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Sessional Paper No. P-92

Petition relating to Administration of Retirement Homes
(Sessional Paper P-92) Tabled April 02, 2012 and April 16, 2012 by Jim McDonell, MPP,
Stormont-Dundas-South Glengarry

Response:

The *Residential Tenancies Act, 2006* (RTA) provides fair and balanced protection to all tenants – including those living in retirement homes where care services are provided.

Under the RTA, tenants living in retirement homes are protected from unjust evictions, permitted rent increases are fair, and provisions are in place to ensure adequate maintenance.

Specifically, many residents living in retirement homes are protected from rent increases above the annual Rent Increase Guideline and are required to receive 90 days advance notice of any increase in fees related to the care and meal services they receive.

As well, the RTA requires that rental agreements in retirement homes - where care services are provided – be in writing and describe what care services and meals have been agreed to, and what the charges for care services and meals will be. Landlords who fail to provide this information to a resident in writing are prohibited from increasing either the rent or fees for care services.

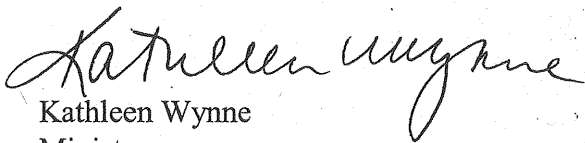
A resident who believes that rent or fees have been increased illegally – or without proper notice – may apply to the Landlord and Tenant Board for a remedy. If the Board rules in a resident's favour, it can order a refund of money to the resident, an abatement of rent, or other financial remedies available to the Board.

The RTA also includes provisions that allow residents of retirement homes to obtain all or part of their meal and care services from a provider of their choice. Under the RTA, it is an offence for landlords to interfere with the procurement or delivery of such services to retirement home residents.

A resident who believes that their landlord is interfering with such services may call the Ministry's Investigation and Enforcement Unit toll-free at 1-888-772-9277. The Unit can contact the landlord to ensure compliance with the RTA and can lay charges if warranted.

To learn more about the rights of tenants living in retirement homes, you can contact the Landlord and Tenant Board toll-free at 1-888-332-3234, or at its' website at www.ltb.gov.on.ca.

Sincerely,

A handwritten signature in black ink that reads "Kathleen Wynne". The signature is written in a cursive style with a large, sweeping initial 'K'.

Kathleen Wynne
Minister