



HOUSING CHALLENGES DURING COVID-19

TSERING LHAMO

Housing & Women's Program Coordinator

FCJ Refugee Centre



FCJ Refugee Centre

Walking with Uprooted People



**The Law
Foundation
of Ontario**



FCJ | **Refugee Centre**
Walking with uprooted people

FCJ Refugee Centre serves refugees and others at risk due to their immigration status, and welcomes anyone asking for advice, counsel and support.



Settlement Program

**Immigration Help &
Refugee Protection**

Anti- Human Trafficking Program

Popular Education

Networking

www.fcjrefugeecentre.org

WHO WE ARE...

Non-profit organization that serves refugees and others at risk due to their immigration status...



WHO WE SERVED...

On average more than 5,000 people contact the Centre every year seeking assistance From around the world.

SERVICES/PROGRAMS

IMMIGRATION HELP AND REFUGEE PROTECTION

- Transitional shelter for women and kids
- Housing support
- Women's programs: art class, Entrepreneur Skills, etc.
- Food distribution program
- Virtual community cooking class
- English and Conversation
- Primary Care and Mental Health Clinic
- Youth Program

- Immigration and refugee orientation
- Refugee Process
- Ready Tour/ RAD
- PRRA
- Refugee Appeal
- H&C
- Sponsorships
- Work/Student permit
- Etc.

SETTLEMENT AND INTEGRATION:

ANTI-HUMAN TRAFFICKING PROGRAM

- Webinars and training sessions
- Borderless voices podcast
- Youtube channel videos
- Resources: presentations & documents
- Country research
- Seasonal Newsletter and annual reports

- Direct services to trafficked persons
- Supporting migrant workers through our Migrant Workers Mobile Program

PUBLIC EDUCATION AND NETWORKING

Staying Connected During the Pandemic

FOOD AND INCOME SECURITY PROGRAM

CONTACT

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Maria Ramirez

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416-469-9754 ext. 231&232

www.fcjrefugeecentre.org

The Food Distribution and Income Security Program (Food Drive) has allowed our Centre to reach out to those who are uprooted within our community, supporting them as much as possible during these trying times.

The program allow us to continue providing food hampers to many households around the City and the Greater Toronto area.



FCJ REFUGEE CENTRE
Walking with uprooted people

FROM OUR KITCHEN TO YOUR TABLE

Online sessions

- * Cooking healthy dishes during Covid19
- * Easy and affordable eating tips
- * Meals and recipes every other Thursday
- * Using the ingredients of the Thursday delivery bags to cook new, delicious recipes.
- * Spanish and Portuguese translation available

Contact us: Segarcia@fcjrefugeecentre.org
This program is possible thanks to the support of  **United Way**

BEST BEFORE END
7278 P2 12:00
JUL 2009

**Online Cooking
Classes**



AGENDA

- 1. Housing Challenges**
- 2. COVID- 19- landlord and tenant board
procedure**
- 3. Residential Tenancies Act**
- 4. Tenant Responsibilities**
- 5. Landlord Responsibilities**
- 6. Eviction Prevention**
- 7. Resources: Get Help for Rent**

Housing Challenges during COVID-19

Precarious populations have been affected the most by the pandemic:

- ✓ people experiencing or at risk of homelessness
- ✓ people living in group housing: Seniors, women and children fleeing domestic violence and people with disabilities.
- ✓ People living in shelters or room houses
- ✓ Refugee claimants fleeing their country of origin
- ✓ Students and visitors who could not leave the country
- ✓ Temporary workers
- ✓ Non-status population

Housing Challenges during COVID-19

- ✓ People are getting evicted during pandemic which makes them difficult to even find somethings again soon
- ✓ Situations of abuse and discrimination
- ✓ People are not able to pay rent due to unemployment
- ✓ Housing security has been in risk
- ✓ Lack of information what to do, where to go during pandemic time

COVID 19- LANDLORD AND TENANT BOARD PROCEDURE

- On April 8, 2021 The province announce temporary pause on most residential evictions
- However, LTB continues to accept applications, hold hearings and issue eviction orders.
- It is against the law for your landlord to force you to move out without an order from Landlord and Tenant Board.
- If you have an eviction order against you, seek legal help immediately or try to move out by the date stated in the board's order. If not after the termination date, your landlord can get a court official called the sheriff to physically evict you.

COVID-19 update: Ontario is temporarily pausing the enforcement of residential evictions to ensure that people are not forced to leave their homes while a stay-at-home order is in force.

When can my
landlord evict
me?

Can my landlord
enter my home
any time?

TENANTS RIGHTS AND RESPONSIBILITIES

Where can I
apply for an
affordable
housing

I do not have
money to pay the
rent who can help
me?

My landlord
wants to
increase the rent
again, is it legal?

WHAT IS “THE RTA”



“The RTA” is the Residential Tenancies Act and is the law that governs landlord and tenant relationships.

It contains rules and regulations that both landlord and tenants must follow.

When either the landlord or tenants break these rules they must be addressed at the Landlord and Tenant Board through mediation or hearings by filing applications.

TENANT RESPONSIBILITIES

- Pay your rent on time
 - Keep your unit clean
 - Repair any damage to the rental property caused by you or your guests.
 - Do not change the locks to your unit entry door unless with landlord permission
 - Do not substantially interfere with the reasonable enjoyment of the rental unit, or complex*
 - Do not harass, obstruct, threaten or interfere with tenant/landlord*
- * these are shares responsibilities.
- We strongly suggest you sign a lease, understand the lease, and keep a copy of the lease and rent receipts for future references.

LANDLORD RESPONSIBILITIES

- Must give a lease and rent receipts upon request, free of charge
- Must keep the residential complex in good repair
- Must make an effort to control pests
- If the landlord provides vital services(hot or cold water, fuel, electricity, gas and heat in cold months) he cannot withhold these services for any reason
- Must provide the tenant with infor relating to the rights and responsibilities of both landlords and tenants and role of the LTB, including name and address for service.

EVICTIION PREVENTION

- Termination dates are NOT eviction dates!
- Arrears (N4): pay money owing, set up payment plan with landlord, HSF fund, rent bank etc...
- Set up direct payment through OW/ODSP
- N5: stop the alleges behavior within 7 day correction period-no reoccurrence within 6 months.
- Meet w/LL, provide support worker name and number and create an accommodation plan if needed.
- DO NOT tamper with fire/smoke alarms (fire truck fees)
- New legislation allows victims of violence to provide 28 days notice to end the tenancy

RESOURCES: GET HELP WITH RENT

- Rent Bank: you can apply online or by calling your local OW office.
- If you owe small amount of rent: you can access programs that tries to keep people home. Call 211 or www.211ontario.com to find programs in your area.

Toronto Rent Bank
provides interest-free loans

ARE YOU BEHIND IN YOUR RENT AND FACING EVICTION OR
NEED HELP WITH YOUR FIRST AND LAST MONTH'S RENT?

- There are community legal clinics across the province that give free legal help to tenants who have low income.
- You can also check legal aid website for more legal support.

RESOURCES: GET HELP WITH RENT

- Rent Assistance/Financial Assistance
- A one time financial assistance as funded by the City of Toronto is available for those who are having hardship paying their rent.
- Please contact us individually if you need support.

TEMPORARY COVID ISOLATION EMERGENCY SUPPORT FUND

Assisting individuals who due to a severe financial hardship are not able to access COVID testing and/or complete the required period of isolation.

This one-time assistance is available through FCJ Refugee Centre and is for individuals not eligible to receive any other financial support.



ELIGIBILITY CRITERIA

- ✓ Required to isolate as they are: COVID-19 positive, required to self-isolate or awaiting a test result
- ✓ Not eligible for income assistance/COVID benefits
- ✓ Facing financial hardship that poses a direct barrier to seeking COVID testing and/or completing the isolation period

HOW TO ACCESS IT

The following information is required:

- Name of the client
- Their Phone Number
- Email address
- Language spoken

Agencies can refer their clients that meet the criteria by emailing Jessie Khout jessie.khout@fcjrefugeecentre.org with a subject line COVID IESF or by calling 416 469 9754 ext 243. Clients can also contact Jessie directly. (Remote appointment only)



- <https://stepstojustice.ca/legal-topic/housing-law>

RESOURCES ONLINE & REFERENCES

QUESTIONS ABOUT...

- COVID-19
- Renting a new place to live
- Paying rent
- Repairs and maintenance
- Privacy and harassment
- Human rights in housing
- Moving out
- Eviction
- Eviction process at the Landlord and Tenant Board
- Tenant applications to the Landlord and Tenant Board
- Getting legal help in Housing Law

- <https://www.acto.ca/>

Our Work

For Tenants

Take Action

Media and Reports

Blog

Legal and Law Reform



LEGAL ADVICE

Get free legal advice on the day of your scheduled hearing at the Landlord and Tenant Board.

SIGN UP



[HOME](#)

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[ACCESSING OUR SERVICES](#)

[LAWS, RULES, DECISIONS](#)

[COVID-19](#)

[CONTACT](#)

Landlord and Tenant Board



**LANDLORD & TENANT
BOARD**

- <https://tribunalsontario.ca/ltb/>

Important Notice

April 8, 2021

The province announced a temporary pause on most residential evictions on April 8, 2021. The LTB continues to accept applications, hold hearings and issue eviction orders. Our front counters remain closed to the public due to COVID-19. [Learn More](#)

April 1, 2021

The Landlord and Tenant Board continues to provide services to the public. All in-person service counters are closed. Learn more about our [COVID-19 operations](#).

► [ABOUT US](#)

[OPERATIONAL UPDATES](#)

[APPLICATION & HEARING PROCESS](#)

[FORMS, FILING, FEES](#)



Tenant Rights and Responsibilities

› How can I avoid rental housing scams?

This article provides tips on how to avoid rental housing scams. Know what to look out for when you search for housing.

› Do I have to get tenant insurance?

You are not legally obligated to get tenant insurance but a landlord may require that you get insurance before they rent an apartment to you.

› Housing Deposits: What is considered an illegal deposit request?

CLEO talks to lawyers who explain what is illegal for landlords to ask for in rental deposits.

<https://settlement.org/ontario/housing/rent-a-home/tenant-rights-and-responsibilities/>

SEEKING SHELTER

Shelter Information ×

Shelters provide temporary accommodation and related support services that assist people to move into housing. To access a shelter call **311** or Central Intake at **416-338-4766, 1-877-338-3398**.

If you are looking for shelter in the City of Toronto, the number to reach them is 416-397-5637

Press 1- Interpreter

Press 2- Individual

Press 3 Family

Second Options:

Press 3 for shelter in City of Toronto.

PRODUCTION OF ONLINE TOOLS: WEBINARS AND PODCAST

Responding to community needs, we developed virtual information sessions/webinars for communities and front-line workers that serve vulnerable newcomer sectors, non-status and precarious migrant populations.

LATEST WEBINARS AND PRESENTATIONS



**Webinar | Os
Novos
Programas de
Residência
Permanente
para
Trabalhadores
Essenciais e
Estudantes**



**Webinar |
Temporary
Pathway to
Permanent
Residency**



**Webinar | The
COVID-19
Vaccine, Session
3: What happens
after and who
can have it
(English and
Spanish)**



**Webinar | The
COVID-19
Vaccine, Session
2: What are the
side effects
(English and
Spanish)**



**Webinar | The
COVID-19
Vaccine, Session
1: What it is
(English and
Spanish)**

<https://www.fcjrefugeecentre.org/wp-content/uploads/2021/02/REFUGEE-CLAIMANTS-RESOURCES-ONLINE-1.pdf>

Connect with us



416- 469 9754



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THANK YOU