

Tenant Handbook

Oxford County Housing



This handbook contains information that you, the tenant, will find useful. Please keep it in a convenient place for easy reference.



Oxford County Housing

Office hours

Oxford County Administration Building

21 Reeve Street
Woodstock, Ontario N4S 7Y3

Monday to Friday
8:00 a.m. to 4:30 p.m.

Who to contact

Oxford County	519-539-9800 or toll-free 1-800-265-1015
Your Coordinator of Housing Services	_____ ext. _____
Your Caseworker	_____ ext. _____
Maintenance	Ext. 3337
Human Services	Ext. 3390 or fax 519-421-4710
After-hours emergency maintenance	519-533-0011
Oxford County website	www.oxfordcounty.ca/tenant-services

Important: This handbook is intended to be a quick source of information for you, the tenant. The information in this guide may change over time or become outdated. The information in this guide should not be taken as legal advice. If there is a conflict between what is written in this guide and any law of Canada (federal, provincial, or otherwise), or any Oxford County Housing (“OCH”) policy, procedure, or guideline, then the law, policy, procedure or guideline prevails. Nothing in this handbook should be interpreted as a promise, commitment, offer or agreement by OCH to take, or not take, any specific action.

Table of contents

Before moving in	7
Insurance	7
Utilities	7
Consent to share information	7
Zero tolerance policy	7
Receiving keys	7
Moving in.....	8
Move-in record (mandatory requirement)	8
Keys and locks	8
Phone, cable and internet.....	8
Settling in	9
Decorating your home	9
Heating and electricity	9
Air conditioners.....	9
Balconies and patios	9
Garbage, recycling and organics.....	10
<i>Garbage</i>	10
<i>Green bin (organics)</i>	10
<i>Recycling</i>	11
Pet care	11
Pest control.....	11
Maintenance and repairs	12
Regular cleaning and maintenance	12
Annual unit inspections.....	12
Permission to enter a home.....	12
Lawn care (semi-detached and townhouse).....	12
Snow and ice removal	13
<i>Apartment</i>	13
<i>Semi-detached housing</i>	13
<i>Townhouse</i>	13
Wiring and plumbing.....	13
Maintenance requests	13
After-hours maintenance emergencies.....	14
Tenant charges for repairs.....	14

Common areas.....	15
Smoking (apartment building).....	15
Parking	15
<i>Non-roadworthy vehicles</i>	15
Laundry (apartment building).....	15
Lounge (apartment building).....	16
Hallways and walkways.....	16
Elevators.....	16
Your tenancy	17
Tenant rights and responsibilities	17
<i>Tenant rights</i>	17
<i>Tenant responsibilities</i>	17
Your rent	17
<i>Rent calculations</i>	17
<i>Payment options</i>	18
<i>Non-payment of rent</i>	18
Your lease.....	19
Income sources	19
<i>Reporting changes in your income</i>	19
<i>Annual income review</i>	19
Adding or removing someone in your household	20
Downsizing (over-housed) procedures.....	20
Transferring to another OCH unit	20
Visitors and guests	21
Policy on fraud.....	21
Eviction.....	22
<i>Sheriff eviction – property left behind</i>	22
Moving out	23
Giving proper notice	23
Preparing the unit for move-out.....	23
Arrears at move-out.....	24
Security and safety.....	25
Vandalism	25
Door closures (apartment building)	25
Unit entrance and fire escape doors (apartment building).....	25
Windows	25
Hallways and walkways.....	25
Basement (semi-detached and townhouse)	26

Fire safety.....	27
Fire extinguishers	27
False alarms	28
Fire safety plan	28
<i>Familiarize yourself with your apartment building/home</i>	<i>28</i>
<i>Make your fire safety plan</i>	<i>29</i>
Smoke alarms.....	29
Fire Safety Tenants (apartment building).....	30
Human rights policy	31
How to make a complaint	32
Elgin-Oxford Legal Clinic.....	33
Who is eligible?	33
Sharing of information	34
Online resources	35
Tenant service and repair charges	36
Emergency, non-emergency and community program contacts.....	37
Emergency and non-emergency	37
Community programs	37
Move-in record.....	39
Oxford County Housing tenant complaint record	41

Before moving in

Insurance

As a tenant, you are responsible, under your lease, for getting insurance for your own expenses for your unit. This type of insurance is usually called tenants' or renters' insurance and covers liability and personal property in case of an emergency such as fire or flood.

Tenant insurance in an amount not less than five hundred thousand (\$500,000.00) dollars against claims for bodily injury (including death), and property damage or loss arising from any negligent act or omission of the tenant.

It is important to get this insurance because OCH insurance will not pay to replace your belongings in emergency circumstances.

If you are in receipt of Ontario Works or Ontario Disability Support Program, these programs may cover the cost of insurance. Contact your Caseworker directly for more information.

Please note, you will need to provide proof that your insurance has been renewed each year.

Utilities

Your lease will state what, if any, utilities are covered by OCH. Utilities that are not included in the lease are your responsibility to pay and you must set them up before your move-in date. Utilities may include natural gas, hydro, and water.

Consent to share information

Tenants who would like OCH to be able to share their information with others need to sign a consent form that gives OCH permission to do so. This includes speaking with other community agencies that may be providing support to you, family members, and/or friends. If no consent is given, any information collected will be kept strictly confidential and will not be shared.

Zero tolerance policy

OCH will not tolerate any harassment, threats of violence and/or acts of violence against other tenants, staff, contractors or any other members of the community.

Receiving keys

Before you receive the keys to the unit, tenants are required to:

- Provide proof of insurance.
- Pay first month's rent by certified means (e.g. debit, credit, e-transfer, cheque or certified bank draft).
- Provide verification of utilities (semi-detached and townhouses only).

Moving in

Move-in record (mandatory requirement)

All units are inspected by staff prior to move-in, and any known repairs or deficiencies are documented. However, it is possible that something may have been overlooked.

As part of your tenancy, tenants are **required** to complete and sign a Move-In Record Form with the Coordinator of Housing Services. This form is included in the handbook and must be reviewed together to accurately document the condition of the unit at the time you take possession.

Tenants must report any concerns during this process, including but not limited to, marks on counters, scratches on flooring, loose railings, damaged fixtures, or any other deficiencies.

The completed and signed Move-In Record Form must be finalized with the Coordinator of Housing Services within seven (7) days of the move-in date.

If a completed Move-In Record Form is not signed and submitted within this timeframe, the unit will be deemed to be in good condition at the time of move-in, and the tenant may be held financially responsible for any repairs or damages identified at the end of the tenancy.

Keys and locks

Tenants will be given keys to their unit door, and if applicable, mailbox and building upon move in.

In the case of misplaced keys, a key breaking off in the lock, or the lock needing to be changed for other reasons, please contact maintenance and they will arrange a lock change. The tenant may be charged for the new lock and keys and staff time.

On move-out, please return all keys to the Oxford County Housing office.



Tenants of Oxford County Housing may not install their own locks as staff require access to units for emergency, maintenance and inspection purposes.

Phone, cable and internet

Phone, cable and internet are not included in the rent. Tenants may choose any company that provides these services in your area.

Rogers Connected for Success is currently offering *Ignite TV* and internet bundles for any rent-geared-to-income tenants. Details are available at www.rogers.com/connected-for-success

Settling in

Decorating your home

Tenants are encouraged to enjoy making their unit comfortable. Before personalizing the home with paint, wallpaper or wall stickers, for example, please keep in mind the following:

- Any changes (on the inside and outside of the unit) need to be approved by OCH in writing.
- The unit needs to be returned to its original condition before moving out; if this is not done, the tenant will be charged for the cost of reversing the alterations.
- Installing carpet is not permitted. Use of area rugs is recommended.

Please refer to tenant service and repair charges document (see page 36).

Heating and electricity

Whether or not you are responsible for paying utilities, please keep the following things in mind:

- Maintain heat at a comfortable but reasonable level.
- Always be efficient with conserving energy and practice turning off lights, computers, televisions, radios, appliances, etc., when not in use.
- OCH may request an explanation if heating or electricity bills become noticeably higher than neighbouring units.

Air conditioners

Air conditioners must be ENERGY STAR certified and properly installed and removed by our maintenance team. There is a charge for this maintenance request.

Air conditioning units must be in good working order (i.e. not noisy or leaking) and must not appear unsightly such as using plywood panels inserted at the sides to fill gaps.

As OCH pays for the cost of heating, air conditioners must be removed from windows, or preferably winterized and/or covered, during the winter months. This helps prevent heat loss and maintains a comfortable temperature inside.

Balconies and patios

Balconies and patios are part of the outdoor living space. For enjoyment and safety:

- Do not use balconies or patios as storage areas or for hanging laundry.
- Always lock balcony or patio doors and do not let children or pets on them unsupervised.
- Keep the patio or balcony clear of snow during the winter season.
- Garbage and other items that need to be disposed of should not be stored on the patio or balcony; the tenant will incur a charge if OCH is required to remove these items.
- Do not throw items over the side of balconies.
- Be considerate of tenants below on lower levels when watering plants.

Garbage, recycling and organics

The tenant is responsible for properly disposing of garbage, recycling, and organics (compost) appropriately to ensure a healthy and safe living environment.

Garbage

Please note that tenants will be charged a service fee if staff or contractor time is used to deal with garbage problems that your household has caused.



Kitty litter and dog waste must be double bagged and disposed of with garbage and never flushed down toilets.

Apartment building

Make sure garbage is securely wrapped so that it does not spill. Avoid jamming garbage chutes with oddly shaped bundles.

Large unwanted items are not to be left in or outside the garbage room or outside the building by the curbside. Tenants must make arrangements to have these unwanted items removed.

Semi-detached and townhouse

Tenants must put garbage, recycling and organics out the morning of pick-up. This avoids possible problems with bags being broken into during the night and garbage being strewn everywhere.

Large unwanted items are not to be left outside the unit or on the curbside. Tenants must make arrangements to have these unwanted items removed.

Bag tags

All garbage set out for collection requires an Oxford County bag tag. All garbage must be set out in a securely wrapped bag, bundle or a rigid container. There is no limit on tagged bags, bundles or containers that can be put out for collection.

Green bin (organics)

Oxford County's organic waste program collects food scraps and other biodegradable materials, reducing the amount of garbage sent to the landfill and supporting environmental sustainability in our communities.

Kitchen containers can be lined with certified compostable bags (look for the Biodegradable Products Institute or compostable logo) or paper bags to help keep the bin clean. Bins can also be lined with newspaper. Do not use plastic bags.

Townhouse

Each Oxford County residence in South-West Oxford and Woodstock will have a 7-litre kitchen container to collect food scraps and a 45-litre green bin to set out at the curb on collection day.

All other area municipalities (Blandford-Blenheim, East Zorra-Tavistock, Ingersoll, Norwich, Tillsonburg and Zorra) begin organic collection in May 2027.

Recycling

As of 2026, a new province-wide recycling program for Ontario collects recycling from residential properties. Recycling follows the same collection schedule so that garbage, green bin (organics), and blue box recycling can all be set out on the same day across Oxford County.

More information including a list of acceptable materials for the new blue box program can be found at www.circularmaterials.ca/oxfordcounty

Pet care

We know pets are part of the family. As a pet owner, you are responsible for:

- Ensuring that all vaccinations are up to date and dog licenses are current.
- Ensuring dogs and cats are leashed at all times outside the unit. This includes apartment building hallways, patios, porches and backyards of semi-detached and townhouse buildings.
- Being considerate of others regarding noise.
- Cleaning up immediately after pets by practicing “stoop and scoop.”
- Disposing of dog waste and cat litter properly by making sure it is double bagged and placed in the garbage; never flush it down toilets or put it in garbage chutes.
- Crating, caging, or removing pets from the unit when maintenance or inspections are scheduled.
- Covering the cost of any damage to OCH property caused by your pets, including pest control services.
- Complying with all city and town by-laws with regards to pet ownership.

Pest control

Pest control is a shared responsibility and it is extremely important to act immediately when any evidence of an infestation of pests (e.g. fleas, bed bugs, cockroaches, etc.) is noticed as they spread easily from unit to unit.

Please report pests to the maintenance team who will schedule a licensed pest control company to treat the unit.

In apartment buildings, infested furniture or other items must not be moved into hallways; these items can be treated safely within the unit.

To help discourage pests:

- Be sure that all food is stored properly and waste is promptly disposed of.
- Do not feed birds, squirrels, stray animals, or wildlife as this could attract mice, rats or other pests.
- Do not bring questionable, used furniture or other items into the building.

Maintenance and repairs

Regular cleaning and maintenance

The tenant is responsible for keeping the unit clean, tidy and free from clutter and garbage. This includes the following activities:

- Cleaning the unit (including countertops, cupboards, floors, walls and appliances).
- Keeping the stove-top clear of any items, as this is a fire hazard.
- Replacing furnace filters four (4) times a year.
- Replacing smoke alarm batteries at least once a year.
- Keeping furniture, curtains and others at least 30 centimetres away from the heater registers.
- Using only CSA approved power bars with a surge protector. Please note, electrical cords are for temporary use only; multi-plugs and wall plugs should not be used.
- Ensuring there is a clear path to all exits in case of fire.
- Reducing clutter in the unit by using closets and cabinets. Too much clutter is a fire safety risk and a violation of the [Ontario Fire Code](#).
- Ensuring there is a clearance of twelve (12) inches around the electrical panel, water heater, and furnace; there is a fire risk from the flame on the water heater and furnace.

Annual unit inspections

Staff perform annual unit inspections in apartments (both single and multi-bedroom units) and bi-annual inspections in family units to ensure units are kept tidy, free from clutter and garbage, and to address any safety or maintenance issues. This is a good time to point out repairs or problems that should be addressed.

OCH will provide 24 hours' notice before staff perform these inspections.

Permission to enter a home

Except in an emergency, Oxford County staff will only enter the unit with permission or after providing 24 hours' written notice.

Lawn care (semi-detached and townhouse)

Tenants are responsible for cutting the grass unless advised otherwise by Oxford County.

Tenants must keep driveways and backyards free of litter and unwanted items such as old bikes, mattresses and/or appliances. Tires and unused refrigerator units are not allowed to be stored on the property.

If maintenance/contractor staff must do any outdoor maintenance work in order to comply with city by-laws, tenants will be required to pay a service charge.

Snow and ice removal

During winter months, please remember to put salt down on steps and walkways.

If maintenance/contractor staff must do any outdoor maintenance work in order to comply with city by-laws, tenants will be required to pay a service charge.

Apartment

- During the winter season, tenants are responsible for clearing snow from their patios and balconies.
- Tenants are required to co-operate and move vehicles when necessary for snow removal in parking lots.

Semi-detached housing

- During the winter, tenants are responsible for clearing snow from the driveway, walkways and public sidewalks in front of homes.

Townhouse

- During the winter season, tenants are responsible for clearing snow from their own walkways and public sidewalks in front of the homes.
- You are required to co-operate and move your vehicles when necessary for snow removal in parking lots.

Wiring and plumbing

No additional heating units/electrical wiring shall be installed in your unit. The tenant should not overload the electrical circuits.

Using the electrical, plumbing or gas equipment for any purpose other than those for which they were constructed is prohibited.



Any electrical and plumbing work must be completed by a professional contractor through Oxford County.

Maintenance requests

It is important to report any maintenance issues to OCH immediately.

If a tenant does not provide permission for the maintenance team to enter their unit in their absence, they must ensure they are present at the scheduled time to grant access.

Tenants are expected to treat the maintenance team and contractors with respect at all times.

For maintenance requests during regular office hours, call 519-539-9800 or toll-free at 1-800-265-1015 ext. 3337 or complete an online maintenance request form. You can find this listed under Tenant Services at www.oxfordcounty.ca/forms/human-services/tenant-maintenance-request/

After-hours maintenance emergencies

Maintenance emergencies include:

- Water leaks or flooding
- No heat
- Blocked toilet (where there is only one toilet in the unit)
- Electrical failures or short circuits
- Damage caused by wind, storms or fire

For after-hours maintenance emergencies call 519-533-0011 (Monday to Friday, 4:00 p.m. to 8:00 a.m.; Saturday; Sunday; and statutory holidays).

If a contractor is dispatched to a unit after hours to address an issue, the tenant must ensure they are present to provide access.

If it is determined that the situation was not an emergency or resulted from tenant negligence or misuse, the tenant may be charged for the contractor's time and any associated costs. Please note that after-hours service calls are billed at overtime rates.

Tenants may also be billed if the Emergency Answering Service is contacted during office hours.



If you see or smell smoke and/or there is danger to your physical safety, please call 911 immediately.

If a tenant has an after-hours social problem or situation with another tenant, please complete the online Tenant Complain form at www.oxfordcounty.ca/forms/human-services/tenant-complaint

Tenant charges for repairs

Oxford County pays for repairs as necessary from normal wear and tear. However, tenants will be billed for the cost of repairs caused by either neglect or carelessness. Tenants are also responsible for any damage caused by any guests.

For example, if a toilet is plugged and a small toy is found to be the cause, you would be charged for repairs.

If a contractor is sent to a unit and the tenant is not home or does not open the door, the tenant will be charged for the service call if there are any resulting trip charges.

If you receive a bill for a repair that you feel is unfair or in error, please contact the office.

Common areas

Smoking (apartment building)

OCH does not allow smoking in any entrance, lobby, hallway, stairwell, lounge, public washroom, laundry room, garbage room or other common area.

OCH does allow tenants to maintain the legal amount of marijuana plants, being a maximum of four (4) plants, outside on the unit's patio or balcony. However, OCH is not responsible for the theft of any of these plants.

Under no circumstances are tenants allowed to grow marijuana plants inside of their unit or building.

Parking

A parking space is provided for roadworthy and currently licensed vehicles.

Due to limited space for parking at apartment complexes, only tenants who own a vehicle may use a parking space and only one space per unit is permitted, without prior permission.

As tenants are not charged for parking, there can be no reserved parking except for accessible spaces.

Please observe all 'no parking' areas for the safety of all tenants (i.e., fire routes, wheelchair access ramps, etc.) and refrain from parking in the accessible parking spaces.

Under the terms of the lease, vehicle maintenance or repairs are not permitted in the parking lot and/or driveways. This is for the safety of all tenants.

Non-roadworthy vehicles

For the safety of other tenants in the community, any vehicles that are abandoned, do not have a valid sticker, or are unlicensed or neglected will be reported to the police.

Laundry (apartment building)

Laundry machines are provided for tenant use only. Allowing family or friends to use these machines is not allowed. If you cannot stay while you are doing your laundry, please be considerate of others and keep track of when the machines are finished.

Please make sure that all washers and dryers are in good working order. Lint should be cleaned out of the lint tray after each load for fire safety reasons. If you see that a machine is not properly connected or vented, contact River Rock Laundry at:

1-877-919-1994

helpme@riverrocklaundry.com

www.riverrocklaundry.com

Lounge (apartment building)

The lounge(s) is for the enjoyment of all tenants living in the building. Smoking and alcohol are not permitted.

Pets are not allowed in the lounge at any time, even if they are leashed. Service Animals are exempt from this rule.

Guests are not permitted to enter or use the lounge unless accompanied by the tenant of the building they are visiting.



If the lounge has not been reserved for a specific function, any tenant may use this room provided they do not disturb or interfere with the rights, privileges or interests of other tenants.

It is the tenant's responsibility to clean up any mess that you and your guest(s) make and return all furniture to the proper place.

Hallways and walkways

For safety reasons, hallways, stairways, entrances and sidewalks cannot be obstructed. Tenants in apartment buildings must not place mats, bikes, strollers or scooters outside unit doors in the hallway.

Elevators



Never use an elevator in a situation where there may be a fire.

Elevators are an essential part of apartment living. Help keep elevators in working order:

- Do not hold doors open for long periods.
- Do not force the doors open.
- If the elevator stalls between floors press the emergency button and wait for help. Stay calm and do not try to leave the elevator.
- If the elevator is damaged or some defect is noted please report it to the maintenance team immediately.

Your tenancy

Tenant rights and responsibilities

Tenant rights

As a tenant, you have the right to:

Security of tenancy

Tenants may live in their unit until:

- They give proper written notice to the landlord (OCH).
- The landlord ends the tenancy for breaking rules of the Residential Tenancies Act, 2006.

Notice before entry

- The landlord (OCH) must provide 24 hours' written notice before entering the unit, unless there is an emergency or the tenant has provided permission.
- An OCH staff or contractor who enters the unit must have a reason for entering that complies with the *Residential Tenancies Act, 2006* or the lease.

Tenant responsibilities

As a tenant, you and anyone living with you are responsible for:

- Paying rent on time, every month.
- Keeping the unit clean and in good condition.
- Paying to have damages repaired that you or your visitors/guests cause (this does not include repairs for regular wear and tear).
- For your actions and the actions of the other members of your household, including visitors/guests and pets.
- Respecting your neighbours by being considerate (e.g., not making too much noise, controlling and cleaning up after your pets, etc.).
- Respecting all spaces in OCH properties (e.g., rental units, personal property, common spaces, and offices) by keeping these areas clean and free from garbage.
- Following OCH policies and all applicable legislation (including not subletting your unit).

Your rent

Rent is due on or before the first day of the month, every month.

Rent calculations

Rent-Geared-to-Income (RGI) tenants in OCH pay rent based on the combined gross incomes of all family members. Rent is calculated based on 30% of the household's income to a maximum of the established market rent.

If you are in receipt of social assistance – Ontario Works (OW) or Ontario Disability Support Program (ODSP) – your rent is calculated in accordance with a scale established in the *Housing Services Act, 2011, Ontario Regulation 298/01*. This amount may be changed periodically.

In addition to the combined income, other charges for services such as utilities may also be included in the calculation of rent.

Payment options

Upon move-in, OCH will ask that the first rent payment be made through certified means. However, moving forward there are several options to pay rent. This should be decided before moving in. If there are changes to circumstances and you would like to choose a different payment method at a later date, please contact OCH.

1. Pre-Authorized Payment Plan (PAP)

A pre-authorized payment plan allows OCH to deduct rent directly from your bank each month. This ensures rents are on time in the event of bad weather, poor health or hospitalization. Please contact the office to request a form to arrange this direct payment.

2. Ontario Works/Disability Support Program – Direct payment of rent

If you are in receipt of OW or ODSP, your Caseworker can set up a direct payment for you. This means that your rent is sent directly to OCH and is deducted from your monthly benefit cheque. Please contact the office to request a form to arrange this direct payment.

3. Electronic Funds Transfer (e-Transfer)

Through online banking or a mobile banking app, send Interac e-Transfers to humanservices@oxfordcounty.ca

Senders should confirm funds are directed to the County of Oxford and auto-deposited (no security question/answer is required) to avoid misdirected payments. To accurately identify and apply payments, all e-transfers should include in the memo the tenant's name and account number.

4. Personal cheque or debit

These methods of payment can be provided in person at the Oxford County Administration Building at 21 Reeve Street, Woodstock.

Non-payment of rent

Tenants who know their rent might be late must talk to the applicable Coordinator of Housing Services right away.

If rent is not received by the first day of the month, OCH will take the following steps:

1. Issue an N4 – Notice to Terminate a Tenancy for Non-Payment of Rent

This form includes a date by which you are expected to pay the rent that is owed.

2. Set up a repayment agreement

If you cannot pay the full amount owing, please contact your Coordinator of Housing Services.

3. Issue an L1 – Application to Terminate Tenancy if a repayment agreement is not arranged

There is a Landlord and Tenant Board (LTB) filing fee that will be charged back to you. This application includes a hearing date with the LTB. At this point, you can still void the eviction process by paying the money that is owed.

4. Attend an LTB Hearing

At this hearing, OCH will try and mediate an agreement with you so you can keep your tenancy. Eviction is always the last resort.

Your lease

A lease is a legal document which outlines important information and covers your rights and responsibilities as a tenant. The lease should be read carefully and kept in a convenient location for reference. Staff will review the lease with you before it is signed.

If you do not follow the terms of your lease, you could face eviction.

Income sources

Under the *Housing Services Act*, 2011, applicants must pursue all sources of income available to them. This includes Ontario Works, Spousal Support, Employment Insurance, Government of Canada and Government of Ontario Pensions, and support under the *Immigration Act* (Canada).

Oxford County Housing will request that you apply for any of the above sources of income and that you make reasonable efforts to do all that is required to obtain any form of income. If you need help with your application, please contact your Caseworker.

Reporting changes in your income

The rules of RGI assistance are prescribed in the *Housing Services Act*, 2011. If your income, assets or your household composition changes, please notify OCH within 30 days.

If you do not notify OCH of these changes, you could be charged back rent and/or lose your RGI subsidy. Your rent will then be raised to market rent. You could also be convicted of misrepresentation which could bar you from applying for RGI assistance for two (2) years.

If you have questions about reporting income, asset, or household composition changes, please contact your Caseworker.

Annual income review

OCH will send an income review package once a year. This is required by the *Housing Services Act*, 2011 and helps to determine whether the amount of rent you are paying is appropriate or if it needs to be reduced or increased. The package includes forms that you must fill out to report the income of everyone in your household, including Notice of Assessment(s). You must complete and return these forms before the provided due date. If you do not, you risk losing your RGI subsidy.

Adding or removing someone in your household

If someone moves in or moves out of your unit, you must let OCH know within 30 days by filling out a Family Composition Form and providing any supporting documentation; the amount of rent you pay is determined by the combined income of everyone in your household.

Anyone who joins your household must also be eligible for RGI assistance as set out in the Housing Services Act, 2011. In order to determine eligibility, they must submit an application and any supporting documents to Human Services.

If eligible, your rent will be re-calculated and your household will be required to sign a new lease.

Even if they are eligible for RGI assistance, OCH reserves the right to refuse an addition to your household if there is a history of damage, arrears, or disturbance to others, or the household size does not meet the by-law property standards of your municipality.

If that person is ineligible but continues to live with you, you could lose your RGI subsidy and be charged market rent.

If someone moves out of your unit, a letter should be submitted in writing to the office stating the date of the change. If necessary, the rent will be re-calculated. For those remaining in the unit, a new lease may need to be signed.

Downsizing (over-housed) procedures

The size of a unit for which a household is eligible is determined by local occupancy standards within the *Oxford County RGI Administration Manual*.

If you are living in a unit that is too large for your household based on these occupancy standards, OCH will communicate this in writing and add you to the Internal Transfer List.

Transferring to another OCH unit

Tenants wishing to transfer to another unit within the OCH portfolio will be placed on our internal waiting list by date and location preference and will be listed as an internal applicant. Please be aware that there is a waiting list for internal transfers.

Tenants who would like to transfer to another OCH unit need to complete a Transfer Request Form and must meet the following criteria:

- Have lived in an OCH unit for at least twelve (12) consecutive months
- Continue to be eligible for RGI assistance
- Have not been given an eviction notice within the previous twelve (12) months
- Do not owe arrears or any other money to OCH (e.g., subsidy overpayment, maintenance chargebacks, LTB filing fees)
- Have no history of damage to the unit, disturbing neighbours or harassing staff

Special circumstances may also be considered, such as:

- Serious medical/health requirements
- Social needs
- Personal safety issues (*this designation would be at the discretion of the housing provider*)



A fee of up to \$250.00 may apply for transfer within the same building or project if the transfer does not meet the criteria for a special circumstance.

Visitors and guests

Tenants have the right to have overnight guests, to entertain out-of-town visitors, and to maintain relationships with people of their choice. Frequent, consistent visitors may be asked to demonstrate they have their own address outside the housing unit.

It is suggested that tenants report to OCH any guests staying in the unit longer than one (1) week. If a tenant wishes for a guest to stay for longer than one (1) month, they must submit a request in writing (before the term of one month is over) to the office stating the length of time the guest will stay.

Guests who wish to stay beyond the term must apply to become tenants before their stay is over (contact your Coordinator of Housing Services). If a guest remains in the unit without the Coordinator of Housing Services' permission, OCH may suspend the household's subsidy with 90 days notice and/or issue a notice of eviction.



Important: Please remember that the negative behaviour and actions of visitors and guests may have significant consequences on your tenancy.

Policy on fraud

Suspected rent or income fraud will be referred to an Eligibility Review Officer (ERO) and could result in police involvement.

Charges of fraud laid by the police and resulting in a conviction fall under the Criminal Code of Canada and may result in a fine, period of probation, incarceration and/or a criminal record.

The two most common instances of rent fraud are:

- Failure to report changes in earnings; and,
- Failure to report income for all persons residing in a RGI unit.

Eviction

Eviction is always a last resort. A tenant's unit is their home and OCH wants to help by working together. However, tenants can be evicted for the following issues/reasons, under the *Residential Tenancies Act*, 2006:

- Knowingly misrepresenting income for any person residing in a subsidized unit.
- Impairment of safety, lawful rights or privileges of another tenant.
- Non-payment or persistent late payment of rent.
- Participating in illegal acts on the premises.
- Causing damage to the premises through a willful act or negligence.
- Interference with the reasonable enjoyment of the premises by neighbours.
- Cease to qualify (i.e., allowing someone not on your lease to live with you).

Sheriff eviction – property left behind

If a tenant leaves belongings behind after being evicted by the Sheriff under an order from the Landlord and Tenant Board, the landlord must give the tenant 72 hours to retrieve their property from the rental unit or from a secure, nearby storage location. During this 72-hour period, the landlord must make the property available to the tenant between 8:00 a.m. and 8:00 p.m. Before selling, keeping, or disposing of the items, the landlord must allow this access. However, the landlord and tenant may agree to different arrangements regarding the tenant's remaining property.

OCH will provide the tenant with a "Process to Retrieve Personal Belongings After Sheriff Lock Out" form at the time of eviction, outlining the dates that the tenant can arrange to have the unit unlocked by OCH so that they may collect their belongings.

Unless the landlord and tenant agree to other terms, if the tenant does not come to get their property during the 72-hour period, they no longer have any claim to it and will lose all rights to it. Once the 72 hours has passed, the landlord can sell, keep or dispose of the tenant's property.

Moving out

Giving proper notice

Tenants planning to move out must give 60 days' written notice. This legal notice, under the Residential Tenancies Act, is effective from the beginning of the next month.

For example, if you give notice on October 13, it means you are responsible for 60 days starting November 1 with a move out date of December 31.

If a tenant wants to move prior to 60 days, OCH will try to re-rent the unit earlier, however, the tenant is fully responsible for two (2) months' rent after notice is given unless the next tenant on the waiting list can take possession sooner.

For tenants who are going into a nursing home/long term care facility, the 60-day notice is waived, and a 30-day notice effective from the beginning of the next month, is accepted.

Preparing the unit for move-out

After submitting notice, OCH will send the tenant an acknowledgement letter with move out requirements. Please follow these steps to avoid any charge backs after moving out:

Step 1: Undo alterations

Undo any alterations made to the unit and make sure it is returned to its original condition (e.g., paint walls back to original colour, remove wallpaper, etc.)

Step 2: Remove belongings

Remove all personal belongings including but not limited to:

- Paintings and pictures
- Area rugs
- Furniture
- Curtain rods, curtains and/or blinds (if not supplied by OCH at move-in)

Step 3: Clean

Thoroughly clean the entire unit.

- If the unit has a fridge and stove that belongs to Oxford County, the following must be done:
 - Stove and fridge must be pulled out and cleaned behind
 - Stove must be cleaned and left spotless inside and out
 - fridge must be thoroughly cleaned and left running with door closed
- Wash walls (including those in closets), making sure they are free of dirt, grease, markings, stains, etc.
- Wash floors and windows

- Clean bathroom fixtures, cabinets, and tiles
- Vacuum out heat registers
- Clean light fixtures and make sure light bulbs are working
- Clean out basements, and ensure floors are swept and free of debris (where applicable).

Step 4: Remove garbage, recycling and debris

Remove garbage and debris from the property; do not leave items, big or small, by the garbage bin or road.

Step 5: Return keys

Hand-in all keys to the office or to your Coordinator of Housing Services on or before your move-out date.

Step 6: Provide forwarding address

Provide OCH with a forwarding address so we can reach you, if necessary.



Important: Please remember that the tenant is responsible for the cost of any repairs needed (beyond normal wear and tear) in the unit upon move-out. If additional maintenance work is required after move-out (e.g. extra coats of paint and/or block-painting for nicotine stains) you will be responsible for the payment of this extra work.

Arrears at move-out

It is important to make sure you do not owe OCH any money (i.e., arrears) at the time of move-out. This includes items such as unpaid rent, LTB filing fees, or maintenance charges. Arrears should be paid immediately, or a repayment agreement can be arranged.

Tenants who have arrears will be added to the province-wide arrears database and will not be included on the Centralized Waiting List for RGI housing until the arrears have been paid or a repayment agreement has been arranged.

Former tenant accounts for unpaid rent arrears and/or maintenance charges are sent to a collections agency.

Security and safety

Vandalism

Personal safety can be threatened by vandalism. When exterior lighting is vandalized or left in poor working condition, this creates a hazardous condition for tenants.

Anyone who destroys property, interferes with elevators or safety equipment jeopardizes their lease and is liable for prosecution.

Please report any incidents of vandalism to OCH and the police.

Door closures (apartment building)

A door closure serves to create a barrier to limit the spread of fire and restrict the movement of smoke.

Ensure that the door closure for your unit is working properly at all times and the door latches correctly. The Ontario Fire Code states that, “Door closures shall not be blocked or wedged open.”

A tenant or occupant who disables a door closure is therefore guilty of a provincial offence and may be subject to a fine.

Unit entrance and fire escape doors (apartment building)

These doors must be kept closed at all times. They are fire doors and are there to contain a fire to one unit.

Propping any door open is not advisable for security reasons. It only takes one minute for someone to enter your home/building and you or your neighbour(s) could end up losing valuable items.

Windows

As a safeguard, Oxford County Housing may install window latches that limit the size of window openings. These are optional but recommended where children have access to the window.

If they are not on your windows, you may request them from the office as they also may deter break-ins.

Hallways and walkways

For safety reasons, the sidewalks, public halls, stairways, etc., should not be obstructed or used for any purpose other than gaining access to and from the leased premises.

Apartment building

This also means that no mats, whether for decoration or for personal use, may be placed outside unit doors in the hallway.

Basement (semi-detached and townhouse)

Do not use the basement for a bedroom. This area is not suitable for sleeping.

Basements are suitable for personal recreation and/or storage of non-hazardous materials.

A three (3) foot area around the hot water heater, furnace, electrical panel and water meter must be kept free from all material to prevent fire.

Remember that there is a live flame under your hot water heater and in your furnace.

Fire safety

Seven common causes of fires in the home are:

- Careless smoking, especially cigarette ends left smoldering on furniture or in the garbage.
- Children playing with matches or lighters.
- Unattended cooking pots or deep fryers on stoves.
- Improper use of electrical appliances such as space heaters.
- Overuse of extension cord wiring.
- Barbecuing too close to open windows on balconies and in backyards.
- Leaving toasters and coffee makers plugged in when not in use.

Advanced planning is the best way to reduce the risk of fire and ensure safety for you and your family. Know where all the exits are by planning an escape route.

If a fire starts in your home, do not try to put it out. Exit your unit as quickly as possible, closing the door behind you, and call 911. *See Fire Safety Plan on the next page.*



Remember: In a fire situation, **do not panic.**

Fire extinguishers

Fire extinguishers are an important safety device and as such must always be accessible.

The Ontario Fire Code states that, “Portable fire extinguishers shall be located so that they are easily seen and shall be accessible at all times.” A tenant or occupant who removes a fire extinguisher, other than for the reason of a fire emergency, is therefore guilty of a provincial offence and may be subject to a fine.

Apartment building

Although there are fire extinguishers in the hallways throughout your building, OCH recommends that tenants have at least two (2) small fire extinguishers in operable condition in their unit at all times. This is not supplied by OCH.

Semi-detached and townhouse

The office recommends that there is at least one (1) fire extinguisher on each level of your unit. This is not supplied by OCH.

False alarms

False alarms are a serious nuisance and a public safety hazard. Fire and police departments respond to every fire alarm that goes off. While these individuals are responding to a false alarm, they may not be able to respond to a real fire situation in time.

Report anyone you see setting off alarms falsely to police. You could be saving the lives of others.

Fire safety plan

The following is a condensed fire plan for tenants in the event of a fire. The fire department recognizes that lengthy and complex instructions can be difficult to remember and may cause confusion. For this reason, the following basic rules are considered essential and should be memorized immediately upon moving in:

Apartment Building

1. Leave your unit, closing the door behind you, and call 911.
2. Sound alarm by activating nearest pull station thereby alerting others.
3. Go to the designated waiting area outside and wait for further instructions.

If the alarm sounds while you are in your unit:

1. Check entrance door for temperature. If cool, open slightly and check for fire or smoke.
2. If all is clear, leave your unit, closing the door behind you and go to the designated waiting area outside and wait for further instructions. Do not use the elevators.
3. If heat, fire or smoke is detected, close door and remain in your unit. Place towels or blankets at the base of the door and wait for firefighters to arrive; If a balcony is attached, go out in open air and wait for firefighters.

Familiarize yourself with your apartment building/home



Important: Know your apartment building/family home – even in the dark!

To familiarize yourself with the apartment building or townhouse/house you live in, you should:

- Know the location of all exits and stairways on the floor and your unit.
- Know the location of the nearest fire alarm pull-station (apartment building). You may save many lives in the event of an emergency.
- Have an escape plan organized so that you know what to do. Consider that in an emergency, hallway and exit lights may be out.
- Make sure you can follow an escape plan even in the dark.
- Have an alternate plan and rehearse it so that you are prepared for any situation.

Make your fire safety plan

- Locate two (2) nearest exits.
- Walk the distances to each, counting the steps.
- Make a simple floor plan showing both exits and plan your route of escape.

Smoke alarms

The Ontario Fire Code requires that smoke alarms are installed and kept in working condition in every residence. Smoke alarms play a critical role in protecting tenants and their neighbours by providing early warning in the event of a fire.

Your residence has been equipped with at least one smoke alarm that is hard wired.

Not every apartment is required to have a carbon monoxide detector. All required apartments and townhouse units have been equipped with carbon monoxide detection. Your landlord is responsible for installing smoke/carbon monoxide alarms and keeping them in working condition, including testing, repairs and replacement as necessary.

Your landlord must also act to correct any problem or concern you report about the operation of your smoke alarm.

The tenant/occupant of the rental unit is responsible for:

- Notifying the landlord if the “power on” indicator goes out (on electrically wired smoke alarms only) and arrange for appropriate repairs.
- Notifying the landlord if the smoke alarm is damaged and making arrangements for the repair or replacement of the unit.
- Notifying the landlord of any electrical problems that may affect the operability of wired smoke alarms.
- Contacting the local fire department if you have serious concerns about the operability of your smoke alarm or any other fire safety matters in your building.

For your protection, you are encouraged to take part in ensuring that the smoke alarms are operational and to co-operate with the landlord in carrying out the necessary testing and maintenance.

The Ontario Fire Code states that, “no person shall intentionally disable a smoke alarm so as to make it inoperable.” A tenant or any other person who intentionally disables a smoke alarm is guilty of a provincial offence and may be subject to a fine.

Properly installed and maintained smoke alarms in the home are considered one of the best and least expensive means of providing an early warning of a potentially deadly fire.

Smoke alarms save lives, prevent injuries, and minimize property damage by enabling tenants to detect fires early on. The risk of dying from fires in homes without smoke alarms is twice as high as in homes that have working smoke alarms.

All smoke alarms should be tested at least once a month to ensure they are functioning properly. If a smoke alarm is battery-operated, replace the batteries at least once a year to ensure the alarm will work when needed.



Never disable your smoke alarm, even if you experience “nuisance” alarms while cooking or showering.

Fire Safety Tenants (apartment building)

Most apartment buildings have a Fire Safety Tenant and, in some cases, a back-up Fire Safety Tenant. These individuals serve as a point of contact for emergency personnel, such as the fire department, when needed.

The Fire Safety Tenant may not always be present in the building. In the event of an emergency requiring immediate assistance, tenants should call 911.

While Fire Safety Tenants do not receive a salary, they are considered employees of OCH and are required to follow Housing policies. Their role is to help identify and report emergencies or safety-related concerns within the building.

Fire Safety Tenants are not building managers or custodians; therefore, they do not oversee the janitorial/landscape or maintenance of the building.

Fire Safety Tenants are not responsible for solving tenant problems. Tenants who are unhappy with their neighbours’ behaviour or have complaints about the cleanliness of the building are asked to complete and online complaint for at www.oxfordcounty.ca/forms/human-services/tenant-complaint



Please respect your fire safety tenant’s privacy and do not call or visit unless there is an emergency.

Human rights policy

Oxford County Housing must comply with the Ontario Human Rights Code and will not allow discrimination or harassment against any person because of:

- Religion
- Sexual orientation
- Sex (including pregnancy)
- Age
- Marital status
- Economic
- Race
- Ethnic background
- Ancestry
- Colour
- Accent
- Dialect
- Disability
- Language

How to make a complaint

If you feel that you are being harassed or threatened by other tenants, an employee of Oxford County or a contractor hired by Oxford County, talk to your Coordinator of Housing Services. Please complete the Tenant Complaint Form which can be found at the end of this booklet or online at www.oxfordcounty.ca/forms/human-services/tenant-complaint



For Oxford County Housing to investigate a complaint, it is needed in writing. You should also get a note from witnesses and/or a copy of the police report to document the event in full.

In your written complaint, please include the following details by answering the five W's:

1. What happened
2. When did it happen
3. Where were they/you
4. Who was there (witness, police, etc.)
5. Why, in your opinion, it happened

OCH wants your community to be a safe and comfortable place where people respect each other.

Elgin-Oxford Legal Clinic

Elgin-Oxford Legal Clinic is a community legal clinic staffed by lawyers and legal workers. They are committed to providing free legal services to tenants of Elgin and Oxford counties. The clinic is funded by Legal Aid Ontario.

Who is eligible?

Persons who cannot afford a lawyer and cannot obtain a Legal Aid Certificate, including those who are low-income, unemployed, social assistance recipients and others, may qualify.

All services provided by the clinic are free. However, the clinic may occasionally pay for other things required when representing a client (e.g., doctor's reports and court filing fees). When the client can afford it, they may ask that a client pay the clinic back for these expenses.

For more information, call toll-free 1-866-611-2311 or visit www.eolc.ca/contact-us/

Sharing of information

Personal information of the clients of OCH is collected and held in confidence under the authority of the *Housing Services Act*, 2011 and its regulations for the purposes of providing and administering assisted housing to eligible tenants.

As needed, personal information may be shared with other agencies involved in providing housing for the purposes of verifying eligibility under the *Housing Services Act*, 2011, the *Ontario Works Act*, 1997, the *Ontario Disability Support Program Act*, 1997, or the *Day Nurseries Act*.

Questions regarding this collection or disclosure of personal information should be addressed to the Director of Human Services.

Human Services

21 Reeve Street
P.O. Box 1614
Woodstock, ON N4S 7Y3

519-539-9800 ext. 3390

humanservices@oxfordcounty.ca

This notice is placed pursuant to section 29(2) of the *Municipal Freedom of Information and Protection of Privacy Act* and ss.65(2) of the *Housing Services Act*, 2011.

Human Services Act, 2011

Ontario Works Act, 1997, ss.41(2) and s. 71; O.Reg. 134/98, s.14

Ontario Disability Support Program Act, 1997, s.37 and 38

Child Care and Early Years Act S.O. 2014, Chapt. 11, s.1

Online resources

Residential Tenancy Act: www.ontario.ca/laws/statute/06r17

Social Housing: www.oxfordcounty.ca/services-for-you/human-services/shelter-and-housing/rent-geared-to-income-rgi-housing

Ontario Rental Housing Tribunal (now Landlord and Tenant Board): www.tribunalsontario.ca/ltb

Programs/services for seniors: www.ontario.ca/document/guide-programs-and-services-seniors

Old Age Security/Canada Pension: www.canada.ca/en/services/benefits/publicpensions.html

Trillium Drug Program: www.ontario.ca/page/ontario-trillium-benefit

Ontario Works: www.mcass.gov.on.ca/en/mcass/programs/social/ow/

Ontario Disability (ODSP): www.mcass.gov.on.ca/en/mcass/programs/social/odsp

Employment Insurance: www.esdc.gc.ca/en/ei/index.page

Canada Pension Plan-Disability: www.esdc.gc.ca/en/reports/pension/cpp_disability_benefits.page

Ontario Human Rights: www.ohrc.on.ca/english/index.shtml

Human Rights Code: www.ontario.ca/laws/statute/90h19

Tenant service and repair charges

Please note these repair/replacement charges are estimates only, as of January 2026. Charges may change without notice due to increased costs.

Description	Repair/replacement cost (\$)
Walls	
Wallpaper removal	\$50.00 per hour minimum
Holes patched/repaired	\$50.00 per hour minimum
Kitchen	
Counter replacement	\$250.00 minimum
Plumbing	
Plugged drains/toilets due to tenant negligence	\$50.00 minimum
Heating	
Furnace/baseboard repairs (due to tenant use)	\$50.00 per hour minimum
Light fixtures and bulbs	
Replacement (broken and/or parts)	\$50.00 per hour minimum
Windows	
Glass replacement	\$100.00 minimum
Window screen repairs	\$50.00 minimum
Removal/installation for air conditioner	\$20.00 minimum
Door and keys	
Mailbox lock replacement	\$100.00 minimum
Failure to hand in unit/entry keys two (2) days after move out	\$100.00 minimum
Change door lock at tenant's request	\$100.00 minimum
Life safety	
Smoke/carbon monoxide detector re-installation	\$50.00
Smoke detector replacement	\$50.00
Carbon monoxide detector replacement	\$75.00
Miscellaneous	
Appliance removal (family unit)	\$50.00 per hour minimum + materials
Furniture removal	\$50.00 per hour minimum + materials
Garbage removal (inside/outside)	\$50.00 per hour minimum + materials

For any other repairs/replacements not on this list, the tenant, if negligence is shown, will be charged the repairs/replacement cost plus any contractor's service charges and/or taxes.

Signed: _____ Dated: _____

Emergency, non-emergency and community program contacts

Emergency and non-emergency



911 - Emergency only

Non-emergency	Police	Fire	Ambulance	Hospital
Ingersoll	519-485-6554	519-485-3910	Oxford County Paramedic Services 519-539-9800	519-485-1700
Tillsonburg	519-688-6541	519-842-2905		519-842-3611
Woodstock	519-537-2323	519-537-3412		519-421-4211
Thamesford	1-888-310-1122	519-485-2490		
Tavistock	1-888-310-1122	519-655-2655		
Norwich	1-888-310-1122	519-468-2410		

Community program

Adult Protective Services	855-437-6797
Big Brothers Big Sisters of Oxford County	
Woodstock	519-537-6404
Ingersoll	519-485-1801
Tillsonburg	519-842-9008 ext. 229
Canadian Cancer Society	519-537-5592
Canadian Mental Health Association	1-800-859-7248
Children's Aid Society of Oxford County	519-539-6176
City Hall (By-laws, spring pick up)	
Woodstock	519-539-1291
Ingersoll	519-485-0120
Tillsonburg	519-842-9200
Credit Counselling Society	519-433-0159

Crime Stoppers	1-800-222-8477
Crisis help line (24 hour)	1-877-339-8342
Dayspring Pregnancy & Family Support Centre	519-421-2127
Domestic Abuse Services Oxford (DASO)	1-800-265-1938
Drug and Alcohol Registry of Treatment (DART)	1-800-565-8603
Elgin-Oxford Legal Clinic	1-866-611-2311
Ingersoll Services for Seniors/Supportive Services Inc.	519-485-2269
Ontario Health atHome	1-800-561-5490
Ontario Poison Information Centre	1-800-268-9017
Oxford County Housing	519-539-9800
Salvation Army	
Woodstock	519-539-6166
Ingersoll	519-485-0490
Tillsonburg	519-842-9491
South Gate Centre (Seniors)	519-539-9817
Southwestern Public Health	1-800-922-0096
Telehealth Ontario	1-866-797-0000
Tillsonburg and District Multi-Service Centre	519-842-9000
Wellkin Child & Youth Mental Wellness	519-539-0463
211 Information Oxford	211

Move-In Record

This record **MUST** be filled in by you and returned to our office within the first seven (7) days of moving in. You will not be charged for repairs not completed prior to your move in.

Repairs required while you are a tenant may be charged to you, if caused by your negligence or abuse. This applies to your move-out as well.

Tenant(s) _____ Date moved in _____

Address _____ Telephone # _____

GENERAL	OK	To be repaired	Location(s)
Windows			
Screens			
Doors			
Door closure (apartment)			
Walls/ceilings			
Flooring			
Light shades inside			
Smoke alarm(s)			
Railing on stairs (family unit)			
Exhaust fan(s)			

BATHROOM	OK	To be repaired	KITCHEN	OK	To be repaired
Vanity/countertop			Cupboards		
Plug for sink/bathtub			Countertops		
Toilet seat			Plug for kitchen sink		
Towel bar			Stove (if supplied)		
Toilet paper holder			Fridge (if supplied)		

Cleanliness of unit upon move-in: Poor ☐ Fair ☐ Excellent ☐

- ☐ Fire safety plan and evacuation routes reviewed
- ☐ Parking and visitor parking rules explained (if applicable)
- ☐ Garbage, recycling, and organics procedures reviewed
- ☐ Pet care policy reviewed

Acknowledgements

Tenant(s):

I, _____ (NAME OF TENANT), have inspected the unit, reviewed the above items with the administrator, and received copies of all documents listed. I confirm that the condition of the unit has been reviewed and accurately recorded above at the time of inspection.

I understand my rights and responsibilities as an RGI tenant.

Signature(s): _____ Date: _____

Administrator:

I, _____ (NAME OF ADMIN), confirm that I have reviewed the above items with the tenant(s).

Signature: _____ Date: _____

Oxford County Housing tenant complaint record

This form is for Oxford County Housing tenants who have complaints and would like to record what is happening. These are suggestions of things you may want to record.

- Were the police called?
- Were there any other witnesses?
- Was there any damage to property (yours, Oxford County Housing property, or anyone else's property)?
- Was anyone hurt?
- What was said?

Address of tenant that you are complaining about:

Date incident happened: _____

Time it happened (from/to): _____

Describe what happened (point form is fine, lots of detail, use back of form if you need to write more):

Note: If you are not willing to come forward and tell your story at a hearing, then nothing will happen. Please record only serious complaints that you are willing to share with an official third-party person at a hearing.

Please print your names: _____

Address: _____

Email: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Please submit this form to the **Oxford County Department of Human Services** at 21 Reeve St.,
P.O. Box 1614, Woodstock, ON N4S 7Y3.

