



RELATED DOCUMENTATION

Legislation	Housing Services Act, 2011 (HSA) Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Residential Tenancies Act, 2006 (RTA)
Collective Agreement	
Forms	
Policies	
Other Resources	

1.0 PURPOSE

The purpose of this policy is to ensure rent is collected as required and to evict as few tenants as possible for non-payment of rent. London and Middlesex Community Housing (LMCH) aims to support tenants in maintaining their housing by implementing proactive eviction prevention strategies.

2.0 SCOPE

This policy applies to:

- The non-payment of rent. Eviction action can be undertaken for other reasons, which will be addressed in a separate policy.
- All residential tenants, including rent-geared-to-income (RGI) and market tenants.

3.0 POLICY STATEMENT

London Middlesex Community Housing (LMCH) is committed to eviction prevention whenever possible and appropriate.

LMCH will work with tenants, service agencies, the Ministry of Community and Social Services, and external supports whenever possible, to keep tenants housed and to ensure that rent is paid, with eviction being the very last resort.

This policy is established within the context of the Housing Services Act, 2011, the Residential Tenancies Act, 2006, and any applicable municipal directives.



4.0 VALUES

LMCH is committed to supporting successful tenancies and ensuring that tenants meet their rental responsibilities. LMCH will:

- Recognize tenants as responsible and able participants in maintaining their tenancy and paying their rent.
- Work with tenants to try to identify solutions, recognizing that tenants sometimes face barriers to maintaining their tenancy due to a lack of support or access to services.
- Ensure all procedures regarding tenancies at risk are fair, open, and equitable (procedural fairness).
- Recognize the right of everyone to be treated fairly, with respect, and without discrimination.
- Collect rent on time, as lost revenue affects building maintenance and other services for all tenants.

5.0 STANDARDS

- Tenants must pay their rent in full and on time each month. Eviction prevention cannot be an incentive not to pay rent on time and in full.
- Staff are required to make a minimum of three (3) documented attempts to make personal contact with the tenant before filing an application to Evict a Tenant for Non-payment of Rent and to Collect Rent the Tenant Owes (L1) at the Landlord and Tenant Board (LTB). This contact could be by phone, email, or in-person.
- At least one reasonable and accessible opportunity for a face-to-face meeting must be given to the tenant during the eviction process.
- Efforts made and the results of those communication efforts with tenants (during the eviction process) will be documented.
- Clear information on how rent is calculated, and the tenant's rental account status will be made available.
- A fair and transparent process exists for reviewing RGI decisions and calculations by a person or panel independent of the original decision-maker.
- Notices to evict will include information on the supports available to tenants, including details about local community legal clinics.
- Tenants will have access to the Eviction Prevention Policy.
- Tenants will be informed of services offered at the Landlord and Tenant Board, including mediation, duty counsel, and interpretation services if applicable.
- Tenants who are evicted by the Sheriff will be informed of external services that can assist them in finding alternative accommodation and support.



6.0 APPLICABLE LEGISLATION AND REGULATIONS

This policy aligns with the following legislation and regulations:

- Housing Services Act, 2011 (Ontario) – Governs social housing providers in Ontario, including rent-geared-to-income calculations and housing program requirements.
- Residential Tenancies Act, 2006 (Ontario) – Outlines tenant and landlord rights and responsibilities, including rules regarding evictions.
- London Property Standards By-law CP-24 – Ensures that rental properties meet minimum maintenance and safety standards.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) – Governs the collection, use, and disclosure of tenant information.

This policy aligns with LMCH's commitment to housing stability and ensuring that eviction is truly the last resort for non-payment of rent.

7.0 DOCUMENT CONTROL

Date Drafted	January 31, 2025
Date Approved	April 17, 2025
Date Revised	N/A
To be reviewed	Every Three (3) Years
Inquiries to Policy Owner	Director of Tenant Services