

WHEN YOUR LANDLORD CALLS PEST CONTROL

- They must be licensed pest control technicians. You have the right to ask.
- Follow instructions from the pest control company to prepare your unit.
- Take pictures of your preparation of your unit for your records.
- If your landlord or the pest control technician tells you to throw away your belongings (such as a bed or couch) ask that they confirm this in writing and keep a copy of the letter.

Remember, document EVERYTHING



Where to get help

Hamilton Community Legal Clinic
Phone: 905-527-4572
www.hamiltonjustice.ca

Public Health Services
Call **905-546-2489** to report bed bug or other pest infestations.
Email: publichealth@hamilton.ca

Landlord and tenant board
The landlord and tenant board helps with disputes between landlords and tenants about bed bugs.
Phone: 1-888-332-3234
www.ltb.gov.on.ca

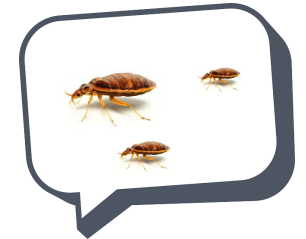


Hamilton Housing Help Centre
If you are low-income and unable to prepare your home for bed bug treatment due to a disability, you may qualify for help. You should speak with the Hamilton Housing Help Centre to find out if you qualify.
Phone: 905-526-8100
www.housinghelpcentre.ca

Pest control treatment companies
More information on professional pest control companies in your area can be found at:
Structural Pest Management Association of Ontario
1-800- 461-6722
www.spmao.ca

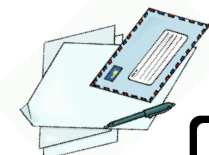
DO YOU HAVE BED BUGS? Here are some tips!

TELL YOUR LANDLORD NOW



- Do it in writing
- Keep a copy of any texts, emails, etc. you give your landlord
- Give your landlord time to fix the problem
- Your landlord, the pest control company and you should always work together to eliminate this problem

**Remember:
Document everything**



IF YOUR LANDLORD REFUSES TO TREAT

- **Contact Public Health by email at pestcomplaints@hamilton.ca** or by calling 905-546-2489 to make a complaint. Show them the letter you sent to your landlord as proof that you asked for help.
- Have a copy of this letter ready to provide to Public Health at their request. They may not be able to help if you have not told your landlord about the bedbugs.
- Public Health may contact your landlord and attend your unit for inspection. If they confirm the existence of bed bugs in your unit they will issue you a special form. You should hold on to this form as it may be helpful evidence that you may need at a later date.

TENANTS WITH DISABILITIES



If you have any disability and need help to prepare your unit, ask the landlord for help **in writing** BEFORE the scheduled pest control treatment.

Your landlord may be required to accommodate your disability. You can also get a doctor's note or letter to confirm that you need help to prepare your unit.

If your landlord refuses to help, please call HCLC at 905-527-4572, or you can also contact the Human Rights Legal Support Centre at 1-866 625-5179.

COMMUNITY-BASED SUPPORTS

FOR BED BUGS: If you are a person living with any disability, you can get an application and apply for the **Bed Bug Assistance Program at the Housing Help Centre**
905-526-8100
119 Main Street East

If nothing is being done by the landlord:

FILE AN APPLICATION TO THE LANDLORD AND TENANT BOARD (LTB)

- Call the HCLC for legal advice (905-527-4572) or, you can pick up a kit from our office at 100 Main Street East, second floor, that explains how to complete the forms.
- Once you have completed the forms as best as you can, come to HCLC to have your application reviewed before you file it with the LTB.
- You can request your landlord to treat your unit and/or to compensate you for any delays or loss of belongings.
- You have ONE year to file.
- You CANNOT withhold rent during this process.
- Once you have filed your application with the LTB you can request that you pay your rent into the Board until your matter is heard.