

Canahahns Company Limited ensures our customers are treated fairly by training our staff in the Ontario's Human Rights Code. Canahahns Company Limited does not discriminate or harass on any grounds and has an enforceable policy that deals with staff or residents that harass or discriminate against any building occupant. Harassment or discrimination on the basis of any of the listed grounds will not be tolerated.

1. Prohibited "Grounds" of Discrimination

a) Under the Human Rights Code, it is illegal to treat a person unfairly or refuse to rent to that person because of:

- Age
- Ancestry
- Colour
- Race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status
- Marital status (including single status)
- Gender identity
- Gender expression
- Receipt of public assistance (in housing only)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation

2. Constructive Discrimination

a) Constructive discrimination refers to policies or practices which may not be intentionally or obviously discriminatory, but which have a discriminatory effect on a group or groups which are protected under the Code.

3. Harassment

a) It is illegal for a landlord, agent of the landlord or another occupant of the same building to harass a tenant or staff member on the basis of any of the "grounds" of discrimination listed above.

- b) If one tenant is subjecting another tenant or staff member to discriminatory harassment, it is the landlord's or property manager's responsibility to ensure that the harassment ceases. If the landlord or property manager does not take steps to stop the harassment, he/she could be subject to a human rights complaint.

4. Youth

- a) 16 or 17 year olds who are living away from their parents cannot be refused an apartment because of their age. A lease signed by a 16 or 17 year old is binding.

5. Income Criteria and "Rent-to-Income" Rules

- a) The use of income criteria or "rent-to-income" ratios to select tenants is a violation of the Human Rights Code because it unfairly disqualifies groups such as women, single parents, families, racial minorities, newcomers and young people.
- b) Landlords are permitted to ask for landlord references and to check credit. However, they are not permitted to use this information in a discriminatory fashion. Be mindful that there is a difference between a tenant having no credit rating and a bad credit rating. There is a difference between a poor reference from a previous landlord and no reference."

6. Co-Signor/Guarantor Requirements

- a) Landlords are permitted to require co-signors or guarantors where appropriate.
- b) Requiring co-signors or guarantors of everyone in a group protected under the Code, such as people receiving public assistance or newcomers to Canada, when it is not required of other applicants should be challenged as discrimination.
- c) It would not be a violation of the Code to require co-signors or guarantors of prospective tenants who have negative credit or landlord references. On the other hand, landlords have an obligation to accommodate the unique circumstances of newcomers who have no credit rating or landlord references and who may also have no access to a co-signor.

7. Number of Occupants

- a) Unless a rule relates to compliance with an overcrowding by-law, a landlord or property manager should not refuse a family because of rules limiting the number of occupants. While overcrowding by-laws vary from municipality to municipality, requirements are usually close to 100 sq. ft. of living space per occupant.

8. Direct Payment of Rent

- a) It is illegal under the Code to require public assistance recipients to provide direct payment of rent from social services.

9. Transfers

- a) Landlords and property managers have a duty under the Code to accommodate the needs of families with additional children by allowing them to transfer in a timely fashion to a larger unit if requested.
- b) Similarly, if a tenant becomes disabled and requires a transfer to a more appropriate unit, the landlord or property manager should do whatever he/she can to accommodate this.

10. Reasonable Children's Noise

- a) A certain amount of noise is to be expected from families with young children.
- b) As long as parents make a reasonable effort to minimize their children's noise, landlords or property managers should not threaten to evict them because of noise problems.

11. Discrimination by Association

- a) Not only does the Human Rights Code protect an individual from discrimination directed at him/herself, it also protects a person from discrimination because of an association with a member of a protected group.

12. Reprisal

- a) Residents of Ontario have the right to enforce their rights under the Code. Therefore, if a tenant files a human rights complaint of harassment against a landlord, the landlord should not take any actions to "get even". Any negative behavior directed toward the tenant as a result of the complaint could make the landlord liable for an additional human rights complaint, this time alleging reprisal.
- b) Along with the right to enforce their rights, individuals have a right not to infringe the rights of others.

13. A Human Rights Concern

- a) If management, staff or a resident has a Human Rights concern, please provide and/or complete a Concern Form.