**Request for Accommodations**

Date:Insert Date

Tenant's Name: Insert Your Name  
Tenant’s Address:   
Insert Street Address

Insert City, ON  
Insert Postal Code

Landlord’s Name: Insert Your Landlord's Name  
Landlord’s Address:

Insert Street Address

Insert City, ON  
Insert Postal Code

Dear Insert Your Landlord's Name*,*

This letter serves as a written request for accommodations to access basic waste and sanitation services that are guaranteed to me as a tenant.

Describe your situation and the barriers preventing you from accessing waste facilities and collection service, and identify specific accommodations being requested. e.g., "I regularly need help lifting garbage to insert into the bin"

The Ontario *Human Rights Code* says that all Ontarians have the right to freedom from discrimination in occupancy of accommodation (housing). The *Code* states that prohibited grounds for discrimination includes disability. Under the Code, housing providers have a duty to accommodate the Code-related needs of tenants, to make sure that the housing they supply is designed to include people identified by Code grounds, and to take steps to remove any barriers that may exist, unless to do so would cause undue hardship.

The following section of the Ontario *Residential Tenancies Act* Part III Responsibilities of Landlords apply to waste storage and collection on the property:

1. (1) A landlord shall not at any time during a tenant’s occupancy of a rental unit and before the day on which an order evicting the tenant is executed, withhold the reasonable supply of any vital service, care service or food that it is the landlord’s obligation to supply under the tenancy agreement or deliberately interfere with the reasonable supply of any vital service, care service or food.  2006, c. 17, s. 21 (1).

Section 2 (1) states that “services and facilities” includes (f) garbage facilities and related services.

As a result of my disability, I cannot access the waste facilities on the premises without accommodations. This will leave me no choice but to place waste outside the container, where it is susceptible to causing litter. The City of London *Yard and Lot Maintenance By-law PW-9* includes two sections outlining requirements for containment of refuse:

2.9 Refuse – containment and location

Every owner shall ensure that all refuse which accumulates on their property and when not placed out for collection in accordance with applicable City by-laws is:

(a) in containers:

i. made of rigid, watertight construction;

ii. provided with a tight fitting cover, which may be removed only when the container is empty or is being actively loaded;

iii. maintained in good condition without holes or spillage;

iv. closed, or emptied, rinsed and cleaned when not in use, to prevent the escape of offensive odour or waste; and

v. located in the side or rear yard against a building, structure, fence or retaining wall and arranged in an orderly manner.

(b) not permitted to accumulate longer than 14 days.

2.10 Refuse – contained within bins or exterior bulk storage containers

Every owner where an exterior bin or bulk storage container disposal system with the capacity of 8 cubic yards or less is used shall ensure that the containers are:

(a) equipped with covers or similar devices which shall be readily operable but not left open except when actively being loaded;

(b) large enough to contain all waste generated between collections by the occupants served; and

(c) not loaded beyond the top of the container.

Non-compliance with these legal requirements may result in by-law enforcement following up on a complaint with an order that, if ignored, could lead to monetary penalties.

I am hopeful that we can resolve the issue before Insert Reasonable Date for Accomodations. If not, I have the right to submit an application to the Human Rights Tribunal over discrimination in housing and being denied accommodations to access an essential service.

For additional information, please contact the Ontario Landlord and Tenant Board ([tribunalsontario.ca/ltb/contact](https://tribunalsontario.ca/ltb/contact/)) at 1-888-332-3234 .

Thank you,

Tenant's Name: Insert Your Name