unit that you cannot put out, leave immediately, pull the nearest

fire alarm and call 911.

• If there is a fire in your building, consult the instructions on the back of your main door.

• Before opening any door, touch the door handle and the door itself, starting from the bottom, moving to the top. If the door is not hot, open it slightly. If the hallway is clear, take your keys and grab-and-go bag (if you have one) and leave using the nearest stairway.

• Close, but do not lock, all doors behind you.

• Fire doors in hallways will close automatically. Do not prop them open.

If You Cannot Leave:

• Seal all cracks where smoke can enter by using wet towels or wet sheets. Use tape to cover mail slots and ventilation outlets.

• Move to the balcony or the room farthest away from the smoke. Smoke rises, so stay low to the floor, if you can.

• Hang a towel or sheet in your window or from your balcony to show firefighters where you are.

• Try to stay calm. London Fire Services recommends creating a kit with the following items to use in case of fire:

a) A few towels or washcloths you can wet and place at the base of a door, as well as over your mouth and your nose, to help you breathe in smoke-filled areas.

b) Some duct tape and foil wrap to cover mail slots and vents.

c) A whistle to signal for help.

d) A flashlight to use if there is a power failure, if hallways are smoky, or to signal for help.

e) A marker to write messages on cloth, doors, or windows.

f) A cotton bed sheet. If smoke is heavy in your room, soak the bed sheet with water and make a tent near an open window.

g) A plastic pail with a lid for storing everything on this list. During a fire, fill the pail with water.

For more information on fire safety and prevention, visit the London Fire Services

Website [www.london.ca/fire](http://www.london.ca/fire).

Keep your Kitchen Safe:

• Keep your stove clean and don’t leave the room while cooking.

• Turn pot handles inward so you do not bump into them, and children cannot reach them.

• Open a window to clear cooking smells. Do not open your apartment door. It will let smoke into the hall and set off the building’s fire alarm system.

• Do not open a window or prop open a door if there is a fire. If you cannot put out the fire quickly, leave your home immediately, pull the nearest fire alarm, and call 911.

• If your smoke alarm goes off while you are cooking, push the “hush” button. This will quiet the alarm while the smoke clears.

• **Never disconnect a smoke alarm.**

Be Careful with Flammable Materials:

• Keep lighters and matches in a safe place.

• Do not leave candles burning when you leave the room.

• Do not throw flammable materials like paint, ammonia, or oil down the garbage chute.

• Learn more about how and where to properly dispose of hazardous materials here: <https://london.ca/living-london/garbage-recycling/household-hazardous-special-products>

Be Careful When Smoking:

• Always use ashtrays.

• Do not leave cigarettes burning when you leave the room.

• Do not smoke in bed.

• Do not throw cigarette butts off a balcony (Read more on page xx).

*\*Add info about buildings moving to smoke-free.*

Do Not Overload Electric Outlets:

• Plugging too many electronics or appliances into one outlet using extension cords or power bars is a fire hazard. Unplug things you are not using to make room for what you need.

• use CSA-approved electrical devices.

Do Not Use Fireworks:

Fireworks cannot be used on LMCH property, at any time. Although beautiful to watch, fireworks are

dangerous to children, adults, and pets. They can cause fires and damage homes. They can also cause

serious injuries such as burns, cuts, and blindness.

Excessive Clutter Creates Fire Hazards:

• Keep your home clean and free of clutter.

• If you have a piece of furniture or other items to throw away, never leave them in the hallway.

Be Prepared:

• Place important documents in a safe place.

• Have an emergency contact list.

If you have special needs, need a support person, or use life-sustaining equipment:

• Request an Emergency Assistance (EA) form. EA forms allow tenants who have accessibility needs to identify themselves to LMCH, which will help you and your loved ones get the help you need during emergencies. This process is voluntary and completely confidential.

• Wear a Medic Alert bracelet or carry an identification card.

• Label your equipment and attach instructions on how to use and move it.

# Section 5: Your Tenancy

## Your Rent

Your rent is due on the first day of the month, every month.

## Types of Rent:

There are three kinds of rent available at London and Middlesex Community Housing.

1) Rent-Geared-to-Income (RGI):

This is rent paid for subsidized housing. It is usually 30 per cent of gross monthly household income (income before deductions). Under the rules for social housing in Ontario, the amount paid is reviewed every year. However, if you pay rent-geared-to-income and your income changes at any time during the year, you must report the change in writing or in person to LMCH within 30 days.

If some or all your income is from Ontario Works or the Ontario Disability Support Program and you pay rent-geared-to-income, your rent is calculated according to a scale. You are still responsible for reporting changes to your income to LMCH, within 30 days.

2) Affordable Rent:

This type of rent is set at or below average market rent. To qualify, an applicant’s household annual gross income cannot be more than four times the annual rent of the unit for which you are applying.

3) Market Rent:

It is the same or slightly lower than rents charged by private landlords in the area.

**Please Note:** If you have RGI and graduate to market rate rent for over two years, in order to qualify again you must apply to the waiting list via Housing Access Centre (HAC) managed by the City of London. <https://london.ca/living-london/community-services/homeless-prevention-housing/community-housing>

If it’s been less than 2 years, please contact your Tenant Services Coordinator.

## **Your Payment Options**

Resident can pay their rent in one of three ways:

1) Automatic Rent Payments (ARP)

This is the easiest way to make sure your rent is always paid on time. For pre-authorized rent payment, your bank sends your rent payment from your bank account directly to LMCH every month. You will get a form to set up this type of payment when you sign your lease and will need to acquire a void cheque from your bank, either online, or in person. If you need another form, please contact your Community Relations Worker or the Main Office. Both your bank and LMCH will charge you a fee if there are not enough funds in your account on the first of each month.

2) Phone or Online Banking Payment:

You may be able to pay your rent by phone or online banking. Speak to someone at your bank, credit union or trust company to find out how. We want to help you keep your home. If you miss rent payments, you will be in arrears. If your rent is geared-to-income, this puts you at risk of losing your subsidy. We can make special arrangements to help you if you are in hospital or have a personal emergency. Call the Main Office so your Tenant Services Coordinator knows. We can work with you to create a repayment plan.

3) In-Person:

You can also pay rent at our Main Office located at 1299 Oxford Street, E, Unit 5C5, London, Ontario, N5Y 4W5. You can pay with cash, debit, cheque, band draft or money order. We also accept ODSP/OW direct payments, or you can pay your rent online by adding LONDON & MIDDLESEX COMMUNITY HOUSING as a payee on your online banking payee list and adding your personalized LMCH tenant number. You can ask your bank for assistance or call or visit the main office for more information. **We do not accept credit card payments for rent.**

**Important:** If you think you might miss or be late with a rent payment, **contact us.** We want to help you keep your home. If you miss rent payments or know that you will be missing payments, please let us know. We can make arrangements to help you if you are in the hospital or have a personal emergency.

## Your Lease

**All changes should be reported to Tenant Services.**

### 1) Reporting Changes to your Income:

The City of London and Province of Ontario sets the rules for rent-geared-to-income subsidies. If your income changes, you must report the change in writing or in person to LMCH within 30 days. If you do not report income changes, you could be charged for back rent and/or lose your rent-geared-to- income subsidy. Your rent will then be raised to market rent, and you could face eviction. If you have questions about reporting income changes, speak with your Community Relations Worker.

*Are you or someone in your household turning 65 this year?*

When you or a member of your household turn 65, this may affect the annual income for your household, and this may affect the rent you pay each month. If you receive a pension from another country, you need to report this income to LMCH. If you have questions about the Canada Pension Plan or Old age Security, contact information is available on page xx.

Note: If you turn 65 while living in an adult building, you will not automatically be moved to a senior building. If you wish to move to a senior building, you will have to apply through The Housing Access Centre (HAC). See How To Request Transfer to Another Unit on page xx.

### 2) Annual Rent Review:

If you pay rent-geared-to-income, we will send you a rent review package once a year. The package includes forms that you must fill out to report the income of everyone in your household. You must complete and return these forms within 30 days. If you do not, you could lose your rent-geared-to-income subsidy. Talk to your building staff or call the Main Office to set up an appointment if you need help completing these forms.

### 3) Adding or Removing Someone from Your Rent-Geared-to-Income Household:

A person living in an LMCH household is defined as any person over the age of 18, who is residing in the household for more than 30 days. If a person resides in a household for more than 30 days, and they are not on the lease and will be considered an illegal border, and your RGI status could be compromised.

**To add someone to your household, you must contact your Tenant Services Coordinator to begin the process of completing a request:**

1. Complete the Add Occupant Request form. You can get a copy by talking to your building staff or by visiting or calling the Main Office.

2. Attach all supporting documents.

3. Send or bring the information to your building staff or the Main Office.

**If your request is approved:**

• You may need to sign a new lease or addendum to the lease.

• Your rent will be recalculated based on your new household income.

• If a person was added to your household and was on the central wait list, they will be removed from the list.

**Some conditions that must be met before another person can be added to your household include:**

• They must be eligible for a rent- geared-to-income subsidy.

• Adding the person must meet the city’s occupancy standards (under the London Municipal Code Property Standards section).

• Your account must be in good standing.

**To remove someone from your household (lease):**

You must contact LMCH within 30 days of someone moving out of your home. If the person was on your lease, they will need to declare in writing that they are giving up on any and all interest in the unit. You may need to sign a new lease or addendum to the lease.

4) Downsizing (over-housed) Procedures:

If you are living in a unit that is too large for your household, you will be added to LMCH’s internal transfer list. Staff will work with you to find a unit that is the right size for your household. If this takes longer than one year, your household will be added to the central wait list at Housing Access Centre (HAC). You will then be asked to choose at least five housing options with other housing providers.

### 5) Expanding (under-housed) Procedures:

If you are living in a unit that is too small for your household, you can ask to be added to LMCH’s internal transfer list.

### 6) How to Request a Transfer to Another Unit:

Your building staff can assist you in receiving and completing the application forms. You can submit the forms to your Community Relations Worker or by visiting the Main Office. The forms are processed by the Tenant Placement Coordinator. If approved, your name will be added to the waiting list for the properties you choose. Many buildings have long wait lists. In some cases, you may have to wait as long as five to 10 years.

### 7) Visitors and Guests:

Tenants may have visitors and guests visit them in their homes. These might include out-of-town guests, or persons who tenants have personal relationships with that are not part of their households. Tenants are not allowed to make copies of keys, lend visitors their keys, or entry FOBs. Tenants must not allow people into their building or home who they do not know. Additionally, tenants should not allow individuals who have been Trespassed into the building or into their home.

**Guests:**

Guests are defined as a person who is not on the lease, residing in the unit with the tenant for up to 30 days within a 12 month period. If a guest remains in the unit longer than 30 days and the tenant has not notified LMCH, and completed the necessary documentation to add an occupant, the guest will be considered an illegal occupant.

Guest who stays longer than 30 days in a tenant’s unit, special cases, may include an accommodation-related issue as defined in Ontario Human Rights Code, such as the need for someone to provide short-term supportive care to a person with a disability as prescribed by a qualified licensed healthcare professional, or the guest lives outside the country and has travel documents to prove their planned return date and leaves on that date.

**Visitors:**

Visitors are defined as persons who visit a tenant and do not require temporary accommodation with the tenant (visitors do not sleep in the tenant’s unit). Visitors are not part of the tenant’s household and must maintain a home address outside the tenant’s unit. Visitors may be asked to identify themselves (and the unit they are visiting) by London & Middlesex Community Housing staff at any point while accessing the residential complex.

Tenants are responsible, and can be held liable, for the actions, behaviour or damaged caused by their visitors, occupants, and guests. More information can be found in your lease agreement, the Tenant Code of Conduct, and the Visitor and Guest Policy which can be found at lmch.ca.

**Landlord Rights:** to seek additional information and take appropriate action when it is believed that a tenant has a guest (unauthorized occupant) in excess of the established time frames in accordance with the guest policy.

In response to an unreported stay where a person remains longer than 30 days in breach of this policy, London & Middlesex Community Housing may pursue any legal rights available, including the possible termination of subsidy if it is a rent-geared-to-income household due to failure to notify the landlord of changes in household composition as required by the Housing Services Act, 2011, and any action against the tenancy available to London & Middlesex Community Housing.

If a rent-geared-to-income household loses their subsidy, they will have to pay the market rent for the unit and will no longer qualify for a rent-geared-to-income subsidy. The tenant has the right to request a review of decisions related to their continued eligibility for rental subsidy.

**Rights to Unit:** If the tenant moves out of the unit, all other persons in the unit must also leave. Any occupant, guest, visitor, live-in caregiver, unauthorized occupant, or anyone else found in the unit after the tenant moves out will be ineligible for receipt of the household’s rent-geared-to-income subsidy and identified as trespassing. London & Middlesex Community Housing will reclaim possession of the unit.

Should LMCH be advised of an unauthorized occupant, we will investigate the situation. If your guest is not a special case, you may lose your rent-geared-to-income subsidy.

To learn more about the Visitor and Guest Policy:

* Call the Main Office,
* Email [care@lmch.ca](mailto:care@lmch.ca)
* Visit lmch.ca to read the Visitor and Guest Policy

### 8) Absences from your unit while paying rent-geared-to-income:

For a household paying geared-to-income rent, the City of London’s guideline for social housing sets 60 consecutive days, and 90 days within a calendar year as the maximum number of days that all members of the household can be “absent” or not living in their unit while continuing to receive a geared-to-income rent subsidy. However, there are some exceptions to this rule.

• This rule only applies if all members of your household are away at the same time.

• Short absences of up to seven days in a row or less are not counted toward the 90-day limit within a 12-MONTH period.

**Note:** Please tell us if you are in hospital, rehabilitation, awaiting trial or have documentation to support another valid reason for being away from your unit longer than 60 days consecutively or 90 days within a calendar year. To learn more, contact or visit the Main Office.

9) Disclosure of Personal Information:

There are laws that protect your right to privacy. Landlords must follow strict rules when they collect, use, and share your personal information.

If you pay geared-to-income rent:

London and Middlesex Community Housing is required to collect personal information about your

household members to determine if you are eligible for geared-to-income rent subsidy and to calculate your rent. London and Middlesex Community Housing also has the right to collect and keep information about your tenancy and housing subsidy under the Housing Services Act, 2011.

If you want someone to speak on your behalf about your lease, you must fill out a Consent to Disclose information form to give us permission to share information about your tenancy. To learn more, contact the Main Office.

# Section 6: Rights and Responsibilities

### Human Rights

London is made up of many peoples and cultures. LMCH embraces this diversity and is committed to providing an inclusive housing and working environment where everyone is valued equally and treated fairly. Residents, visitors, guests, and staff have the right to live and work in a safe environment of mutual respect, free from discrimination and harassment in all forms.

LMCH has a Human Rights, Harassment and Fair access Policy that reflects the requirements of the Ontario Human Rights Code. Anyone who believes that they have been harassed and/or discriminated against under this policy may file a complaint. (See page XX)

### Tenant Rights:

As a tenant, you have the right to:

**Security of Tenancy**

You may live in your unit until:

• You give proper written notice to the landlord (LMCH) or

• The landlord ends your tenancy for breaking rules of the *Residential Tenancies Act*.

**Notice Before Entry**

• A landlord (LMCH) must provide 24 hours written notice before entering your unit, unless there is an emergency.

• A LMCH employee or contractor who enters your unit must have a reason for entering that complies with the Residential Tenancies Act or your lease.

### Tenant Responsibilities:

As a tenant, you and anyone living with you must comply with the responsibilities of your lease. This includes, but is not limited to:

• Pay your rent on time, every month.

• Keep your unit clean and in good condition.

• Repair or pay to repair damages that you or your visitors or your guests cause. (This does not include repairs for regular wear and tear.)

• Be responsible for your actions and the actions of the other members of your household, your visitors, your guests, their pets and your pets.

• Respect your neighbours by not making too much noise, controlling and cleaning up after your pets, and helping to keep common areas clean by using the garbage bins provided.

• Respect all property in our communities, including rental units, personal property, common spaces and offices.

• Follow LMCH policies and all applicable laws.

• Get household insurance for your belongings. This is usually called contents or renters’ insurance (See page XX).

• Ask LMCH staff for help if you need your lock changed. Do not change locks yourself.

• Report changes to your income or household within 30 days of the change to LMCH by calling the Main Office. (see Section 5: Your Tenancy)

• You must not sublet your unit.

### LMCH Rights

As your landlord, we:

• Collect a rent deposit of one month’s rent.

• Deposits will be used as the rent payment for the last month of your tenancy.

• Deposits cannot be used for any other reason, such as to pay for damages.

• Must pay interest on the deposit every year.

• Pursue eviction of tenants who pay their rent late or break the law on LMCH property.

You can find more reasons for eviction on page xx.

### LMCH Responsibilities

As your landlord, we:

* Provide services as set out in your lease, under the law, or both.
* Keep your rental property well maintained and respond to repair requests by priority status and will be repaired as soon as possible.
* Comply with local health, safety, and property standards and bylaws.
* Provide proof of payment when requested.
* Process your annual rent review if you pay geared-to-income rent.
* Provide 24-HOURS’ notice before entering your unit unless there is an emergency (flood, fire, life-threatening event, or life-safety check), in which case, staff can enter the unit.
* Provide accessible customer service to persons with disabilities.

### What Happens if Tenant Responsibilities are not met?

**Eviction**

LMCH works with tenants who fall behind in their rent payments to help them meet their responsibilities and, when possible, to keep their housing. Eviction is always a last resort. Your unit is your home, and we want to help you keep it by working together. If you are having trouble paying your rent, please let us know right away.

Under the *Residential Tenancies Act*, these are some of the reasons you can be evicted:

• Not paying your rent.

• Having more people living in your unit than is allowed by safety standards.

• Having people not listed on your lease living in your unit.

• Willfully cause serious damage to your unit or to the building.

• Not reporting your income or the income of anyone else living with you while you pay geared-to-income rent.

• Acting in a way that interferes with the reasonable enjoyment of other residents.

• Threatening the safety of another resident.

• Breaking the law on LMCH property.

• Violating the terms of your lease.

# Section 7: Accessibility at London and Middlesex Community Housing

### Accommodation Requests

Everyone has different needs and LMCH is committed to working with tenants to make an individualized accessibility plan. LMCH supports Accommodation Requests that are made by tenants living with disabilities or accessibility needs. An accessibility plan could include:

* Modifications to their units (e.g., installing grab bars, door widening etc.)
* Modifications to common areas in buildings
* In some cases, moving to a more suitable unit

Accommodation Requests require the cooperation of staff, tenants, family members, and agencies to make the necessary changes that tenants request. The Accommodation Request form needs to be filled out by the tenant and the tenant’s health care professional.

To learn more visit lmch.ca/your-tenancy

# Section 8: London and Middlesex Community Housing Complaint Process

LMCH’s mission is to provide clean, safe, and well-maintained homes to meet the needs of the people

we serve in our communities. If you have a concern about customer service or the quality of repair

work in your unit or community, it is important to contact LMCH.

To report a concern or complaint, you can contact LMCH:

1. **In person:** Speak to your building staff onsite or visit the Main Office

3. **By phone:** 519-434-2765

4. **By email:** [care@lmch.ca](mailto:care@lmch.ca)

To learn more about our complaint policy or to file an official complaint, visit lmch.ca

# Section 9: Information for Successful Living

### Moving In

Before you move in, your home is cleaned, repaired, and inspected. It is also sprayed for pests, if needed. LMCH staff will do a move-in inspection with you and will go through the types of changes you can and cannot make to your home. They will also note any repairs that you point out.

### Decorating

Enjoy making your unit comfortable. It’s your home! Décor and improvements should be temporary as under the terms of your lease, permanent changes are not allowed and you will be charged for any permanent changes made to your unit.

• Use command hooks to hang pictures and curtains

• Do not change flooring

• Do not remove doors, cabinets, plumbing or light fixtures

### Utilities

• If you pay rent-geared-to-income, the amount you pay for utilities will be different depending on the size of your unit. The amounts are set in the Housing Services Act.

• If you are responsible for paying for electricity, call London Hydro at 519-661-5503 or visit

[www.londonhydro.com](http://www.londonhydro.com) to set up your account before your move-in date.

### Phone, Cable, and Internet

Phone, cable, and internet are not included in your rent. You can choose any of the companies that provide services in London. Make appointments with the phone or cable company during the day, from Monday to Friday 8:30am-4:30pm, so Maintenance Repair staff can be there if the technician needs access to a restricted area of the building.

If you live in a building with a building intercom system and you find it is not working, check with your cable provider to see if their service works with the enter-phone system. If it still isn’t working, call Maintenance at 519-434-2765 x1.

### Appliances

**Kitchen**

Every senior and adult unit comes with a fridge and stove. Regular cleaning of your appliances will enhance their performance. If your fridge or stove needs to be repaired, call the Main Office during regular business hours.

Townhouses do not include fridges and stoves. Tenants are responsible for arranging the purchase, delivery, Installation, repair, and upkeep of their appliances.

**Laundry**

All buildings have common laundry rooms that are open and closed at specific times. Tenants are not permitted to install a washing machine, dryer, or dishwasher in their units. Installing these machines in your home can damage the plumbing in your building, cause floods or loss of water for you or your neighbours or create other problems. If you install appliances without written consent, they will be removed, and you will be charged for any needed repairs.

Family sites/townhouses do not include washers or dryers. Tenants are responsible for arranging the purchase, delivery, installation, repair, and upkeep of their appliances.

### Window Air Conditioners and Satellite Dishes

Written permission from LMCH staff is required before installing a window air conditioner or a satellite dish. A recognized professional must install these items to meet defined safety regulations and avoid safety hazards. LMCH must receive verification of the installation. Home Insurance is required if you install a satellite dish. If this equipment is installed without written permission, you will be charged for the removal and any repairs.

Property Services (519-434-2765 x1) can provide a list of qualified contractors to install these fixtures.

Air conditioners can be used between May 1 to October 31 of each year. During the months when air conditioners are not in use, they must be uninstalled, and the window be in normal operating condition.

### After-Hours Noise Complaints

**If you are experiencing disruptive noise outside of LMCH business hours, call the after-hours number: 519-424-2765 x3.**

An answering service will take down your information and forward it to the dedicated after-hours security unit, who will call you back from a blocked number. The security supervisor will inquire about the nature of the noise, determine the urgency, and respond accordingly.

### Window Safety

Window locks are used in apartment buildings to protect people and pets from falling through window screens and can be opened 10 centimetres to let in fresh air and keep you safe. It is important not to damage, tamper with, or remove window locks or screens in your unit as doing so will jeopardize the safety of people and pets living and visiting in your home. Damaging or tampering with window locks or screens violates the terms of your lease, and you may be charged for repairs.

Please report any window locks or screens that need repair by calling Maintenance Repair at 519-434-2765 x1.

### Balconies

Balconies are great spaces to get fresh air, grow plants, soak up some sun, and more. Tenants who live in units with balconies are encouraged to enjoy them and use the space responsibly.

Use your balcony to:

* Exercise.
* Read or work.
* Enjoy the outdoors.
* Catch up with a friend.
* Grow potted plants.
* Dry clothes on a drying rack.

Do not use your balcony to:

* Store or display carpets. (Wet carpets can damage concrete and wood)
* Store or use barbeques. (They are fire hazards)
* Dry clothes on the railing.
* Throw cigarettes, garbage, food, or other items. You can seriously injure people below or cause damage to property by throwing items off your balcony. You may be fined for engaging in this behaviour.

If you want to install pigeon netting, written permission must be received from LMCH.

**For Your Safety:**

* Never leave children or pets alone on your balcony.
* Never use your balcony for storage. It creates a fire hazard.

### Keys and Fobs

LMCH will give you keys or fobs for your unit, mailbox, main entrance, garbage chute rooms, and common spaces (if applicable).

There are fees associated with replacing keys and fobs and to have to your locks changed. The current fees (as of January 2024, subject to change) are:

* $100 lock replacement
* $15 FOB replacement
* $10-$12 key replacement

Residents are not permitted to change or add locks; doing so is a violation of your lease. If your lock must be broken to enter into your unit, residents will be charged for repairs.

Contact your LMCH to:

* Replace keys/fobs
* Have your locks changed

### Insurance

* Contents or Renter’s Insurance is not mandatory for anyone who signed a lease before January 1, 2025, but we highly encourage having it. It is the tenant’s responsibility to obtain insurance.
* Tenants who signed a lease after January 1, 2025 are required to show proof of renter’s insurance prior to signing the lease. It is the tenant’s responsibility to obtain insurance.
* LMCH’s insurance will not cover replacement of tenant belongings due to fire, flood, or another emergency.

If you are in receipt of Ontario Works of the Ontario Disability Support Program, you may be able to have the cost of contents insurance added to your shelter allowance. Connect with your Caseworker for more information.

**What will insurance do?**

If your unit is damaged by flood, fire, or any other incident, depending on your policy, insurance may cover a portion of the costs associated with:

* Replacing belongings
* Legal costs
* A hotel stay or a replacement unit if you must leave your unit for a period of time because of the extent of damage or an emergency situation.

**Affordable Insurance:**

Marsh Canada provides insurance designed for tenants who live in social housing. You can get information about rates and coverage at <http://tenant.hscorp.ca> or by calling 1-866-940-5111.

If you have questions about what kind of insurance is right for you, call the Insurance Bureau of Canada at 416-362-9528, Monday to Friday from 8 a.m. to 5 p.m.

### Maintenance and Repair

You can help keep your unit in good condition by submitting a request on our website (lmch.ca) or emailing [maintenacerepair@lmch.ca](mailto:maintenacerepair@lmch.ca) as soon as repairs are needed. If you wait, a problem could become worse, and you may be charged for some or all repairs.

**Response to Requests**

• We respond to requests for repairs and maintenance as soon as possible by priority status.

• We will work with you to find a lasting solution.

• You can also contact maintenance by phone at 519-434-2765 x1.

**Emergency Repairs**

When you call for an emergency repair (e.g., flood, fire, life safety equipment, etc.), a staff person will be at your home as soon as possible, depending on the type of repair. We will try to fix the problem or stop it from getting worse. If the repair is a temporary fix, your request is then treated as a regular repair and staff will respond as soon as possible.

### Heating

Building staff monitor the temperature in all adult and senior buildings. According to the London Vital Services By-Law: PH-6, from September 15th to June 15th building temperatures should be at least 20 degrees Celsius between 6am and 11pm, and a minimum of 18 degrees Celsius at all other times.

We use this bylaw to decide when to turn the heat on and off. If you are concerned about the temperature inside your unit, call the Main Office.

### Garbage and Recycling

All senior and adult buildings have chutes rooms that are open and closed at specific times and require your fob to access them. Please be sure to separate your recycling items from your garbage. Check signs at your property or ask your Maintenance Repair staff for necessary information. Take your waste to the right chutes or containers in your building, or to dumpsters outside your building.

Please do your share and:

• Tie all garbage in small plastic bags.

• Double-bag cat litter and diapers when included with other waste.

• Avoid putting glass, aerosol cans, or large items down the garbage chute. Ask your Maintenance Repair staff where to dispose of these items.

• Ask your Maintenance Repair staff about where to bring furniture or other large items for the garbage.

### Smoking

If you are smoking in your unit, keep the unit doors closed so smoke doesn’t travel down the hallway. If you smoke on your balcony, check with neighbours to make sure they are not affected by second-hand smoke. Never throw cigarette butts off the balcony. You can be fined for doing so.

### Guideline for Disposal of Medical Needles

Sharps are dangerous and need to be disposed of properly. Help us keep your building clean and safe

By disposing of sharps properly. All LMCH buildings have their own process. LMCH has community disposal containers at 580 Dundas and 241 Simcoe Street.

To learn more about how to safely dispose of sharps, visit:

london.ca/living-london/community-services/needle-bins-syringe-recovery

### Pest Control

Unfortunately, cockroaches, bedbugs, mice, and other pests can sometimes get into homes. They are harder to control in places that are cluttered or overcrowded.

You can help us control pests on your property:

• Keep your unit clean and clutter-free.

• Do not feed pigeons, squirrels, or stray animals. They can attract other pests.

• Do not pick up furniture that others have thrown away, as it could be infested.

• Do not put any garbage in hallways or on the floors of chute rooms, as this contributes to infestation.

• Make sure all garbage is placed into the garbage receptacle and the hatch is fully closed. Larger items that do not fit into the chute must be brought to the bulk garbage area.

• Bed bugs are a problem in many cities in North America, including London. The only way to control them is to treat infested units right away.

If you throw out pest-infested furniture or mattresses, ask Maintenance Repair staff for plastic to wrap these items before taking them out of your unit. Never leave anything in the hallway.

**There is no charge for pest control or treatment, unless you fail to prepare your unit, or you refuse to let the contractor in.** Once the pests have been properly reported, you will receive instructions on how to prepare your unit for treatment. Report pests by:

* Filling out the form on our website (lmch.ca)
* Calling 519-434-2765 x1

### Move-Out Procedures

1) Giving Notice:

When you are ready to move out, you must give notice in writing 60 days (two full calendar months) before you plan to move. Contact the Main Office to give notice, and LMCH staff will provide you with the required paperwork.

2) Returning Keys and Fobs:

You must return all unit keys, including mailbox keys and key fobs and parking tags before you leave. You will be charged for replacements if you do not return these items.

3) Rent and other Charges:

**Last Month’s Rent**

Depending on what year you signed your lease, you may or may not have paid last month’s rent when you moved in.

**If you signed a lease with LMCH before 2010**, you were not charged last month’s rent when you moved in. When you move out, you will pay rent up to the end of the month that your tenancy ends. For example:

* If you gave written notice on March 1st, you would pay rent for March and April and would move out before May 1st.

**If you signed a lease with LMCH after 2010,** you paid last month’s rent when you moved in. When you

move out, you would still give 60 days’ notice and would be charged up to the end of the second last month that your tenancy ends. For example:

* If you gave written notice on March 1st, you would pay rent for March and would move out before May 1st.

4) Inspection:

LMCH staff will inspect your unit shortly after you give written notice. They will inspect it again after you move out. Your unit should be clean, and in its original condition. You will be charged for any damage or cleaning to your unit, beyond normal wear and tear. For example: if you put up wallpaper, you will have to remove it.

### Annual Unit Inspections:

Once every year, LMCH staff and contractors will inspect your unit to make sure:

1. Your unit’s smoke alarms (and carbon monoxide alarms, if applicable) are working.

2. Window screens are not damaged, and window locks are in place and not tampered with.

3. Appliances are clean and working (adult and senior sites)

4. There is no excessive clutter or fire hazards.

5. There are no major repairs needed.

The annual unit inspection is a time to check for capital repair needs and compliance with municipal licensing standards. For example, if you are living in a townhouse, during the annual unit inspection, staff will make sure there are no modifications in the basement. Every month, LMCH staff test fire alarms and other life safety systems in the common areas of your building.

### Access To Your Unit:

Your unit is your home, however, there may be times when entry is required by LMCH staff or contractors. Entry may be required in an emergency, to make repairs, or to inspect your unit. Under the Residential Tenancies Act requires, 24 hours written notice must be given before entering your unit—except in the case of an emergency.

# Section 10: Common Areas

1) No Smoking in Common Areas:

In Ontario, it is against the law to smoke in common areas of apartment buildings. In London, it is against the law to smoke within nine metres (about 30 steps) of any entrance or exit of a public building. This includes all LMCH apartment buildings and offices.

Common areas include elevators, stairwells, hallways, parking garages, laundry rooms, lobbies, gyms, garbage or recycling rooms, and party or entertainment rooms. If you or someone in your household is caught smoking in a common area, you could face a fine of up to $10,000 from the City of London.

2) Share the Air:

Products like hair gel, soap, perfume, and lotion contain chemicals and scents that affect other people’s health and may make them feel sick. Never use aerosol sprays or powders in common hallways. Please consider using “scent-free” products in other common areas. Your choice affects your neighbours.

3) Laundry Rooms:

All adult and senior LMCH buildings have laundry rooms with card- operated washers and dryers. Hours and prices are posted in each laundry room. If you see a machine that is not working, or a machine keeps your coins, call the number posted in your laundry room.

4) Lounges:

Many LMCH buildings have lounges that are open for all tenants to enjoy from 8am to 10pm, unless otherwise communicated. Tenants can plan special events or activities their community to enjoy by contacting the Community Development team.

5) Hallways:

All hallways must be kept free of furniture, carpets (unless installed by LMCH), scooters, bicycles, strollers, walkers, debris, or garbage. Bring household waste and large garbage items to the designated area of your property.

If you have questions about how and where to throw away old furniture or large items:

• Ask your Maintenance Repair staff and/or Community Relations Worker or

• Call the Main Office

Never leave items in hallways. This is a fire hazard and you may be charged for the items’ removal.

6) Outdoor Spaces:

Residents are welcome to use outdoor spaces—e.g., private resident spaces, such as a backyard—in a fair and reasonable way. Doing so helps to maintain safety and allows everyone to enjoy the outdoors in their community.

**Outdoor gatherings:**

Tenants are welcome to have private gatherings within their backyards. You are responsible for the actions of your guests and visitors. Remember, you need to stay within your backyard space and respect your neighbour’s expectations of noise and cleanliness.

If you are affected by a disruptive event in your community, contact us by:

* Calling 519-434-2765 during regular business hours (8:30am-4:30pm Monday-Friday)
* Calling 519-434-2765 x3 after hours

7) Outdoor Wading and Swimming Pools and Trampolines:

Swimming pools and trampolines are not permitted in backyards, outdoor spaces, or anywhere on LMCH property.

8) Parking:

To qualify for tenant parking:

• A household must be in good standing with LMCH.

• The ownership of the vehicle must be registered to a household member who is on the lease.

• The address must be a LMCH unit where the household member is living.

• The license plate must be valid and up to date.

* Vehicle must be roadworthy.

A household member must:

• Read and follow the Tenant Vehicle Parking Terms and Conditions.

• Complete and sign the Tenant Vehicle Parking Registration Form.

• Show proof of vehicle ownership and insurance when registering.

# Section 11: Getting Involved

**How to Get Involved in Your Community**

All residents have opportunities to get involved. Is there an issue that is important to

you? Come to a meeting, host a meeting, or join a committee.

Our Community Development team is dedicated to providing support, programs, opportunities, and events for residents. Staff from this department also support resident involvement in all LMCH communities.

**Meetings**

Board and Board Committee Meetings:

There are two positions for tenants on the London and Middlesex Community Housing’s Board

of Directors. Interested residents can apply and be elected to the Board when a position

becomes available. Applications can be found on the City of London website. Board

and Board committee meetings are open to the public.

LMCH welcomes and encourages public input. To engage with LMCH and the Board of Directors, you can contact us via written communications or requesting delegation status at an upcoming Board meeting. More information about requesting delegation status, including a step-by-step guide can be found online at lmch.ca.

Community Meetings:

Meetings held in your community can be organized by staff to talk about London and

Middlesex Community Housing business. They can also be organized by residents for

residents, to talk about local issues.

**Bulletin Boards**

Most London and Middlesex Community Housing buildings have one or more bulletin

boards with news and information for residents. Check the bulletin board in your

building often to learn about activities in your community.

**Our Website**

Visit our website [www.lmch.ca](http://www.lmch.ca) to find news, Maintenance/Pest request forms, information about

tenancy, resources, LMCH buildings, policies, and more.

**Our Socials**

Follow us on Facebook and Twitter to learn about activities, resources and initiatives happening at LMCH

and in the community.

# Section 12: Service and Supports

**All available services located in London and Middlesex can be found at**

**211Ontario.ca. Below are a few of those services:**

**Alzheimer Society Southwest Partners - Middlesex Office**

435 Windermere Rd, London, ON N5X 2T1

519-680-2404

**Arthritis Society Canada - Southwest Region**

400 York St, Suite 204, London, ON N6B 3N2

519-433-2191

**BGC London (Boys and Girls Club of London Foundation)**

184 Horton St E, London, ON N6B 1K8

519-434-9114

**Canadian Hearing Services - London Region**

301 Oxford St W, Unit 4, London, ON N6H 1S6

1-866-518-0000

**Cheshire Independent Living Services**

1111 Elias St, Unit 2, London, ON N5W 5L1

519-439-4246 ext. 310

**Craigwiel Gardens**

221 Ailsa Craig Main St, RR 1, Ailsa Craig, ON N0M 1A0

519-293-3215

**Dale Brain Injury Services**

345 Saskatoon St, London, ON N5W 4R4

519-668-0023

**Dearness Home**

710 Southdale Rd E, London, ON N6E 1R8

Administration: 519-661-0400

**Four Counties Health Services - Community Support Services**

1824 Concession Dr, Newbury, ON N0L 1Z0

519-693-7111 ext. 2478

**Hutton House - Association for Adults with Disabilities - Day Break**

140 Ann St, Unit 101, London, ON N6A 1R3

Administration: 519-472-6381

Intake Specialist: 519-472-6381 ext. 1110

**London Intercommunity Health Centre**

659 Dundas St, London, ON N5W 2Z1

519-660-0874

**London Middlesex Community Support Services Network**

1111 Elias St, Unit 2, London, ON N5W 5L1

519-673-6617

**McCormick Care Group**

2022 Kains Rd, London, ON N6K 0A8

519-472-8566

**McCormick Care Group - McCormick Dementia Services**

2022 Kains Rd, London, ON N6K 0A8

519-439-9336

**Meals on Wheels London**

356 Queens Ave, London, ON N6B 1X6

519-660-1430

**ODSP**

438 University Avenue, Toronto, ON M5G 2K8

416-325-5666

**Ontario Pension Board**

200 King Street West, Suite 2200, Toronto ON M5H 3X6

1-800-668-6203

**Over 55 (London)**

Kiwanis Seniors' Community Centre, 78 Riverside Dr, London, ON N6H 1B4

519-438-1111

**Palliative Pain and Symptom Management Consultation Program Southwestern**

**Ontario** Main Building, 550 Wellington Rd, A2-152, London, ON N6A 4V2

519-685-4086

**Palliative Pain and Symptom Management Consultation Program Southwestern**

**Ontario - Huron and Perth Counties**

**Parkwood Institute**, PO Box 5777, Stn B, London, ON N6A 4V2

519-685-4292 ext. 45011

**Palliative Pain and Symptom Management Consultation Program Southwestern**

**Ontario - London and Middlesex County**

Main Building, 550 Wellington Rd, A2-152, London, ON N6A 4V2

519-685-4292 ext. 42376

**Palliative Pain and Symptom Management Consultation Program Southwestern**

**Ontario - Oxford and Elgin Counties**

Main Building, 550 Wellington Rd, A2-152, London, ON N6A 4V2

226-448-1342

**PHSS Medical and Complex Care in Community**

620 Colborne St, Unit 101, London, ON N6B 3R9

519-660-6635

**Regional HIV/AIDS Connection - John Gordon Home**

596 Pall Mall St, London, ON N5Y 2Z9

519-433-3951

**Salvation Army - London - Ontario Division - London Village - Adult Day Program**

1340 Dundas St E, London, ON N5W 3B6

519-455-5177

**Sherwood Forest Housing Corporation**

570 Gainsborough Rd, London, ON N6G 4X2

519-657-4214

**Southwest Ontario Aboriginal Health Access Centre**

425-427 William St, London, ON N6B 3E1

519-672-4079

**Southwest Ontario Aboriginal Health Access Centre - Chippewas of the Thames Site**

77 Anishinaabeg Dr, Muncey, ON N0L 1Y0

519-289-0352

**St Joseph's Health Care London - Parkwood Institute - Specialized Geriatric Services**

Main Bldg., 550 Wellington Rd, London, ON N6C 0A7

519-646-6100 ext. 4404

**St Joseph's Hospice**

485 Windermere Rd, London, ON N5X 2T1

519-438-2102

**Victorian Order of Nurses - Middlesex-Elgin**

1151 Florence St, Suite 100, London, ON N5W 2M7

Administration: 519-659-2273

**Victorian Order of Nurses - Middlesex-Elgin - London Community Support Services**

1151 Florence St, Suite 100, London, ON N5W 2M7

Administration: 519-659-2273

**Victorian Order of Nurses - Middlesex-Elgin - Middlesex-Dorchester Office**

Thames Centre Recreation Complex, 2066 Dorchester Rd, Dorchester, ON N0L 1G2

519-268-7028

**Victorian Order of Nurses - Middlesex-Elgin - Middlesex-Strathroy Office**

274 Head St N, Strathroy, ON N7G 4L7

519-245-3170

**Vision Loss Rehabilitation Ontario**

Suite 101 - 171 Queens Ave, London, ON N6A 5J7

1-844-887-8572

These services are governed by legislation in Ontario and the regulatory body is the

Ministry of Health and Long-Term Care ([www.health.gov.on.ca](http://www.health.gov.on.ca)).

The legislation for this service is the Home Care and Community Services Act, 1994

([www.ontario.ca/laws/statute/94l26](http://www.ontario.ca/laws/statute/94l26)).

# Section 13: Glossary and Appendices

**Glossary of Terms**

Account in good standing:

This is a term used to describe when a tenant has no amount owing (arrears), or pending legal procedures (Ex. Eviction)

Eviction:

When a tenant and their household is put out of their unit by legal means because they

did not fulfill the obligations under their lease or the Residential Tenancies Act.

Fob:

Also called a “key fob.” Fobs are used to open the main doors of many LMCH buildings. It is a small object, usually made of plastic or

metal, that you wave against a pad near the door which then unlocks the door.

Household:

All the people who live in your unit. You must tell your landlord about every person who

is living in your unit. The landlord has rules about adding and removing people from

your household.

Housing Services Act, 2011 (HSA):

The law that governs rent-geared-to-income (RGI) housing in Ontario. It replaced the

Social Housing Reform Act, 2000.

Landlord:

In this guide, the landlord is London Middlesex Community Housing.

Lease:

A contract between the landlord and one or more tenants. It tells you what unit you are

renting from the landlord, the original rent for the unit, and sets out the landlord’s and

the tenant’s rights and responsibilities. If you are a tenant, you should have met with

London Middlesex Community Housing staff and signed the lease. You should also

have been given a copy of the lease when you started your tenancy.

Residential Tenancies Act (RTA):

The law that sets out the rights and responsibilities of landlords and tenants who rent

residential properties.

Sublet:

A sublet is when a tenant moves out and lets someone else live in their unit. Your lease

does not allow you to sublet your unit.

Tenant:

A person who has signed a lease for a unit and continues to live in the unit. (This may

also be a group of people.) You may have people living in your unit who are part of your

household but who are not tenants. For example, children under 16 years old are not

tenants as they are not allowed by law to sign the lease.

Tenancy:

An ongoing relationship between a landlord and a tenant (or tenants if more than one

person has signed the lease). A tenancy is governed by the lease, the Residential

Tenancies Act and, if your tenancy is subsidized, the Housing Services Act.

Unit:

In this guide, a unit is the home you are renting from London Middlesex Community

Housing (whether that is an apartment, townhouse, house, etc.)

Footer:

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