

Pilon, Janet

Subject: Proposal for a Standardized "Landlord Tenant Form" for Water Billing

From: Mini James

Sent: June 29, 2025 7:23 PM

To: clerk@hamilton.ca

Subject: Proposal for a Standardized "Landlord Tenant Form" for Water Billing

The Honourable Mayor and Members of Hamilton City Council City Hall

71 Main Street West Hamilton, ON L8P 4Y5

Dear Mayor Horwath and Members of Council,

I am writing to you today as a property owner in the City of Hamilton to propose the formal adoption and implementation of a standardized "**Landlord Tenant Form**" for water and wastewater billing for rental properties.

Following discussions with the city's water billing department regarding the reference number CAS-0320190-X9P8W4, a customer service representative advised me to submit this proposal for your committee's review and approval.

The core issue many landlords face is the lack of a clear, standardized process for assigning the day-to-day responsibility of water bill payments to tenants, while ensuring the City's financial interests remain protected. The current system can lead to ambiguity, disputes, and administrative challenges for both property owners and the City.

To address this, I propose we adopt a model that has been successfully implemented in other municipalities, such as the Durham Region. I have attached for your reference a copy of the "Authorization to Bill a Tenant Form" used in the Town of Pickering (Durham Region) as a practical example of this system in action.

The proposed "Landlord Tenant Form" would function as follows:

1. **Landlord Authorization:** The property owner would complete and sign the form to authorize the City to send water bills directly to the registered tenant at the service address.
2. **Ultimate Responsibility:** The form would include a clear acknowledgement that the property owner remains ultimately responsible for all charges incurred. If a tenant fails to pay, the debt remains with the property and the landlord is liable for payment, protecting the City from revenue loss.

3. **Clear Communication:** This establishes a transparent and officially documented arrangement, reducing misunderstandings between landlords, tenants, and the City's billing department.

Adopting this form would create a fair, efficient, and low-risk system that benefits all parties. It provides tenants with direct accountability for their consumption, gives landlords a clear process to follow, and guarantees the City's revenue stream.

Given that a proven and effective template already exists and is functioning well in a comparable Ontario municipality, I believe Hamilton can implement this practical solution with ease.

I respectfully request that the Council review this proposal and the attached sample form. I am confident that its adoption would be a positive step forward for landlords and the City of Hamilton.

Thank you for your time and consideration.

Sincerely,

James



**The Regional
Municipality of Durham**

Finance Department

Utility Finance
605 Rossland Rd E
Po Box 720
Whitby, ON L1N 0B1
Canada

Fax: 905-666-6213

Email:
waterbilling@durham.ca

Landlord Tenant Form

Date: _____

Water and Sanitary Sewer Account Number: _____

Address: _____

By signing this form you are confirming that you have requested that our office forward all future water and sanitary sewer billings and customer meter reading cards to the service address “**Care of**” your tenant(s):

_____ and that you understand the following:

Collection Charges

Should the tenant default in payment, you will be held responsible for payment of all outstanding amounts including collection charges, miscellaneous charges and late payment charges.

Meter Readings

All meter readings are to be provided once our cards are issued, without an actual reading the bill will be estimated.

Change in Tenancy

It is your responsibility to advise the Customer Services section of a change in tenancy prior to the change taking place in order to keep the records accurate. If you neglect to advise our office about a change in tenancy and we are notified by your old or new tenant, the bills will immediately be reverted back to your mailing address. The account will not be “closed out” when the tenant vacates the property and no “final bill” will be issued.

Disclaimer

The Region and/or you may decide at any time to revert all mailings back to your current mailing address.

Account Monitor

We suggest that you occasionally monitor your account with a phone call to our office to avoid unexpected and/or unpaid bills.

Notification

The Region will not notify you of unpaid bills or of imminent collection action or charges.

Please sign this letter acknowledging that you have read and understand the above and return it. You can mail, fax, email or deliver in person. Once we receive the signed letter back in our office, we will send the bills and meter reading cards “care of” your tenant(s).

Owner's Name (please print)

Owner's Signature

By signing this letter I acknowledge the stipulations noted above.