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**Hastings County Community and Human Services  
 Housing Services  
 Administrative Policies and Procedures**

<b>SUBJECT :</b> Tenant Chargeback Policy		
<b>APPROVED BY :</b> Hastings County Council		
<b>POLICY #:</b> H.L.H.C. 10		
<b>ORIGINAL ISSUED</b>	<b>SUPERCEDES</b>	<b>CURRENT VERSION</b>
May, 2007	November 2016	August 2020

**PURPOSE**

To determine when a Tenant will be charged a “Tenant chargeback” for necessary repairs to a unit directly managed by the Hastings Local Housing Corporation.

**SCOPE**

The policy applies to the units directly managed by the Hastings Local Housing Corporation.

**DEFINITIONS**

A “Tenant chargeback” is a dollar amount charged to the Tenant for the cost to restore the leased premises to the condition they were in at the time the Tenant moved into the premises.

**The Tenant shall be responsible for the repair of any damage** to the unit beyond normal wear and tear, caused by willful or negligent conduct of the Tenant or other occupants of the Leased premises, or persons who are permitted in the Residential Complex by the Tenant, during the course of tenancy.

**Alterations/Decorations:** If the Tenant makes any alterations, without the written approval of the Landlord, the Landlord may do all the work necessary to restore the Leased Premises to the condition they were in before the alteration had been made by the Tenant and **the Landlord may charge the Tenant the entire cost of the restorations (less tax).**

**Other Charges:**

**Waste Removal** – the Landlord may dispose of any property found in or about the Leased Premises and **the Tenant shall pay the Landlord all costs** (less tax) incurred by the Landlord to store, remove and dispose of any property.

**Pest Control – the Tenant shall be responsible for payment to the Landlord any cost (less tax) incurred by the Landlord to repair or correct any damages or infestations caused to the interior and/or exterior of the premises by any pet or due to poor housekeeping (cost to eliminate bed bugs exempted).**

**Key Replacement –** the Tenant shall be responsible for costs associated with multiple key replacements due to loss of keys/fobs, required lock changes during the tenancy or assistance with after- hours lock outs. The Tenant will be responsible to pay the cost less tax.

**Legal Fees and Bank Charges –** Legal fees are charged in full to the Tenant for each occurrence and not pro-rated over the life of the tenancy. The charge for NSF cheques is \$20.00 and is not pro-rated over the life of the tenancy but charged \$20.00 for each occurrence.

The dollar amount charged is determined by the hours of labour and cost of materials less taxes, required to repair/restore the unit.

### **REQUIREMENT**

Tenants are required to keep their unit clean and safe and are responsible to report any maintenance issues. However, any maintenance issues resulting from negligence or deliberate acts may result in the tenant being charged for all costs related to the repairs. These charges are not subject to a Harmonized Sales Tax (HST)

### **RESPONSIBILITY**

It is the responsibility of the Tenant to keep the unit in the same condition as it was at the time of move in. Failure to do so may result in the Tenant being charged for any repairs deemed necessary outside of normal wear and tear during tenancy.

### **REFERENCES**

*Residential Tenancies Act, 2006*