

Hamilton Tenant Support Program

Tenant Resource Package

Contact List for Tenants in Hamilton

TSP Service Providers

ACORN Hamilton

Monthly neighbourhood tenant meetings, tenant organization, tenant education.

Phone: 905-393-5734 / Email: hamilton@acorncanada.org

For Tenant Support Program inquiries:

Email: tsorganizer@acorncanada.org

Hamilton Community Legal Clinic

If you have specific legal questions or concerns, or to make Tenant Support Program inquiries.

Phone: (905) 527-4572 / Email: general@hamiltonjustice.ca

Housing Help Centre Hamilton

Help finding and maintaining housing, help accessing subsidized and supportive housing, rental listings, financial support programs, mediation of disputes between landlords and tenants.

Phone: (905) 526-8100 / Email: info@housinghelpcentre.ca

For Tenant Support Program inquiries:

Phone: (905) 526-8100 ext 207 / Email: catherine@housinghelpcentre.ca

Legal Support/Enforcement Resources

Pro Bono Ontario

Call their free legal advice hotline Monday-Friday, from 9:00 AM-5:00 PM, for up to 30 minutes of free legal advice and assistance.

Phone: 1-855-255-7256

Advocacy Centre for Tenants Ontario (ACTO) / Tenant Duty Counsel

Legal resources, tip sheets, and guides for tenants across Ontario. Runs the Tenant Duty Counsel Program, which provides tenants with free legal advice on the day of their hearing.

Websites:

Resources for tenants: www.acto.ca/for-tenants/

Sign up for Tenant Duty Counsel: tdc.acto.ca

Community Legal Education Ontario (CLEO) / Steps to Justice

Provides easy-to-understand legal rights education to help people understand the law and exercise their rights. Leads Steps to Justice, which provides step-by-step legal information, and the free Guided Pathways service that can help tenants fill out LTB forms.

Websites:

CLEO: cleo.on.ca

Steps to Justice: stepstojustice.ca

Guided Pathways: stepstojustice.ca/guided-pathways-home/

Rental Housing Enforcement Unit (RHEU)

If your landlord violates your rights under the Residential Tenancies Act or if you have a dispute with your landlord related to an offence under the act, contact RHEU.
Phone: 1-888-772-9277

City of Hamilton Bylaw

If your landlord is ignoring repair requests, contact Hamilton bylaw.
Phone: 905-546-2782 / Email: mle@hamilton.ca

City of Hamilton Public Health

If your landlord is ignoring pest control requests, contact Hamilton Public Health.
Phone: 905-546-2489 / Email: publichealth@hamilton.ca

To Make Inquiries About Your Address

City of Hamilton Building Division

Questions about building permits.
Phone: 905-546-2720 / Email: building@hamilton.ca

Landlord and Tenant Board

Updates on files or checking whether your landlord has made an application against you (NOTE: cannot give legal advice).
Phone: 1-888-332-3234

Housing and Financial Support

Access to Housing

Apply to the social housing waitlist in Hamilton.
Phone: 905-546-2424 ext. 3708 / Email: ath@hamilton.ca

Through Housing Help Centre:

Phone: 905-526-8100 / Email: info@housinghelpcentre.ca

Through ACORN:

Phone: 905-393-5734 / Email: tsorganizer@acorncanada.org

Housing Emergency Fund

Helps ODSP and OW recipients and people with low income with last month's rent, rent arrears, and utility arrears.

Email: hef@hamilton.ca

Through Housing Help Centre:

Phone: 905-526-8100 / Email: FSP@housinghelpcentre.ca

Housing Emergency Loan Program (HELP)

Support low-income seniors (60+) with purchasing a new bed frame, mattress, mattress cover, or moats for bed bugs.

Through Housing Help Centre:

Phone: 905-526-8100 / Email: FSP@housinghelpcentre.ca

Ontario Electricity Support Program (OESP)

A program that lowers electricity bills for lower-income households. Apply for an ongoing monthly credit applied directly to your electricity bill.

Phone: 1-855-831-8151 / Email: help@OntarioElectricitySupport.ca

Through Housing Help Centre:

Phone: 905-526-8100 / Email: FSP@housinghelpcentre.ca

Through Neighbour 2 Neighbour:

Phone: 905-574-1334 Ext. 207 / Email: utilities@n2ncentre.com

Through ACORN:

Phone: 905-393-5734 / Email: hamilton@acorncanada.org

Low-income Energy Assistance Program (LEAP)

Apply for a grant if you're behind on your electricity or natural gas bill and face having your service disconnected. Individuals who live DOWN the Hamilton Mountain, apply through Housing Help Centre Hamilton. If you live ON the Mountain, apply through Neighbour to Neighbour.

Through Housing Help Centre:

Phone: 905-526-8100 / Email: FSP@housinghelpcentre.ca

Through Neighbour 2 Neighbour:

Phone: 905-574-1334 Ext. 207 / Email: utilities@n2ncentre.com