

Warm-Up Scenario

Two's a Crowd: Landlord-Tenant Rights

Jordan recently moved into a one-bedroom apartment in a busy urban neighborhood, excited for a fresh start. They signed a lease with their landlord, Mr. Carter, who assured them the unit was in great condition. But within weeks, Jordan noticed serious problems that didn't match Mr. Carter's promises.

The first issue was a persistent leak in the kitchen sink, causing water to pool on the floor and create a slipping hazard. Jordan reported it right away, and Mr. Carter promised to send a plumber. However, weeks passed with no repairs—just excuses about a “busy schedule.” The leak worsened, forcing Jordan to use a bucket to catch the water.

Then, during a particularly cold week, the heating system stopped working. Jordan contacted Mr. Carter multiple times, but nothing was fixed. Left with no other option, they bought a space heater, adding unexpected costs to their budget.

To make things even more uncomfortable, Mr. Carter started showing up unannounced to “check on the unit.” Jordan reminded him that tenants have the right to notice before a landlord enters, but Mr. Carter dismissed their concerns, saying, “It's my property—I can come by whenever I want.” Jordan wasn't sure if that was true.

Frustrated and feeling unsafe, Jordan decided to document the issues and look for advice on how to stand up for their rights as a tenant.

Scenario Questions:

1. Should Jordan have the right to demand timely repairs for essential services, and what legal obligations does Mr. Carter have to address these issues?
2. What steps can Jordan take to protect their right to privacy and resolve the issue of unannounced landlord visits?
3. How can Jordan document and escalate unresolved issues to seek remedies if necessary? Can Jordan withhold their rent or withhold the amount spent on the extra costs due to the landlords neglectful behaviour?
4. What resource can help Jordan understand how the Landlord Tenant Board works and the process he needs to take to address the landlord's neglect effectively?
5. How can technology help solve Jordan's problems in this situation?