

5 tips for resolving problems with your landlord



1

Keep it clear and respectful

Start by talking to your landlord. Be polite and direct about your concern. If you speak to them in person or over the phone, make sure you follow up in writing.

2

Put it in writing

Always document your concerns or requests. This can be by email, letter, or text message. Include the date and keep a copy for your records.

3

Keep a record

Track every conversation, notice, or request. Write down what was said, by who, and on what date. This can help you later if you need to prove what happened.

4

Know your rights

The Residential Tenancies Act protects you. For example, landlords must do repairs, give proper notice before entry, and cannot evict you without an order from the Landlord and Tenant Board (LTB).

5

Get help early

If things get worse, contact the **Tenant Support Program** at TenantSupport@hamilton.ca. Acting early can prevent bigger issues.

hamilton.ca/TenantSupport



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