



# Tenant Guide

A Place to Call Home

Client Services: 519-434-2765 | [lmch.ca](http://lmch.ca)



LONDON &  
MIDDLESEX  
COMMUNITY HOUSING



## 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**

Ce document contient des informations importantes pour les locataires de London and Middlesex Community Housing. Si vous souhaitez obtenir un exemplaire du guide, appelez le 519-434-2765.



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# Land Acknowledgment

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.



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# 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. 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 a safe place to call home.

LMCH traces its roots to the Ontario 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 is subject to change without notice. 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 lease, policy, procedure, or guideline, then the law, lease, 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.

April 1, 2025



# Our Staff and How They Serve You

## Tenant Experience

Dedicated to supporting tenants throughout their housing journey, this team oversees key aspects of tenancy management, including lease administration, tenant onboarding, and everyday inquiries. They are the first point of contact at LMCH, ensuring tenants receive timely assistance and information. They aim to provide all residents with a smooth, supportive, and responsive experience.

## Building Services

This team is responsible for maintaining the health and longevity of buildings and assets. They ensure that all properties remain clean and well-maintained. Their work includes regular inspections, preventative and responsive maintenance, compliance with building standards, pest control, and vendor management. Through proactive care, they help provide tenants with high-quality living spaces.

## Community Safety and Wellbeing

This team focuses on creating safe, secure, and supportive living environments for all tenants. It addresses complex tenancy challenges, including building security, anti-social behaviour, and safety concerns. By working closely with community partners, this team helps connect tenants with support services and engagement opportunities that enhance overall well-being.



# Contact LMCH



## Online: [lmch.ca](https://lmch.ca)

- General LMCH information
  - Contact us page – name, email address, and phone number of site staff
  - Online maintenance request form
  - Online feedback form
- 



## In Person:

- 1299 Oxford Street East  
Monday - Friday  
8:30 AM - 4:30 PM
  - 345 Wharncliffe (Coming in summer 2025)
- 



## Telephone: 519-434-2765

- Monday – Friday - 8:30 AM to 4:30 PM
  - Maintenance and Pest Control
  - After hours for emergency service
- 



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





# Your Local Staff

## Write the contact information for your London and Middlesex Community Housing Property and other LMCH staff below.

(You will get this information when you sign your lease, or you can also call the Client Services at 519-434-2765. Information is also posted in your building.)

**Community Relations Worker (CRW):** \_\_\_\_\_

Office Hours: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Property Service Manager (PSM):** \_\_\_\_\_

Office Hours: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Notes:** \_\_\_\_\_

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# Emergency Contacts

**Call 911 for life-threatening situations or physical safety, fires, or serious crimes such as theft.**

**Call LMCH at 519-434-2765 to speak to Maintenance during business hours and after hours for non-life-threatening urgent matters such as:**

- Smoke detectors and/or other fire safety equipment.
- Electrical issues.
- Water leaks or anything that may lead to a leak.
- Elevator entrapment or if it is not working.
- Loss of heat or other utilities.

You can also call us for issues related to unauthorized access, vandalism, noise complaints, or any situation where intervention is needed to protect residents and property.

**Use your judgment:** If you believe a situation is an emergency, but can't decide whether to 911 or LMCH, don't hesitate to call 911. You can reach out to LMCH after.



# 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.

**Health811 (Non-Emergency):** Call 811 or 1-866-797-0007  
or visit [health811.ontario.ca](https://health811.ontario.ca)

Connect with a registered nurse day or night for free, secure and confidential health advice.

## 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](mailto:es@london.ca)

**Excessive Dog Barking:** 519-661-4660 or email [enforcement@london.ca](mailto:enforcement@london.ca)

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

## Nuisance and Bylaw Infractions

By-laws are local regulations passed by Council under provincial legislation such as the Municipal Act, Building Code Act and Planning Act.

Typically, phone calls and emails from residents inform your municipality of concerns or nuisances, which they assess to determine if they may constitute by-law violations.

Learn more about City by-laws at [london.ca](https://www.london.ca)

City Bylaw Enforcement:

Call - 519-661-4660 or Email - [enforcement@london.ca](mailto:enforcement@london.ca)

**If you live outside the City of London, check with your local municipality for their information about bylaw infractions.**

## 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.)





# 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 experiencing disruptive behaviour, please contact the Community Safety Unit:**

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

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

Common examples of disruptive behaviour include:

- Excessive noise
- Trespassing
- Loitering
- Suspicious Person(s) or Activities
- Vandalism
- Anti-social behaviour
- Aggression towards people

**Important:** Tenants who engage in disruptive behaviour may 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. If see something or have a safety concern, don't hesitate to contact us.
- 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 to report it to Maintenance for replacement.
- If you are going to be away for a long time let us know.
- Do not leave young children home alone.
- Make sure your windows and doors are locked and secure.

- Let Maintenance know:
  - a) If you see light bulbs that are burnt out in and around your building.
  - b) If your smoke detector is beeping.
  - c) If there are areas that require snow and ice removal.
  - d) 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 planned and expected to last more than three hours, staff will post notices and/or visit units to share information to make sure tenant needs are met.

Power outages can occur unexpectedly, especially during extreme weather. If possible, remain in your unit until power is restored. However, if you're able, you may leave the property and continue with your day as usual. For tips on preparing for power failures, visit [londonhydro.com](http://londonhydro.com).

To report a power failure in your building:

- Call London Hydro at 519-661-5615.
- Call LMCH at 519-434-2765.





## Pets

We know how important your pet is to you. LMCH requires all tenants to be compliant with municipal and county bylaws while on LMCH property. If you are deemed to be in violation of a bylaw, you could be fined by Bylaw Enforcement, and/or your tenancy could be at risk.

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

- Keep your pet on a leash on LMCH property. This includes areas outside of your unit, such as hallways, lounges, entryways.
- Never leave your pet alone on a balcony in a high-rise or in the backyard of a townhouse.
- Ensure that the pets are properly cared for and that all requirements for animal control (including licensing, vaccinations, and spaying or neutering).
- In the interest of health and safety, pet(s) are to be confined in a separate area (bedroom) if requested by staff or contractors working on the premises. Failure by the tenant to do so may result a delay in repairs. For pest treatments, refer to instructions given prior to treatment.
- You are responsible for the cost of repair or replacement for damage or any loss caused by your pet(s).
- Stop, scoop, bag, and dispose of your pet's waste. Always clean up after your pet.
- Use outdoor garbage bins to dispose of pet waste when out for a walk.
- Cat litter is never to be discarded in the toilet.
- **Always double-bag pet waste** - including litter and cage linings, before securely disposing of it down the garbage chute.
- 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)



**Important:** Each municipality has different bylaws for pets, including the number of pets you can have in your unit and which pets require a license. Learn more about pet bylaws by visiting your municipality or county website.



## Wildlife

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



## 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 the London Fire Department. 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.

- **DO NOT use the elevator.**
- 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 all doors behind you as you leave.
- 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.
- Call 911 and let them know 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: [london.ca/living-london/garbage-recycling/household-hazardous-special-products](https://london.ca/living-london/garbage-recycling/household-hazardous-special-products)

### **Smoke-Free Transition:**

We are in the process of transitioning all LMCH units to smoke-free. If you signed your lease after April 1, 2025, you would have acknowledged the smoke-free portion of your lease and are prohibited from smoking in your unit, including your balcony. Tenants who signed leases before April 1, 2025 are grandfathered and permitted to smoke in their unit and balcony.

### **Be Careful when Smoking in your unit:**

- 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.

### **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.

### **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.

## **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.

## **Outdoor Fires Prohibited:**

- Outdoor fires are prohibited on LMCH property at all times. This includes open-air fires, bonfires, fire pits, and fire tables or bowls.
- If you are found to have started or allowed any outdoor fire, it will be extinguished by an authorized officer at your expense. Additionally, you may face fines from London Fire Services.
- Violating this policy could result in the termination of your lease agreement.

## **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.

## **Common Area Testing**

Every month, LMCH staff test fire alarms and other life safety systems in the common areas of your building.





# 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. 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 differently.

**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.**

### 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.

[london.ca/living-london/community-services/homeless-prevention-housing/community-housing](https://london.ca/living-london/community-services/homeless-prevention-housing/community-housing)

If it's been less than 2 years, please contact Tenant Services (CRW).



# 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 automatically sends your rent payment from your bank account directly to LMCH every month.

To set up this type of payment, you will get a ARP form when you sign your lease and will need to give LMCH a void cheque or pre-authorized debit form from your bank. You can get this from your online banking or in person at your local branch.

If you need another form, please contact your Community Relations Worker or the Main Office.

**Be sure that you have enough money in your account on the first of every month to ensure your rent is paid on time. You may be charged fees from both your bank and LMCH if there is not enough money in your account on the first of each month.**

We also accept direct payments from Ontario Works and Ontario Disability Support Program. Contact your case worker to set this up.

## 2. Online Banking Payment:

You can pay your rent by online banking at your financial institution by adding LONDON & MIDDLESEX COMMUNITY HOUSING and your personalized LMCH tenant number as a payee on your online banking. If you need help with online banking, speak to someone at your bank, credit union, or trust company for assistance.

## 3. In-Person:

You can pay rent at our Main Office located at:

1299 Oxford Street East, Unit 5C5  
London, Ontario  
N5Y 4W5

Payments can be made with cash, debit, cheque, bank draft, or money order.

**We do not accept credit card payments for rent.**

**Important:** We want to help you keep your home. If you miss rent payments or know that you will be missing payments, **please contact us.**

If you miss rent payments, you will be in arrears and this puts you at risk of losing your housing.

We can make special arrangements to help you if you are in hospital or have a personal emergency. Call the Main Office or speak with your property Community Relations Worker (CRW). We can work with you to create a repayment plan.



## Income Changes for RGI Tenants

The City of London and Province of Ontario sets the rules for rent-gear-to-income subsidies. **All income changes should be reported to LMCH if you know before it happens or within 30 days of the change.** By not reporting income changes, you may lose your subsidy and put your account into arrears, which could ultimately lead to eviction.

### Reporting Changes to your Income

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 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 (CRW).

### **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, which will affect the rent you pay each month depending on your income source.

**Example:** If your income source was from OW/ODSP and you turn 65, your income source will change to a pension plan. When your income source is OW/ODSP the RGI rent is based on the appropriate OW/ODSP rent scale table listed in the Housing Services Act, 2011. When you switch to a pension



plan, your rent will be calculated based on 30% of your income, which could be more than you have been previously paying.

**Note: This is meant as an example only.**

If you receive a pension from another country, you also need to report this income to LMCH. If you have questions about the Canada Pension Plan or Old age Security, call 211 or visit [211ontario.ca](https://211ontario.ca).

## 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 with supporting documents within 30 days. If you do not, you could lose your subsidy. Talk to your CRW or call the Main Office to set up an appointment if you need help completing these forms.

## Adding or Removing Someone from Your Household

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

**To request the addition of someone to your household, you must contact Tenant Services to begin the process:**

1. Complete the Add Occupant Request form. You can get a copy by talking to your CRW or by visiting or calling the Main Office.
2. Attach all supporting documents.
3. Send or bring the information to your CRW 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:**

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.

## **Downsizing (over-housed) Procedures**

The City of London and Province of Ontario sets the rules for rent-geared-to-income subsidies and requires tenants to live in units according to the size of their households. 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.

## **How to Request a Transfer to Another Unit**

LMCH has an approved transfer policy that determines who is eligible for a transfer and how they happen. This policy may change from time to time. You can view the transfer policy at [lmch.ca](http://lmch.ca) or you can speak with your CRW, who can also 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. 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.



# Visitors and Guests

Tenants are welcome to have visitors and guests in their homes. To ensure the safety and security of all residents, tenants are reminded of the following:

- Tenants should not duplicate keys or lend building access devices (such as keys or entry FOBs) to visitors.
- For the safety of all residents, tenants should only permit entry to individuals they know personally.
- Individuals who have been formally trespassed are not permitted access to the building or individual units.

## Guests

Guests are individuals who are not on the lease but stay with a tenant for up to 30 days within a 12-month period. If a guest remains in the unit for longer than 30 days without prior notification to LMCH and the completion of a request to add an occupant, the guest may be considered an unauthorized occupant.

Exceptions may apply in certain circumstances, such as:

- Accommodation-related situations under the Ontario Human Rights Code, including the need for short-term care provided by a qualified individual for a tenant with a disability.

Tenants are encouraged to contact LMCH if they require assistance or clarification on accommodating guests for longer periods.

## Visitors

Visitors are individuals who come to see a tenant but do not stay overnight or require temporary accommodation.

While on the property, visitors may be asked to identify themselves and confirm the unit they are visiting if requested by LMCH staff.

## Tenant Responsibility

Tenants are responsible for the actions, behaviour, and any damages caused by their visitors, guests, and occupants. For more information, please refer to your lease agreement, the Tenant Code of Conduct, and the Visitor and Guest Policy, available at [lmch.ca](http://lmch.ca)

To learn more about the Visitor and Guest Policy:

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

## 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/or 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.

**Note:** Please tell us if you are in hospital, rehabilitation, 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.

## 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 or subsidy, 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.





# Rights and Responsibilities

## Human Rights

London is made up of many people 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.

## LMCH Staff Rights

LMCH is committed to fostering a workplace environment where every individual feels respected, valued, and safe. Harassment, discrimination, or any form of inappropriate behaviour has no place in our organization. We believe that a harassment-free workplace is essential to ensuring that all employees can work with dignity and confidence.

## Tenant Rights:

As a tenant, you have the right to:

### Security of Tenancy

You can continue to live in your rental unit until you give LMCH proper notice that you intend to move out, you and LMCH agree that you can move, or LMCH gives you a notice to end your tenancy for a reason allowed by the RTA.

**Important:** If LMCH gives you a notice to end your tenancy, you do not have to move out. LMCH must apply to the LTB to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

## Privacy

LMCH can only enter your rental unit for the reasons allowed by the RTA. In most cases, before entering your unit, LMCH must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow LMCH to enter.

### You are responsible for:

- **Paying your rent** on time.
- **Keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **Repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

### You are not allowed to:

- **Change the locking system** on a door that gives entry to your rental unit unless you get LMCH's permission.

## Landlord Rights and Responsibilities

### LMCH has the right to:

- **Collect a rent deposit** - It cannot be more than one month's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. LMCH must pay interest on the deposit every year.
- **Increase the rent for market rate tenants** - LMCH can increase the market rent only once per year, according to the Ontario Government's guidelines. A minimum of 90 days' notice will be provided.
- **Increase the rent for RGI tenants** - For tenants in the RGI program, the rent you are required to pay can change based on program rules. For example, if your income goes down, your RGI rent may also go down.

## LMCH is responsible for:

- **Keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **Providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to LMCH. For most tenancy agreements first entered into on or after April 30, 2018, LMCH must use the standard lease form entitled Residential Tenancy Agreement (Standard Form of Lease).

## LMCH is not allowed to:

- **Shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), that LMCH must provide under your tenancy agreement. However, LMCH is allowed to shut-off services temporarily if this is necessary to make repairs.
- **Take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **Lock you out of your rental unit** unless LMCH has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- **Insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.





# What Happens if Tenant Responsibilities are not met?

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.
- Harassing, obstructing, coercing, threatening or interfering with a landlord.
- Breaking the law on LMCH property.
- Violating the terms of your lease.



# Accessibility at LMCH

## 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](https://lmch.ca/your-tenancy)

# 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:

**In-Person:** Speak to your building staff on-site or visit the Main Office.

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

**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](https://www.lmch.ca)

## After-Hours Noise Complaints

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

You can also report noise complaints to your municipality. See information about by-laws on page 12.





# 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! Decor 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 paint your walls.
- Do not change flooring
- Do not remove doors, cabinets, plumbing or light fixtures



## Utilities

- The amount you pay and who pays for utilities will be different depending on the size and type of your unit.
- 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.



## Appliances

### Kitchen

Every apartment building 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 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.



## 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.



## 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.

**You can use your balcony to** exercise, read or work, enjoy the outdoors, catch up with a friend, grow potted plants, or dry clothes on a drying rack.

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

### **Do not use your balcony to:**

- Do not store, display, or clean carpets.
- Do not store or use barbeques or propane tanks.
- Do not hang clothes on the railing.
- Do not throw cigarettes, garbage, food, or other items off your balcony. (You may be fined for engaging in this behaviour.)
- Do not let your pet use your balcony as it's toilet.

### **Important:**

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



Backyards are wonderful extensions of your living space, offering a place to relax, garden, or spend time outdoors with family and friends. Tenants with backyards are encouraged to enjoy these spaces while maintaining them responsibly and respectfully.

### **Exterior Modifications and Additions**

Tenants are not permitted to install extensions, obstructions, or similar items that are attached to, visible from, or affect the exterior of the building or property without prior written approval from LMCH. This includes partitions, fences, or gates.

### **Outdoor Wading and Swimming Pools and Trampolines**

Pools 23 inches and under are allowed within your designated backyard area. This includes inflatable and above-ground swimming or wading pools. For safety, an adult must always be present when a pool is filled, in use, and while being emptied. All pools must be emptied after each use to prevent standing water. Outdoor pools deeper than 24 inches are not allowed on any LMCH property, including your designated backyard area.

Trampolines are not permitted on LMCH property including your designated backyard area.



## Keys and Fobs

LMCH will give you keys and 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 2025, 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

- Tenants who signed a lease after April 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.
- Contents or Renter's Insurance is not mandatory for anyone who signed a lease before April 1, 2025, but we highly encourage having it. 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 or 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:**

Housing Services Corporation provides insurance designed for tenants who live in social housing. You can get information about rates and coverage at [hscorp.ca](https://hscorp.ca) or by calling 1-866-940-5111.

You can also obtain insurance through your preferred provider.

**Any tenant who signed a lease agreement after April 1, 2025 is required to obtain and show proof of insurance at the time of lease and will be reviewed annually.**



## Maintenance and Repair

You can help keep your unit in good condition by submitting a request on [lmch.ca](https://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.

### **Emergency Repairs**

When you call for an emergency repair (e.g., flood, fire, life safety equipment, etc.), a staff person or authorized vendor 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 apartment 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

London Middlesex Community Housing is committed to providing tenants and employees with a safe and healthy environment in which to live and work. Part of this commitment is our goal to create a smoke-free environment. The changes will be phased in over several years, in consultation with tenants.

### Creating a smoke-free environment

Currently, LMCH tenants are permitted to smoke tobacco or cannabis

inside their unit as well as in any outdoor space beyond nine metres of a building entrance or exit. In future, any household signing a new lease, either as a new tenant or as a transfer, will be required to agree not to smoke in their units or anywhere on LMCH property as a condition of their lease.

## No smoking in common areas

In Ontario, it is against the law to smoke tobacco or cannabis in common areas.

Common areas are shared spaces like:

- Elevators
- Stairwells
- Hallways
- Parking garages
- Laundry rooms
- Lobbies
- Exercise areas
- Garbage or recycling rooms
- Party or entertainment rooms, including lounges
- Recreational spaces, including playgrounds and publicly owned sports areas

If you or someone in your household smokes in a common area, you could face a City levied fine.

## No smoking near entrances or exits

It is against the law in London to smoke within nine metres (30 feet, which is about the length of a small bus) of any entrance or exit of a public building. This includes all London Middlesex Community Housing apartment buildings and offices.

Under the Residential Tenancies Act, 2006 a tenant's smoking cannot interfere with the reasonable enjoyment of other tenants, or seriously impair safety.



## 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 for sharps disposal. Speak to your building staff to learn more.

LMCH has public 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](https://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 [lmch.ca](https://lmch.ca)
- Calling 519-434-2765

# 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 1.*

**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 1, you would pay rent for March and would move out before May 1.*

## 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 fire life safety systems are working.
2. Window screens are not damaged, and window locks are in place and not tampered with.
3. There is no excessive clutter or fire hazards.
4. There are no major repairs needed.
5. Replace furnace filters in townhouses.

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.

## Access To Your Unit

### Notice of Entry

- A landlord (LMCH) must provide 24 hours written notice before entering your unit, unless there is an emergency.
- A LMCH employee or vendor who enters your unit must have a reason for entering that complies with the Residential Tenancies Act of Ontario (RTA) or your lease.

### Entry Without Notice

Under the Residential Tenancies Act, a landlord may enter a rental unit at any time without written notice,

- In an emergency, to make repairs, or to inspect your unit.
- If you consent to the entry at the time of entry.



# 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 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 LMCH apartment 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 in 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.

## 7) 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 and insured.

### **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.



# 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.

## Community Supports and Services

All available community services and supports located in London and Middlesex can be found by calling 211 or visiting [211Ontario.ca](https://211Ontario.ca)

## 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](https://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 properties have one or more bulletin boards with news and information for residents. Check the bulletin boards in your community often to learn about activities, special projects, and service disruptions.

## Our Website

Visit our website [lmch.ca](http://lmch.ca) to find news, maintenance and pest request forms, tenant resources, policies, and more.

## Our Social Media

Follow us on social platforms to learn about activities, resources and initiatives happening at LMCH and in the community.





# 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” or “access card.” 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 and 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, 2006 (RTA):**

The law that governs residential tenancies and matters related to rent in Ontario. The RTA Ontario regulates rent increases, evictions, repairs, and other issues between landlords and tenants.

**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.)

# Notes

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LONDON & MIDDLESEX  
COMMUNITY HOUSING

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519-434-2765 | [lmch.ca](http://lmch.ca)