

Tenant Information Package

Rental Unit Repair License – Requirement

Introduction

This guide is provided for tenants who have been issued a "*Form N13 Notice to End your Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it, or Convert it to Another Use*". The City of London requires landlords to provide this information package as part of the "Rental Unit Repair Licence" application and process. The issuance of an N13 triggers the landlord's requirement to get a Municipal Rental Unit Repair Licence.

The intent of this guide is to inform tenants about the licensing process, to make tenants aware of the process and implications of receiving an N13 Notice, and to provide resources and support for navigating renovation evictions.

It aims to ensure tenants are well-informed and prepared to exercise their rights throughout the "*renovation eviction*" process.

Key Terms Used in this Guide:

Building Permit: A building permit is a document issued by the City of London that ensures construction, renovation, demolition, or changes of the use to a building are done safely, as per the Ontario Building Code.

Compensation: The amount of money landlords must pay tenants if they issue an N13 Notice. Compensation amounts vary depending on specific circumstances and are outlined in the RTA.

Conversion to Non-Residential Use: Changing the use of a rental unit or complex from residential to non-residential and a reason for issuing an N13 Notice.

Demolition: The complete destruction of a rental unit or complex and one of the reasons a landlord can issue an N13 Notice.

Extensive Repairs or Renovations: Significant work that requires a building permit and another reason a landlord can issue an N13 Notice.

Form N13: Officially known as the "*Notice to End your Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it, or Convert it to Another Use*", is a form that landlords must use to inform tenants of their intention to terminate a tenancy for three specific reasons (conversion to non-residential use, demolition, and extensive repairs or renovations). The terms "Form N13", "N13 Notice", "N13 Form", and "N13" are used interchangeably in this document.

Landlord and Tenant Board (LTB): The LTB is an Ontario tribunal (court) that enforces the rules set out in the Residential Tenancies Act (RTA) and handles applications related to evictions, rent increases, maintenance issues, and other tenancy matters, including resolution of disputes between landlords and tenants.

Rental Unit Repair Licence: A City of London licence for landlords who use an N13 Form to end a tenancy for repairs or renovations that are so extensive they require a building permit and the unit to be vacant.

Residential Tenancies Act (RTA): The RTA is the provincial legislation that governs the relationship between tenants and landlords in Ontario. It outlines the rights and responsibilities of both parties and provides the legal framework for rental agreements, evictions, and dispute resolution, enforced by the LTB.

Right of First Refusal: This is the tenant's right to move back into their rental unit after renovations or repairs are completed, at the same rent that was charged before the work took place, and part of the RTA.

Tenant Information Package: A document provided by the City of London that explains the Rental Unit Repair Licence process and helps tenants understand the licensing process and create awareness about the RTA, LTB, and services that may be available for tenants in need.

What is the Rental Unit Repair Licence?

The Rental Unit Repair Licence is a City of London licence for landlords who use the provincial N13 Notice to terminate a tenancy for extensive repairs or renovations that require a rental unit to be vacant. The licensing program is intended to ensure that certain conditions are in place before tenants are asked to vacate their units, and that landlords legitimately require the unit to be vacant to repair or renovate it. The purpose of this document is to explain the different provincial and municipal processes at work from start to finish, and ensure the tenant is aware of their rights throughout the renovation eviction process.

Reasons You have Received an N13

Landlords can issue an N13 Notice ONLY for one of the following reasons:

Reason 1 - Demolition: The landlord intends to demolish the rental unit or residential complex.

Reason 2* - Extensive Repairs or Renovations: The landlord needs the rental unit to be vacant to conduct extensive repairs or renovations.

Reason 3 - Conversion to Non-Residential Use: The landlord intends to convert the rental unit or complex to a non-residential use.

*If Reason 2 is checked, the Landlord is required to get a City of London Rental Unit Repair Licence. A City of London Licence is not required for demolition or conversion.

Provincial Form N13 (Excerpt)

Notice to End your Tenancy Because the Landlord Wants to Demolish the Rental Unit, Repair it or Convert it to Another Use N13 (Disponible en français)													
To: (Tenant's name) include all tenant names	From: (Landlord's name)												
Address of the Rental Unit:													
This is a legal notice that could lead to you being evicted from your home.													
The following information is from your landlord													
I am giving you this notice because I want to end your tenancy. I want you to move out of your rental unit by the following termination date:													
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> <small>dd/mm/yyyy</small>													
My Reason for Ending your Tenancy I have shaded the circle next to my reason for ending your tenancy.													
<input type="checkbox"/> Reason 1: I intend to demolish the rental unit or the residential complex.													
<input checked="" type="checkbox"/> Reason 2: I require the rental unit to be vacant in order to do repairs or renovations so extensive that I am required to get a building permit and the rental unit must be vacant to do the work.													
Note: You have the right to move back into the rental unit once I have completed the repairs or renovations. If you want to move back in once the work is done, you must give me written notice telling me you want to move back in. Also, you must keep me informed in writing any time your address changes.													
<input type="checkbox"/> Reason 3: I intend to convert the rental unit or the residential complex to a non-residential use.													
Details About the Work I Plan to do I have described below the work I plan to do for the reason shown above, including specific details about how I will carry out the work.													
Work planned	Details of the Work												

A Complete N13 Notice

Landlords must ensure the N13 Notice is completed before they provide it to a tenant. Key sections include:

Tenant and Landlord Information: The names of all tenants and landlords, and the complete address of the rental unit must be included on the N13.

Termination Date: This date is the date that the landlord wants you to move out by. The date must be at least 120 days after the notice is issued, and on the last day of a rental period or fixed term (i.e., the end of the month).

Reason for Ending Tenancy: The landlord must specify one of the three reasons for issuing the notice and provide details about the planned work. Remember, **only repairs or renovations – triggers the need for a City of London Licence**.

Necessary Permits: The landlord must indicate whether they have obtained or will obtain the necessary permits or authorizations for the work. Specific to Reason 2, has a building permit been obtained?

Receiving and N13 Notice

The Residential Tenancies Act lays out the ways landlords can serve the N13 Notice to a tenant. These include, but may not be limited to:

- Hand it directly to the tenant or an adult in the affected rental unit.
- Leave it in the tenant's mailbox or where mail is ordinarily delivered.
- Place it under the door of the affected rental unit, or through a mail slot in the door.
- Send it by courier or mail to the tenant.

Rental Unit Repair Licence – Landlord's Steps

1. **Building Permit:** Landlords must obtain a building permit before applying for a Rental Unit Repair Licence. According to the Residential Tenancies Act, a landlord should not issue an N13 Notice until they have been issued a building permit.
2. **Application for Licence:** Landlords must apply for a Rental Unit Repair Licence within seven days of serving a tenant with an N13. The application materials are available online, and landlords must submit all required documents electronically.
3. **Complete Application:** The application must include a copy of the N13 Notice issued to each tenant, affidavits regarding the delivery of the *Tenant Information Package* to each tenant, a copy of each residential tenancy agreement (lease), a report from a qualified professional which states the unit needs to be vacant to do the extensive renovations, a copy of the building permit, and any additional information required by the Licence Manager.
4. **Posting of Application and Licence:** Landlords must post a notice of application and a copy of the licence (once issued) on the door of the affected unit(s) and in a noticeable place in the building.
5. **Licence Renewal:** Rental Unit Repair Licences automatically expire after six months because most renovations should take less time than that. Applications for renewal must be submitted at least five business days before the current licence expires. The renewal application will require all the original information

plus evidence regarding the reasons the repairs or renovations have not been completed in the first six months.

Rental Unit Repair Licence – Tenant Steps

1. Read the N13 Notice you have been served, and this City of London Tenant Information Package. Doing so is the first step in managing your rights in this process. This will also help you understand the reason the notice has been received, and your rights.
2. Verify Permits and Notices: Ensure the landlord has;
 - a. Completed the N13 correctly,
 - b. Obtained a City of London building permit for the repairs to your unit, and
 - c. posted the Notice of Application for the Rental Unit Repair Licence in a conspicuous place on your unit, and every unit for which they have applied for a licence.

If there are any concerns with any of these three items, you can register a complaint with the City of London's enforcement team.

3. Consider your "Right of First Refusal": Decide if you want to move back into the unit after repairs or renovations are complete and inform the landlord in writing of your decision before moving out. (more information below).
4. Keep Records: Maintain records of all documents and communications related to the N13 notice including the dates, times, and method(s) used for providing the landlord your written communications, questions, and any interactions you have.
5. Seek Assistance: Communicate with the landlord throughout the process and seek legal assistance if you are confused or have concerns regarding the N13, the Rental Unit Repair Licence, etc.
6. Again, consider filing a complaint with the City of London if there is no building permit issued for the work, if there is not a Notice of Application on the door of your unit within seven days of receiving the N13, or if there are errors on the form.
7. Consider filing a complaint with the Landlord Tenant Board if you suspect the renovations or repairs are not being done in good faith.

A landlord has seven (7) days to apply for a Rental Unit Repair Licence after serving the N13 Notice that is issued to you for extensive repairs or renovations. They do not need

a Rental Unit Repair Licence if they have not issued an N13 or have issued it in order to demolish or convert the unit(s).

There is an enormous amount of information available online to help tenants understand the N13 and what to do if they are issued this Notice. Remember, if you have been issued the N13 Notice for demolition or conversion, a Rental Unit Repair Licence is not required.

Tenant MUST Play an Active Role

As indicated, the Rental Unit Repair Licence is a licence a landlord must get if they issue an N13 to a tenant for repairs and renovations. It is intended to reduce or eliminate tenancies being terminated using an N13 that were not actually necessary, and/or being done in bad faith.

However, you - the tenant - needs to play an active role in managing communication with the landlord throughout this process, and to consider and maintain your rights before, during, and after the repair and renovation – this is not something the Rental Unit Repair Licence can help with.

However, there are many websites, agencies, and support groups that can help a tenant manage a “renoviction,” and many other aspects of the tenant/landlord relationship.

Right of First Refusal

A key step that tenants must consider early in the process is the right of first refusal. This phase is crucial in the N13 renovation eviction procedure.

Tenants have the right to move back into the unit they have left due to an N13 once the renovations or repairs are completed at the same rent they were paying before the work was done. This means the landlord cannot terminate your tenancy, repair the unit, and rent to someone new for a higher price, without your consent to do so!

However, you must inform your landlord in writing of your intention to move back in, within 120 days of receiving the N13 notice. (i.e., BEFORE MOVING OUT). If you move out before notifying the Landlord in writing, you lose the right to return to the unit.

If you do provide the landlord notice of your intention to return to the unit, make sure you keep records of the notice, and how and when the notice was provided to the landlord. Make sure your intentions are clear, and on the record.

This is not a part of the Rental Unit Repair Licence but is a right under the RTA. More information about this can be found using the online resources and agency contacts listed below, or through the Tribunals Ontario website.

Compensation for Tenants – Residential Tenancies Act

If the landlord issues an N13 Notice, tenants may be entitled to compensation in certain circumstances, according to the RTA. This information is provided here to ensure you consider all of your options when faced with an N13.

N13 for Repairs or Renovations - No Written Notice provided by Tenant

If the tenant does not give written notice of their intention to move back in to the unit before they leave the unit, the landlord must pay the tenant an amount equal to three months' rent (for complexes with at least five units) or one month's rent (for complexes with fewer than five units), or offer another rental unit acceptable to the tenant.

N13 for Repairs or Renovations - Written Notice (to return to the unit) Provided by Tenant

If the tenant gives written notice of their intention to move back in (Right of First Refusal) before leaving the unit, the landlord must pay the tenant an amount equal to three months' rent or the rent for the period the unit will be under repair or renovation, whichever is less, in buildings with five units or more.

Where a tenant gives notice of their intention to move back in and the building has fewer than five units, the landlord must pay one month's rent or the rent for the period the unit will be under repair or renovation, whichever is less, or offer another rental unit acceptable to the tenant.

This potential compensation is not part of the Rental Unit Repair Licence process and is not something that the City of London can assist with.

N13 for Demolition or Conversion Issued:

If the rental unit is in a complex with at least five residential units, the landlord must pay the tenant an amount equal to three months' rent.

If the rental unit is in a complex with fewer than five residential units, the landlord must pay the tenant an amount equal to one month's rent or offer another rental unit acceptable to the tenant.

If you have questions about Compensation, or the Residential Tenancies Act, see legal advice as this is a Provincial Matter. City of London staff are not able to assist with compensation payments, requirements, nor questions.

Again, potential compensation is not part of the Rental Unit Repair Licence process and is not something that the City of London can assist with.

External Agencies

For additional support and information, tenants may try the following agencies, who provide information and services to help with a variety of housing topics:

City of London [Coordinated access](#) for a variety of supports and services.

[Neighbourhood Legal Services \(London & Middlesex\)](#) – A non-profit community legal clinic serving low-income residents of London and Middlesex. <https://nlslm.com/>

[LIFE*SPIN](#) providing information and support for those surviving off of low incomes; <https://www.lifespın.org/>

[ACORN](#) Canada London - <https://acorncanada.org/locations/london-acorn/>

[Mission Services of London](#) - <https://www.missionservices.ca/>

Community Legal Education Ontario (CLEO) - <https://www.cleo.on.ca/en>

Disclaimer

This guide provides general information about tenant rights and landlord responsibilities under the Rental Unit Repair Licence. Though reference is made to the Residential Tenancies Act (RTA), and the Landlord and Tenant Board (LTB) it is not intended to be used as legal advice. For specific legal advice, tenants should consult a legal professional or contact their local community legal clinic, such as Neighbourhood Legal Services London & Middlesex.

This document was last edited: March 5, 2025