



## Tenant Complaint about Maintenance of Rental Units Within the Township of Nipissing

Use this form if you have requested repairs for your rental unit and/or building to your landlord and the repairs have not been addressed in reasonable amount of time. Before filling out the form, please read the following instructions carefully. Providing insufficient or inaccurate information may result in delays in processing your complaint.

### Part 1: Instructions

#### To fill out this form:

1. You must currently reside in the rental unit which is the subject of this form.
2. You need to provide a valid property address, your contact information, and the contact information of your landlord.
3. You should have informed the landlord, property manager or superintendent of the issue in writing and given them a reasonable amount of time to correct the problem. You may be asked to provide proof of such communication.
4. You may also seek recourse for a residential rental property maintenance issue by filing an Application about Maintenance with the Landlord and Tenant Board. Filing a complaint with your local municipality and filing an application with the Board are separate processes.

---

#### Please confirm the following:

- I have informed the landlord, property owner or superintendent of the maintenance issue in writing and given them a reasonable amount of time to resolve the issue before submitting this complaint.
- I have included a copy of the documentation used to inform the landlord of the maintenance issue with this form.

**Name of contact person at the municipality:**

---

**Position title of contact person:** \_\_\_\_\_

**Phone number of contact person:** \_\_\_\_\_

**Date of contact:** \_\_\_\_\_

**Part II: General Information (please type or print clearly)**

<b>Property Information</b>	Property address (e.g. street, lot number, etc.)		Postal code
	Unit #	City or Town	Province
<b>Tenant(s) Information</b>			
<b>Tenant(s) Information</b>	Name of Tenant(s)		Postal Code
	Mailing address if different from above		Province
	Unit #	City or Town	
	Daytime phone number		Evening phone number
	Email address		
<b>Landlord(s) Information</b>			
<b>Landlord(s) Information</b>	Name of Landlord(s)		
	Mailing address		Postal code
	Unit #	City or Town	Province
	Daytime phone number		Evening phone number

**Part III: Background Information**

What type of building do you live in? (Check an appropriate box.)

House  Basement Apartment  Apartment Unit within a house (not basement)

Where are your maintenance problems located? (Check all appropriate boxes.)

<input type="checkbox"/>	Structural Elements	<input type="checkbox"/>	Plumbing/drainage	<input type="checkbox"/>	Electrical	<input type="checkbox"/>	Heating	<input type="checkbox"/>	Ventilation
<input type="checkbox"/>	Mechanical	<input type="checkbox"/>	Lighting	<input type="checkbox"/>	Safety/security	<input type="checkbox"/>	General Maintenance	<input type="checkbox"/>	Other

You may elaborate on the maintenance problem you are having using this space. You may attach additional pages, if required.

**Part V: Authorization (please ensure that your complaint is dated and signed.)**

Signature of Tenant or the Tenant's Agent:

Date:

\_\_\_\_\_

\_\_\_\_\_

Print on Letterhead

**LETTER TO TENANT: ACKNOWLEDGMENT – RECEIPT OF COMPLAINT**

**Date**

**Name**

**Street**

**City, Province, Postal Code**

**Re: Address of Tenant**

**File No.:**

We have received your written complaint concerning maintenance issues at your rental premises on {Date complaint was received}.

An Inspector from the Township of Nipissing will contact you to arrange a suitable date and time for the Inspector to inspect your premises. If a Work Order is issued following the inspection, a copy will be mailed to you.

If you have any questions about this letter, please contact me at (705) 724-2144 and refer to the above noted file number.

Yours truly,

**Name**

**Clerk**

## PRELIMINARY INSPECTION REPORT/DRAFT WORK ORDER

As an Inspector for the Township of Nipissing, I carried out an inspection of the rental property listed below under the authority of the *Residential Tenancies Act, 2006*.

PART I: PROPERTY INFORMATION	
Address inspected (i.e. Street/Lot, Concession & Township/Emergency Number)	
Unit or apartment No.	
City/Town/Township/Village	
Postal Code	
Date of inspection (MM/DD/YY)	Work order to be issued against: Unit <input type="checkbox"/> Complex <input type="checkbox"/> Both <input type="checkbox"/>
Summary Description of property:	
Parties in Attendance:	
PART II: STRUCTURAL ELEMENTS	
	Joists; beams; piers; foundation wall; basement/cellar or crawlspace; floor/slab; posts; exterior wall cladding; roof; shingles; eaves troughs; downspouts; fascia; soffit; fences; retaining walls; grading; drainage; other
PART III: UTILITIES AND SERVICES	
<b>PLUMBING</b>	Septic tanks; holding tank; weeping tile; plumbing; kitchen sink; toilet; bathtub; shower stall; taps; faucets; shower head; hot/cold water system; lock on door; floor, walls, ceiling around bathtub or shower; other
<b>ELECTRICAL</b>	Electrical panel; overfusing; wiring; switches; outlets; junction box; extension cords; hydro meter; other
<b>HEATING</b>	Heating appliance; portable heater as primary source; fuel supply; fuel storage; chimney; fan; pump; filtration equipment; adequate ventilation; other
<b>LIGHTING AND VENTILATION</b>	Artificial/natural lighting; fixtures; exterior common area; natural or mechanical ventilation; chimney; smoke pipes; flues; gas vents; windows; other
PART IV: SAFETY AND SECURITY	
	Guards; handrails; exterior common areas; driveways; ramps; parking garages; walkways; landings; exterior stairs; exterior door/window lock; safety devices on windows; intercom systems; security devices for parking and storage areas; mailbox delivery slot; other
PART V: GENERAL MAINTENANCE	
	Floors, stairs; porch; deck; balcony; cabinets; cupboards; shelves; counter tops; interior walls; ceilings; appliances; locker room; storage areas; garbage containers; pests; openings permitting entry of pests; interior doors; screens; other

<b>PART VII: REFERRALS</b>		
<b>HEALTH UNIT</b>		
<b>FIRE DEPARTMENT</b>		
<b>MUNICIPAL</b>		
<b>ELECTRICAL SAFETY AUTHORITY</b>		
<b>TECHNICAL STANDARDS &amp; SAFETY AUTHORITY</b>		
<b>OTHER</b>		
<b>PART VIII: AUTHORIZATION</b>		
<b>Inspector's Name (Print or type)</b>	<b>Inspector's Signature</b>	<b>Date (MM/DD/YY)</b>

REFERRAL					
Electrical Safety Authority	Health Unit	Technical Standards & Safety Authority	Fire Department	Municipal	Another Agency

PART I: REFERRAL TO		
REFERRAL AGENCY INFORMATION	CONTACT PERSON	EMAIL
	AGENCY NAME	
	MAILING ADDRESS	
	CITY/TOWN/TOWNSHIP/VILLAGE	POSTAL CODE
	TELEPHONE	FAX NO.

PART II: GENERAL INFORMATION ON PROPERTY REFERRED		
PROPERTY INFORMATION	ADDRESS INSPECTED (I.E. STREET/LOT, CONCESSION & TOWNSHIP/EMERGENCY NUMBER)	UNIT OR APARTMENT NO.
	CITY/TOWN/TOWNSHIP/VILLAGE	POSTAL CODE

LANDLORD/OWNER INFORMATION	NAME OF LANDLORD		E-MAIL
	MAILING ADDRESS		UNIT OR APARTMENT NO.
	CITY/TOWN/TOWNSHIP/VILLAGE		POSTAL CODE
	PROVINCE/STATE		COUNTRY
	DAYTIME PHONE	EVENING PHONE	FAX NO.

TENANT INFORMATION	NAME OF TENANT		EMAIL
	MAILING ADDRESS (IF DIFFERENT FROM ABOVE)		UNIT OR APARTMENT NO.
	CITY/TOWN/TOWNSHIP/VILLAGE		POSTAL CODE
	DAYTIME PHONE	EVENING PHONE	FAX NO.

PART III: REASON FOR REFERRAL
<p>This is to inform you that the Township of Nipissing has received notice that there is a maintenance problem at the above-noted address. As an Inspector for the Township of Nipissing, I carried out an inspection of this rental property on (MM/DD/YY) _____ under the authority of the <i>Residential Tenancies Act, 2006</i>.</p> <p>The item(s) listed on this form relate to this complaint and may be within your area of jurisdiction.</p> <p>We are asking that you consider investigating the problem(s). Please advise the Township of Nipissing as to what action you have taken with respect to this complaint.</p>

<b>ELECTRICAL SAFETY AUTHORITY</b>		
<b>PART IV: DETAILS OF REFERRAL</b>		
	<b>DEFECT</b>	<b>LOCATION</b>
	Branch circuit panel defective	
	Main fuses/switch box in poor condition	
	Switch defective	
	Unprotected junction boxes/switches	
	Defective junction boxes	
	Overfusing or bypassing	
	Fixture defective	
	Switch/receptacle arching	
	Unapproved electrical equipment (Type: )	
	Equipment wearing out in service (Type: )	
	Deteriorated or bare insulation	
	Poor or improper ground connection	
	Improper joints and splices	
	Unprotected joints and splices	
	Improperly secured permanent wiring	
	Improperly secured or loose fixtures	
	Insufficient outlets	
	Improper extensions to permanent wiring	
	Extension cord wiring	
	Octopus wiring	
	Duplex outlet defective	
	Improper use of flexible cord	
	No duplex outlet	
	Duplex outlet improperly located	
	Flexible cord run through partition walls/floors	
	Excessive cord run under rugs, etc.	
	Frayed lamp or extension cord	
	Outdoor wiring fixtures not approved for exterior use	
	Exterior overhead wiring bare or deteriorated	
	Exterior overhead wiring improperly secured to building	
	Other – Specify:	
	Other – Specify:	
	Other – Specify:	

<b>PART V: AUTHORIZATION</b>		
<b>Inspector's Name:</b>	<b>Inspector's Signature:</b>	<b>Date of Referral (MM/DD/YY)</b>



**OTHER**

**PART IV: DETAILS OF REFERRAL**

--

**PART V: AUTHORIZATION**

<b>Inspector's Name</b>	<b>Inspector's Signature</b>	<b>Date of Referral (MM/DD/YY)</b>

**IN THE MATTER OF**

**Municipal Address:**

**Property Assessment Roll No.:**

**Landlord:**

**Date of Inspection:**

**Work Order Issued Against:**

**Description of Property:**

**File Number:**

**PARTICULARS OF WORK ORDER TO BE PERFORMED**

Inspection of the residential complex located at the above-noted municipal address indicates areas of non-compliance with the prescribed provincial Maintenance Standards as set out in the Ontario Regulation 517/06 made under the *Residential Tenancies Act, 2006*. The following work order is required in order to achieve compliance with the prescribed maintenance standards:

<b>STRUCTURAL ELEMENTS</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
1.		30 days (example)

  

<b>UTILITIES AND SERVICES (PLUMBING)</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
2.		

  

<b>UTILITIES AND SERVICES (ELECTRICAL)</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
3.		

  

<b>UTILITIES AND SERVICES (HEATING)</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
4.		

  

<b>UTILITIES AND SERVICES (LIGHTING AND VENTILATION)</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
5.		

  

<b>SAFETY AND SECURITY</b>		
<b>Item No.</b>	<b>Required Work</b>	<b>Compliance Period</b>
6.		

GENERAL MAINTENANCE		
Item No.	Required Work	Compliance Period
7.		

**COMPLIANCE PERIOD START DATE**

The compliance period(s) noted in the work order begin on: \_\_\_\_\_

**REVIEW OF WORK ORDER**

If you do not agree with the terms set out in the work order, you may apply to the Landlord and Tenant Board by filing an L6 application (Application to Review a Provincial Work Order). You can contact the Landlord and Tenant Board at 1-888-332-3234 or visit their website at [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca). This application must be made no later than 20 days after the work order was issued.

**INSPECTOR**

\_\_\_\_\_  
First and Last Name, Inspector

\_\_\_\_\_  
Date Order Issued

**REFERRALS**

<b>Fire:</b>	
<b>Electrical:</b>	
<b>Health:</b>	
<b>Building:</b>	
<b>Other:</b>	

**Print on Letterhead**

**Letter to Landlord – Issuance of Work Order**

Date

Name of Landlord

Address

City, Province Postal Code

Re: Address of Complaint  
File No.

---

The Township of Nipissing received a written complaint about maintenance at the above-noted property. This property was subsequently inspected and our Inspector {name of Inspector} found that it did not meet the maintenance standards required by Ontario Regulation 517/06, made under the *Residential Tenancies Act, 2006* (the Act). As a result, a Work Order has been issued, which sets out the repair work that must be completed at the property and the time frame(s) for completing the work. A copy of the Work Order is attached.

If you do not agree with the terms of the Work Order, you may appeal the Work Order by filing an L6 application "Application for Review of a Provincial Work Order", with the Landlord and Tenant Board (the Board). This application must be filed by {Date 20-days from the date Work Order issued}. To obtain the proper forms and further information on the process, contact the Board at 1-888-332-3234.

The property will be re-inspected on or shortly after the compliance period noted in the Work Order to determine if the defects have been corrected.

Please note that it is an offence under the Act not to comply with the terms of a Provincial Work Order. If a landlord is found guilty of an offence, the penalty upon conviction is a fine of not more than \$25,000 for an individual and not more than \$100,000 for a corporation.

When all the items on the Work Order have been completed, please advise us in writing so that we may arrange for a re-inspection of the property. If the Inspector confirms that the terms of the Work Order have been satisfied, we will close the Work Order file.

If you have any questions about this letter, please contact our office at 705-724-2144 and refer to the above-noted file number.

Yours truly,

Clerk

Enclosure

CC: {Inspector's name}  
{Tenant}  
{Any referrals}

RE-INSPECTION REPORT

As an Inspector for the Township of Nipissing, I carried out a re-inspection of the rental property listed below under the authority of the Residential Tenancies Act, 2006.

PART 1: PROPERTY INFORMATION	
Address Inspected (i.e. Street/Lot, Concession & Township/Emergency Number)	Unit or Apartment No.
City/Town/Township/Village	Postal Code
Date of Inspection (MM/DD/YY)	Work order to be issued against:  <div style="display: flex; justify-content: space-around;"> <span>Unit</span> <span>Complex</span> <span>Both</span> </div>

Summary Description of Property
---------------------------------

Parties In Attendance
-----------------------

**PART II: STRUCTURAL ELEMENTS**

Work Order Item #	<p>Joists; beams; piers; foundation wall; basement/cellar or crawlspace; floor/slab; posts; exterior wall cladding; roof; shingles; eaves troughs; downspouts; fascia; soffit; fences; retaining walls; grading; drainage; other</p> <p><input type="checkbox"/> Full Compliance  <input type="checkbox"/> Partial Compliance  <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>
Work Order Item #	<p><input type="checkbox"/> Full Compliance  <input type="checkbox"/> Partial Compliance  <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>
Work Order Item #	<p><input type="checkbox"/> Full Compliance  <input type="checkbox"/> Partial Compliance  <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>
Work Order Item #	<p><input type="checkbox"/> Full Compliance  <input type="checkbox"/> Partial Compliance  <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>

**PART III: UTILITIES AND SERVICES**

<p>PLUMBING</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>	<p>Septic tanks; holding tank; weeping tile, plumbing; kitchen sink; toilet; bathtub; shower stall; taps; faucets; shower head; hot/cold water system; lock on door; floor, walls, ceiling around bathtub or shower; other</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>
<p>ELECTRICAL</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>  <p>Work Order Item #</p>	<p>Electrical panel; overfusing; wiring; switches; outlets; junction box; extension cords; hydro meter; other</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>

<p>HEATING</p> <p>Work Order Item #</p> <p>Work Order Item #</p> <p>Work Order Item #</p> <p>Work Order Item #</p>	<p>Heating appliance; portable heater as primary source; fuel supply; fuel storage; chimney; fan; pump; filtration equipment; adequate ventilation; other</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>
<p>LIGHTING AND VENTILATION</p> <p>Work Order Item #</p> <p>Work Order Item #</p> <p>Work Order Item #</p> <p>Work Order Item #</p>	<p>Artificial/natural lighting; fixtures; exterior common area; natural or mechanical ventilation; chimney; smoke pipes; flues; gas vents; windows; other</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p> <p><input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance</p> <p>Comments:</p>

**PART IV: SAFETY AND SECURITY**

Work Order Item #	Guards; handrails; exterior common areas; driveways; ramps; parking garages; walkways; landings; exterior stairs; exterior door/window lock; safety devices on windows; intercom systems; security devices for parking and storage areas; mailbox delivery slot; other  <input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:

**PART V: GENERAL MAINTENANCE**

Work Order Item #	Floors; stairs; porch; deck; balcony; cabinets; cupboards; shelves; counter tops; interior walls; ceilings; appliances; locker room; storage areas; garbage containers; pests; openings permitting entry of pests; interior doors; screens; other  <input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:

Work Order Item #	<input type="checkbox"/> Full Compliance <input type="checkbox"/> Partial Compliance <input type="checkbox"/> Non-Compliance  Comments:
----------------------	---

PART VII: AUTHORIZATION		
Inspector's Name (Print or type)	Inspector's Signature	Date (MM/DD/YY)

Print on Letterhead

**Letter to Landlord – Compliance with Work Order**

Date

Name

Address

Re: Address of Complaint  
File No.

In response to a written complaint about maintenance from the tenant at the above-noted address, The Township of Nipissing conducted an inspection and Work Order {File Number} was issued on {Date Work Order Issued}.

Our Inspector, {Inspector Name}, conducted a re-inspection of the property on {Date of re-inspection} and has confirmed that you have complied with the terms of the Work Order.

Please be advised that the Work Order {File Number} is now closed.

If you have any questions about this letter, please call us at 705-724-2144 and refer to the above-noted file number.

Yours truly,

Clerk

Cc: {Inspector's Name}  
{Tenant}  
{Any referrals}

Print on Letterhead

**Letter to Landlord – Non-Compliance with Work Order**

Date

Name

Address

Re: Address of Complaint

File No.:

The Township of Nipissing received a written complaint about maintenance at the above-noted property. The property was subsequently inspected and our Inspector {name of Inspector} found that it did not meet the maintenance standards required by Ontario Regulation 517/06 under the *Residential Tenancies Act, 2006* (the Act). As a result, our letter dated {date} together with Work Order {File #} were mailed to you on {date}.

We have now been informed by our Inspector {name} who conducted a re-inspection of the property on {date}, that this Work Order {File #} has to-date, not been {fully} complied with.

We have been told that the following items on this work order have yet to be completed:

Items: {List of Items}

Please note that failure to comply with any or all of the items contained in a Work Order issued under s.225 of the *Residential Tenancies Act, 2006* (the Act) constitutes an offence under clause 234(t) of the Act. If a landlord is found guilty of an offence, the penalty upon conviction is a fine of not more than \$25,000 for an individual and not more than \$100,000 for a corporation.

If you have any questions about this letter, please call us at 705-724-2144 and refer to the above-noted file number.

Yours truly,

Clerk

Cc: {Inspector's name}

{Tenant}

{Any referrals}