

## FTR Quarterly

### ***FTR Quarterly – 2016, Issue 2***

**Date:** August 2, 2016

## In This Issue

- [“Bad Customer Service” – or Breach of Human Rights Legislation?](#)
- [Lifecycle of a Rental Tenancy: \*Human Rights Code\* Considerations and Best Practices for Compliance](#)
- [Featured Lawyer – Leanne N. Fisher](#)
- [Featured Group – Human Rights](#)
- [Did You Know? – AODA Changes to the Customer Service Standards Now in Force](#)

## Featured Articles

### [“Bad Customer Service” – or Breach of Human Rights Legislation?](#)

By: [Amanda Cohen](#) and [Amanda E. Lawrence](#)

Service-based organizations – such as restaurants – have obligations to their customers under human rights legislation. But how far do these obligations go? Two recent cases help to define the line.

[Read Full Article](#)

### [Lifecycle of a Rental Tenancy: \*Human Rights Code\* Considerations and Best Practices for Compliance](#)

By: Jeffrey A. Patterson and Kathleen Tate

Landlords and rental housing providers must contend with some complex obligations and challenges under the Ontario *Human Rights Code*. These apply throughout the rental process – from advertising a vacancy, to choosing a tenant, to terminating a tenancy. Adherence to some best practices and guidelines can help ensure compliance at every stage.



[Read Full Article](#)

## Featured Lawyer

[Leanne N. Fisher](#)

