

Pests in Your Rentals? What You Need to Know

Landlord Connect Best Practice

Pests can be rodents such as mice or rats, vermin such as raccoons and insects like moths and bedbugs. Though you may suspect that a tenant's behavior is contributing to the presence of pests, according to Article 20 of [the Residential Tenancies Act](#), it is the landlord's legal responsibility to pay for and ensure pest control measures are satisfactorily completed.

As well, landlords with rental properties with 10 or more units or 3 or more stories must now fulfill these new obligations under the recently passed "[RentSafeTO](#)" legislation:



- Learn about signs of pests to look for during inspections. [Click here](#) to get you started.
- Inspect for pests in all indoor and outdoor common areas at least once every 30 days.
- Inspect the relevant area within 72 hours of receiving a pest complaint from a tenant.
- Hire a pest management [operator licensed by the Ministry of the Environment](#) if pests are discovered.
- Take adequate measures to prevent the spread of pests on the property.
- Eliminate or exterminate pests anywhere their presence is detected.
- Create and maintain pest inspection and treatment records.
- Put a copy of these records up on the tenant notification board records and give them to tenants and potential tenants upon request.
- Give the tenant 24 hours' notice before entering the apartment (you can only enter between 8:00 AM and 8:00 PM).

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Additionally, landlords must not:

- Hide the presence of pests.
- Rent to a new tenant if you know there are pests in the unit.
- Evict tenants for having or reporting pests. Unless the tenant agrees to leave, tenants can only be evicted by order of the [Landlord and Tenant Board](#) and only for [reasons specified in Article 59 of the RTA](#).

Tenants must report the presence of pests and cooperate with the landlord and/or property manager to eradicate pests.



Hoarding is a serious issue that can impact the safety of your tenants and properties, and can impede proper pest eradication. It can be difficult to evict a tenant for hoarding, especially as they may be protected under the Ontario Human Rights Code on the grounds of disability.

Landlords can refer a hoarding tenant to their housing or social worker if they have one, or to [The Toronto Hoarding Network](#) for support in dealing with both the clutter removal and emotional aspects of hoarding.