

# Tenant Application for a Rebate

## Form T1 Instructions

Use this form to apply for a rent rebate for any of the following reasons.

The landlord:

- charged illegal rent,
- collected an illegal charge,
- did not pay money they owe you under the *Residential Tenancies Act*,
- did not give you information about an Order Prohibiting a Rent Increase (OPRI) that affected your unit, and charged you a higher rent than the OPRI allows.

You can also use this form to ask the Board to order the landlord to pay a fine to the Board because they failed to give you information to tell you about an OPRI that affects your unit.

You can obtain this form at the Landlord and Tenant Board office in your area or from the Board's website at [www.LTB.gov.on.ca](http://www.LTB.gov.on.ca).

April 8, 2011

## A. How to apply...

If you are a **current or former tenant**, you can make this application if the landlord:

- collected illegal rent,
- did not give you information to tell you about an Order Prohibiting a Rent Increase (OPRI) that affected your unit, and charged you a higher rent than allowed by the OPRI
- collected an illegal charge and/or,
- did not pay you money the landlord owes you.

Only **current tenants or former tenants applying because the landlord did not give them the required information about an OPRI** can ask the Board to order the landlord to pay an administrative fine to the Board. However, even if you don't ask the Board to order this, the Board may determine that the landlord should be ordered to pay an administrative fine for not giving you information about the OPRI.

Only **former tenants** can apply if the landlord did not give them the proceeds of the sale of their personal property.

If you are a **prospective tenant**, you can only make this application if the landlord has:

- collected an illegal charge and/or
- did not return money you paid as a deposit on a rental unit, and did not allow you to move in.

### **Step 1: Complete the form**

Read the instructions carefully before completing the form.

### **Step 2: Complete the Payment and Scheduling Information Form**

You must complete the Payment and Scheduling Information Form which is attached behind the last page of the application form. Instructions for completing it are found at the end of these instructions.

### **Step 3: File the application and the Payment and Scheduling Information Form with the Landlord and Tenant Board**

#### **Filing your application and paying the fee**

You can:

1. Bring the application to the nearest Board Office.

If you file your application in person, you can pay by cash, certified cheque, money order, Visa, American Express or MasterCard. You can also pay by debit card at most locations.

2. Fax your application to the Board Regional Office in your area.

If you fax your application, you must pay by Visa, American Express or MasterCard.

3. Mail your application to the Board Regional Office in your area.

If you mail your application, you must pay by certified cheque, money order, Visa, American Express or MasterCard.

Certified cheques and money orders must be made payable to the Minister of Finance.

**Important:**

Make sure you have provided the necessary information about how you will pay the fee on the Payment and Scheduling Information Form. Your application will not be accepted if you do not pay the application fee at the time you file your application.

If you owe money to the Board as a result of failing to pay a fee, or any fine or costs set out in an order, your application may be refused or discontinued.

It is the applicant's responsibility to ensure that their application is correct and complete. Staff of the Landlord and Tenant Board will check applications for completeness; however, the Board Member who will make a decision on the application will ultimately determine whether or not it meets the requirements of the legislation. Where it does not, the application may be dismissed.

**Scheduling  
the Hearing**

Once you have filed the application and paid the application fee, the Board will schedule a hearing and give you a Notice of Hearing. If you apply in person, the Board will normally schedule the hearing while you wait.

Generally, the Board will schedule an oral hearing. An oral hearing is a meeting between the landlord and the tenant before an adjudicator. However, in some circumstances the Board may decide it is appropriate to have a written, telephone or video conference hearing instead.

When the Board gives you a copy of the Notice of Hearing, the Board will also give you:

- a copy of the application to keep for yourself,
- a blank Certificate of Service form (see Step 5),
- a copy of the application and the Notice of Hearing for the landlord(s), and,
- instructions for giving the application and the Notice of Hearing to the landlord(s).

This is called the application package.

#### **Step 4: Give a copy of the application and the Notice of Hearing to your landlord**

You must give the landlord a copy of the application and a copy of the Notice of Hearing at least 10 days before the hearing. There are many ways you can do this. You can:

- hand the copies directly to the landlord,
- hand the copies to an employee of the landlord, like the superintendent or property manager,
- leave the copies in the landlord's mailbox or where mail is ordinarily delivered,
- send the copies by fax to a fax machine where the landlord carries on business or to a fax machine in their residence,
- send the copies by courier to the landlord (if you courier them, you must allow one business day for delivery),
- send the copies by mail (if you mail them, you must allow five days for delivery),
- if the landlord has a lawyer or an agent, you can give the landlord's lawyer or agent the copies by mail, by hand delivery, courier or fax.

Keep a copy of the application and the Notice of Hearing for yourself.

#### **Step 5: File a Certificate of Service with the Board**

You must file a Certificate of Service with the Board showing when and how you gave a copy of the application and the Notice of Hearing to the landlord. You should file the certificate no later than five days after you give the landlord a copy of the application and the Notice of Hearing. The Certificate of Service form is included in the application package the Board will give you.

#### **Step 6: The Board will process the application, hold a hearing and issue a written decision called an order**

You should come to the hearing prepared to support your application. If there are any documents or other information that you will be relying on, you should bring them to the hearing. For example, if you believe you have been charged illegal rent, you should bring documents such as leases, notices of rent increase or cancelled cheques. You should make extra copies for the Board and the landlord. You should also bring any witnesses you may

need to prove your claim. If you need to summon a witness, you can obtain a "Request for the Board to Issue a Summons" form from the Board.

## B. How to complete this form...

The information you fill in on the form will be read electronically, therefore it is very important that you follow these instructions carefully. **Print in capital letters and do not touch the edges of the boxes.** If there are more boxes in a line than you need, leave the extra boxes blank. Do not fill in boxes that do not apply to you (for example, if you do not have a fax number, do not fill in boxes in the space marked "Fax Number"). If the instructions tell you to shade a box (for example, boxes marked "Yes" or "No"), shade the box completely. See the following example:

**Read the Instructions carefully before completing the Form. Print or Type in Uppercase.**

**Part 1: General Information**

**Tenants' Names and Addresses** (if there are more than 2 tenants, complete a Schedule of Parties form and file it with this application)

Tenant 1: First Name  Male  Female

BOZENA

Tenant 1: Last Name

YASKOVA

Tenant 2: First Name  Male  Female

CHRISTOPHER

Tenant 2: Last Name

RANDALL

Mailing Address (if different from the address of the rental unit covered by this application)

635 CONTINENTAL DRIVE

Unit/Apt./Suite Municipality (city, town, etc.) Province Postal Code

1063 LONDON ON N6A

Day Phone Number Evening Phone Number Fax Number  
 (519) 555 3362 (519) 555 1784

E-mail Address

**Rental Unit Covered by this Application**

Street Number Street Name  
 433 LAKEVIEW

Street Type (e.g. Street, Avenue, Road) Direction (e.g. East) Unit/Apt./Suite  
 AVENUE WEST UPPER

Municipality (city, town, etc.) Province Postal Code  
 ST. THOMAS ON N5P 2R3

**Part 1: General Information**

**Tenant's Name and Address** Fill in your name. If two tenants live in the rental unit, fill in both your names. Shade in the correct box to show whether you are male or female.

If more than two tenants live in the rental unit, first complete Part 1 of the application form and then provide the names, addresses and telephone numbers of any additional tenants on the "Schedule of Parties" form which is available from the Board.

Fill in your mailing address if it is different from the address of the rental unit covered by this application. If your mailing address is the same as the address of the rental unit covered by this application, leave the section for the tenant's address blank. Provide your daytime and evening telephone numbers, fax number and e-mail address.

**Rental Unit Covered by this Application**

Fill in the address and unit number of the rental unit covered by this application.

If the name of the street is, for example, "Chestnut Road", you would fill in "Chestnut" under "Street Name" and "Road" under "Street Type".

If the street name includes a direction (such as "Chestnut Road **North**"), you would fill in "North" under "Direction". Where applicable, use the following abbreviated directions "NW" for Northwest, "NE" for Northeast, "SW" for Southwest or "SE" for Southeast.

**Landlord's Name and Address**

Fill in the landlord's name and mailing address, and shade the correct box to indicate whether the landlord is male or female. If the landlord is a company, shade the box marked company and fill in the name of the company under "First Name". Provide the landlord's daytime and evening telephone numbers, fax number and e-mail address, if you know them.

If you are making a claim against more than one landlord (for example, if the building was sold within the last year), first complete Part 1 of the application, and then provide the names, addresses and telephone numbers of any additional landlords on the "Schedule of Parties" form which is available from the Board.

**Other Parties to the Application**

If there are other parties to this application (for example, if you paid an illegal charge to the landlord's agent or to the superintendent), shade the "Yes" box on the form. If there are no other parties, shade the "No" box on the form.

**Related Applications**

If there are any other applications to the Board that relate to the same rental unit, fill in the file numbers of those applications

## Part 2: Reasons for Your Application

There are many reasons for making this application. You should read these instructions carefully before completing the form. Shade only the boxes that are relevant to your situation. Choosing reasons that do not apply may result in delays in processing your application.

The most the Board can order based on your claims is \$25,000. Once the Board issues an order, you no longer have any claim to amounts greater than \$25,000.

### 1. The landlord has charged you illegal rent.

Shade this box on the form if you are applying because you believe your landlord has charged you a higher rent in the last 12 months than the law allows. If the reason you believe your landlord charged you an illegal rent is because they did not give you the required information to tell you about an **Order Prohibiting a Rent Increase (OPRI)** affecting your unit, then do **not** shade this box – **shade box 8 instead**.

Your rent could be higher than the lawful rent if you paid a rent increase without getting a proper 90 day notice of rent increase from your landlord. Or, perhaps your landlord gave you at least 90 day's notice on the proper form, but the amount of the increase was higher than the landlord could charge under the Act.

Note: If the landlord gave you at least 90 days notice of rent increase on the proper form, and you paid that rent for at least 12 months, then the rent you paid is considered lawful (legal). This is true even if the increase amount was unlawful. However, if the landlord did **not** give you a proper written 90 day notice of rent increase, then the rent increase is not considered lawful, even if you have been paying the increased amount for more than 12 months.

In the space provided, explain why you think the amount you paid was more than the lawful rent. Attach additional sheets if necessary. Also fill in the total amount of rent that you believe should be rebated to you. To determine the amount that should be rebated to you, calculate how much you were overcharged in the last 12 months. The Board can only order a rebate for illegal rent you paid in the last 12 months.

Here is an example of how to calculate the amount you were overcharged in the last 12 months:

#### Example:

Timothy Irwin paid \$800 rent per month from December 1, 2006 to January 31, 2007. On January 15, 2007, the landlord gave him a notice that his rent would increase to \$820.80 on February 1, 2007, based on the rent control guideline of 2.6% for 2007. He paid this rent from February to November. However, because he did not receive a proper 90 day notice for the rent increase, Timothy believes he should have been charged \$800 per month for this period. On December 1, 2007, he filed an application with the Board. Here is how he determined the amount he believes he was overcharged:

1. **Total rent paid:**

Dec - January (2 months):  $\$800 \times 2 = \$1600$

Feb - Nov (10 months):  $\$820.80 \times 10 = \$8208$

Total =  $\$9808$

2. **Total rent that should have been paid:**

$\$800 \times 12 \text{ months} = \$9600$

Total =  $\$9600$

3. **Amount overcharged:**

$\$9808 - \$9600 = \$208$

Timothy indicated on the form that he should be rebated \$208.

**Rent History**

You must provide a rent history for the past year, or, if you have lived in the rental unit less than one year, you must provide a rent history from the date you moved into the rental unit to the present.

On the form, fill in the date that you moved into the rental unit. In the first column of the table, indicate the rent you paid 12 months before you filed the application (or the rent you paid when you moved in, if you moved in less than 12 months ago). Include in this amount any charges you paid separately to the landlord. Indicate how often you paid this rent. In the second and third columns fill in the start date and end date of the period over which you paid this rent. Repeat this process for each period you paid a different rent over the past 12 months.

**Example:**

Allen Wong is making an application on January 15, 2007 for a rebate. He moved into the rental unit on May 1, 2005. At that time, he paid a rent of \$1000 per month. On January 15, 2006 he was still paying \$1000 per month. On May 1, 2006 his rent was increased to \$1100 per month. On July 1, 2006, his rent was increased to \$1150 per month. He would fill out the Rent History information as shown on the next page:

**Rent History** When did you move into the rental unit covered by this application?  /  /   
dd mm yyyy

In the table below, indicate the rent you have been paying in the two years before you file this application (or since you moved in, if you moved in less than two years ago). Also show how frequently you paid rent and the periods over which you paid it. See the instructions for further information about how to fill out the table.

Rent Amount (per month/per week)	Rent Period	
	From: (dd/mm/yyyy)	To: (dd/mm/yyyy)
\$ <input type="text" value="1,000.00"/>	<input type="text" value="01"/> / <input type="text" value="05"/> / <input type="text" value="2005"/>	<input type="text" value="30"/> / <input type="text" value="04"/> / <input type="text" value="2006"/>
\$ <input type="text" value="1,100.00"/>	<input type="text" value="01"/> / <input type="text" value="05"/> / <input type="text" value="2006"/>	<input type="text" value="30"/> / <input type="text" value="06"/> / <input type="text" value="2006"/>
\$ <input type="text" value="1,150.00"/>	<input type="text" value="01"/> / <input type="text" value="07"/> / <input type="text" value="2006"/>	<input type="text" value="31"/> / <input type="text" value="01"/> / <input type="text" value="2007"/>
\$ <input type="text" value=""/> , <input type="text" value=""/> . <input type="text" value=""/>	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>

**2. You have paid an illegal charge to the landlord, the landlord’s agent or the superintendent.**

Illegal charges can include:

- key money, premiums, fees, bonuses, commissions or penalties (whether or not they are refundable),
- money that you had to pay for goods or services (other than rent) to make sure that you could rent a rental unit or stay in a rental unit; or
- for care home residents, the amount of an increase in the charges for care services and meals if the landlord did not serve a proper notice of increase, or if the landlord did not provide the tenant with a Care Home Information Package.

Note: Landlords of non-profit care homes do not have to provide tenants with a Care Home Information Package.

If the landlord required you to pay the landlord’s reasonable costs to have replacement keys made for you when you have lost your keys, this is not an illegal charge. However, the landlord cannot charge you for replacement keys if the landlord decided to change the locks.

Shade this box on the form if you are applying because you believe you have paid an illegal charge.

You can only apply for illegal charges paid in the last 12 months.

On the form, fill in:

- What the payment was for and why you believe it was illegal.
- The date you made the payment. If you are not sure of the exact date, indicate that you are unsure and write the approximate date.
- The name and title of the person you made the payment to (for example, "Paul Drew, superintendent").
- The amount of the payment.

If you have paid more than one illegal charge, provide this information for each charge. Attach additional sheets if necessary.

**3. The landlord did not allow you to move into the rental unit and did not return the money you paid as a deposit.**

If a landlord collects money from a prospective tenant as a deposit for a rental unit and the landlord does not allow the prospective tenant to move in, the landlord must return all of the money collected.

Shade this box on the form if you are applying because the landlord did not allow you to move into the rental unit and did not return the money you paid as a deposit. In the space provided on the form, fill in the date you were supposed to move into the rental unit and indicate the total amount of money the landlord is holding. You must apply within 12 months of the date the landlord retained the money illegally.

Exception:

If the landlord collects a deposit from a prospective tenant for a specific unit, and before the prospective tenant moves in, they agree to rent a different unit from the landlord, the landlord can apply the deposit to the second unit. In this case, the landlord would only be required to repay the difference, if any, between the amount collected as a deposit for the first unit and the amount that the landlord is permitted to collect as a deposit for the second unit.

**4. The landlord did not use the last month's rent deposit for the last rental period and has not returned it to you.**

Under the *Residential Tenancies Act*, the landlord is only allowed to collect a last month's rent deposit for the purpose of applying it to the rent for the last rental period.

Shade this box on the form if you are applying because you moved out of the rental unit and the landlord did not use the last month's rent deposit for the last rental period and did not return it to you. Fill in the date you moved out and indicate the amount the landlord is holding in the space provided.

You must apply within 12 months of moving out.

Under Explanation of Reasons, show how you calculated the amount you believe the landlord owes you. Also indicate the date the landlord should have returned this money to you. Attach additional sheets if necessary.

**5. The landlord has not paid the interest owing on the last month's rent deposit.**

The landlord is required by law to pay the tenant interest each year on the last month's rent deposit. Under the *Tenant Protection Act*, the interest rate was always 6%. Under the *Residential Tenancies Act* the interest rate is equal to the guideline rate that applies to that calendar year.

For the period up to January 31, 2007, the landlord must pay six percent interest yearly on the last month's rent deposit. However, starting in February 2007, the percentage that the landlord must pay will be equal to the guideline increase. The guideline increase for 2007 is 2.6%.

Because the interest rate will change each year under the *Residential Tenancies Act*, if interest on the last month's rent deposit is owed over two calendar years, the landlord will have to use two different interest rates to determine the total interest they owe to the tenant.

**Example:**

A tenant pays \$1000 as a last month's rent deposit for their rental unit on August 1, 2006. On July 31, 2007, the landlord gives the tenant a cheque for \$43.00 for one year's worth of interest.

This is how the landlord calculated the amount of interest that was owed to the tenant:

August 1, 2006 to January 31, 2007 = 6 months interest owing on \$1000 at a rate of 6%  
 $\$1000 \times 0.06 \times 6/12 = \$30$

February 1, 2007 to July 31, 2007 = 6 months interest owing on \$1000 at a rate of 2.6%  
 $\$1000 \times 0.026 \times 6/12 = \$13$

$\$30 + \$13 = \$43$

Shade this box on the form if you are applying because the landlord did not pay you the interest on the rent deposit. Fill in the amount of interest on the rent deposit that your landlord owes you in the space provided.

You can only apply for interest the landlord should have paid you in the last 12 months.

Under Explanation of Reasons, show how you calculated the amount you believe the landlord owes you. Also indicate the date the landlord should have paid this money to you. Attach additional sheets if necessary.

**6. The landlord has not paid compensation which is owed to you because you had to move out of the rental unit because the landlord intended to convert it to another use, demolish it or repair or renovate it.**

If the landlord has given a notice of termination for one of the above reasons and there are five or more rental units in the complex, then the landlord must pay the tenant compensation or find the tenant another rental unit acceptable to the tenant. Exception: landlords are not required to pay compensation to tenants if they were ordered to do the work (for example, by the municipality).

In most cases, the landlord is required to pay the tenant compensation equal to three month's rent. However, if the landlord has given the notice because the landlord intends to repair or renovate the rental unit, and the tenant has given written notice that they intend to move back in when the work is done, the landlord is required to pay the tenant compensation equal to three month's rent or the amount of rent for the time it took to complete the work, whichever is less.

Shade this box on the form if the landlord should have paid you compensation. You can only apply if the landlord should have paid you the compensation in the last 12 months. Fill in the amount of compensation you believe the landlord owes you in the space provided.

Under Explanation of Reasons, show how you calculated the amount you believe the landlord owes you. Also indicate the date you moved out of the rental unit as a result of the notice.

**7. The landlord did not pay you the proceeds from the sale of your personal property.**

**Abandoned Property:**

The landlord is allowed to sell any property left behind when a tenant abandons a rental unit. The landlord must either obtain an order from the Board terminating the tenancy, or give the tenant and the Board a notice of the landlord's intent to dispose of the property before selling it. If the landlord sold the property, the tenant has six months from the date of the order or the date the landlord gave the notice to request the proceeds from the sale. The landlord is allowed to deduct any arrears of rent that the tenant owes the landlord and a reasonable amount for out of pocket expenses the landlord incurred to store or sell the tenant's property.

**Tenant's Death:**

If a tenant of a rental unit dies and there are no other tenants of the rental unit, the tenancy is automatically terminated 30 days after the tenant's death. The 30 day period does not have to end at the end of a rental period. After the tenancy is terminated, the landlord is allowed to sell any property left behind that has not been claimed by the tenant's estate.

If the landlord sold the property, the representatives of the tenant's estate or a member of the tenant's family (if a representative has not been appointed) have six months from the date the tenant died to claim the proceeds from the sale on behalf of the estate. The landlord is allowed to deduct any arrears of rent that the estate owes the landlord and a reasonable amount for out of pocket expenses the landlord incurred to store or sell the tenant's property.

In either of the above situations, the landlord and the tenant (or the representatives of the tenant's estate) can also come to any other agreement about disposing of the tenant's property. As well, there is no requirement to sell the property at its value.

Shade this box on the form if you are applying because the landlord did not pay you the proceeds of the sale of your property. Also shade this box on the form if you are the representative of the estate of a deceased tenant or a family member (if a representative has not been appointed) and you are applying because the landlord did not pay the estate the proceeds of the sale of the tenant's property. Fill in the amount you believe the landlord owes you for the sale of your property in the space provided.

You can only apply if the landlord should have paid the money in the last 12 months.

Under Explanation of Reasons, show how you calculated the amount you believe the landlord owes you. Also indicate the date the landlord should have paid it to you. Attach additional sheets if necessary.

**8. The landlord did not give you the required notice to tell you that there was an Order Prohibiting a Rent Increase affecting your rental unit.**

Under the *Residential Tenancies Act*, if a tenant files a maintenance application and the Board determines that there are serious maintenance problems that affect the rental unit, the Board can issue an Order Prohibiting a Rent Increase (OPRI).

If you are a prospective tenant and there is an OPRI that affects the unit that you want to rent, the landlord must give you a notice with information about the OPRI right away **before** you enter into the agreement. If you have already agreed to rent the unit and then an OPRI is issued that affects your unit, the landlord must also give you the notice about the OPRI as soon as they get a copy of it.

The Board has an approved form that the landlord can use to give you the information required by law. It is called a "Landlord's Notice to a New Tenant about an Order Prohibiting a Rent Increase."

The notice must tell you:

- about the serious maintenance problems that caused the Board to issue the OPRI which affects your unit, and,
- the amount of rent that you can legally be charged **until** the OPRI ends, and,
- the amount of rent that you can legally be charged **after** the OPRI ends, and,
- the amount of the last lawful rent that was charged to the former tenant, and what services were included in this rent (e.g. parking or hydro)

If you file an application for this reason, your landlord must file an affidavit with the Board that sets out the last lawful rent charged to the former tenant and any evidence that they have to support their affidavit.

Shade box 8 if your landlord did not give you the required notice when it was supposed to be given.

## Remedies that you can ask the Board to order if you applied for reason 8:

You can only ask for these remedies if you are applying for reason 8.

**Order that the landlord must pay a fine to the Board**

If the landlord did not give you the required notice, you can ask the Board to order the landlord to pay an administrative fine to the Board. Shade this box if this is what you are asking the Board to do.

**Determine the lawful rent for the rental unit and, if my rent is unlawful, order that the landlord must pay me a rent rebate.**

An OPRI prevents a landlord from increasing the rent until the serious maintenance problems listed in the OPRI that affect the unit are fixed. A landlord must **not** increase the rent on a unit affected by an OPRI.

If the landlord increased your rent when there was an OPRI affecting your unit, and you want the Board to determine your lawful rent and then order a rent rebate for any amount you may have been overcharged, shade this box.

### Signature

Sign your name and include the date you are signing this form. If you are the tenant, shade the box marked "Tenant". If you are an agent, shade the box marked "Agent".

If you are an agent, print your name below your signature. Also include your company name (if applicable), mailing address, telephone and fax number and e-mail address.

If an agent signs the form, the agent must have written authorization from the tenant. The agent should bring the authorization to the hearing.

## C. How to fill out the Payment and Scheduling Information Form

You must complete the Payment and Scheduling Information Form.

### Part 1: Application Fee

**How are you paying the application fee?**

On the Payment and Scheduling Information Form, shade the correct box to show whether you are paying by cash, debit card, certified cheque, money order, Visa, American Express or MasterCard (you cannot pay by cash or debit card if you are filing your application by fax or mail). If you are paying by Visa, American Express or MasterCard, include the cardholder's name and signature, the card

number and expiry date. The information you fill in on this part of the form is confidential. It will be used to process your application, but will not be placed on the application file.

**Important:**

Your application will not be accepted if you do not pay the application fee at the time you file your application.

If you owe money to the Board as a result of failing to pay a fee, or any fine or costs set out in an order, your application may be refused or discontinued.

**Part 2: Information Required to Schedule the Hearing**

**How do you want the Board to give you the application package?**

If you file your application in person at a Board office, in most cases the Board will be able to schedule a hearing and prepare the application package while you wait. However, if you mail or fax your application, you must tell the Board whether you would like to pick up the application package at a Board office, have it mailed or faxed to you. Shade the correct box to show how you want to receive the application package.

If you want to pick up the application package at a Board office, also indicate what day and at what office you would like to pick it up. If you are mailing your application to the Board, the earliest day you can ask to pick up the package is six days after you mail it. If you are faxing your application, the earliest day you can ask to pick up the package is the day after you fax it. Call the Board before picking up the package to make sure it is ready.

**When will you give the application package to the landlord?**

On the Payment and Scheduling Information Form, shade the correct box to indicate whether you will give the landlord the application package (the landlord's copy of the Notice of Hearing and the application) on the date you receive it from the Board or whether you will give the landlord the package on a different date. If you intend to give the application package to the landlord on a different date, fill in the date in the space provided. The Board must know this date in order to schedule the hearing.

**How will you give the application package to the landlord?**

The Board also needs to know how you plan to give the application package to the landlord. Shade in the appropriate box to indicate whether you will be mailing the package, sending it by courier or giving it some other way.

### **Part 3: Interpretation Services Required**

**Indicate whether you require interpretation services**

If you require French language services, shade the box for French language services. The Board will only provide French language services if you live in an area of the Province designated for French language services or if the rental unit or complex that is covered by the application is in an area designated for French language services. If you are not sure if you live in a designated area, you can contact the Board for more information.

If you require sign language services, shade the box for Sign language services. The Board will arrange for an interpreter to attend the hearing.

### **If you need more information...**

The Board has Rules of Practice that set out procedural rules which may affect the outcome of your application. In addition, the Board has Interpretation Guidelines which explain how the Board might decide specific issues that could arise in your application. You can purchase a copy of the Rules and Guidelines from the Landlord and Tenant Board office in your area or view them online at the Board's website at [www.LTB.gov.on.ca](http://www.LTB.gov.on.ca).

If you need more information or have any questions, call the Landlord and Tenant Board at 1-888-332-3234, or 416-645-8080 from within the Greater Toronto Area. You can also check the status of your application by visiting the Board's website at [www.LTB.gov.on.ca](http://www.LTB.gov.on.ca).