

What Tenants In Ottawa Need to Know! New Rules and Standards for Rental Housing

Attention Tenants!

You will be affected by new rules and standards recently introduced by the City of Ottawa to improve rental housing in our city. These changes include a new Bylaw that came into effect in September 2021.

Read on to learn some **key things that you should know** as a tenant about renting a unit in Ottawa!

This sheet is only a snapshot. For full information, please consult the City of Ottawa's website: <https://ottawa.ca/en/living-ottawa/rental-housing>

You may also request from the City a paper copy of the "Guide for Tenants," by phone at 613-580-2500 ext. 29529, or by email at bylawreviews@ottawa.ca

Key Things Tenants Should Know

○ From Your Landlord: an 'Information for Tenants' Document

Landlords must now provide both new and current tenants with an 'information for tenants' document* that provides details like:

- how to contact your landlord,
- how to make a tenant service request,
- how to register for tenant support (see below), and more.

**This document should be provided in addition to the lease – it does not replace a lease!*

○ Tenants Requesting Repairs or Other Services

Landlords must now:

- establish a procedure for tenant service requests,
- respond to tenants' urgent requests within 24 hours, and
- respond to tenants' non-urgent requests within 7 days.

If a landlord has not responded to a tenant's request within the standard timeframe (see above), or if the problem continues, tenants may report the issue to Ottawa By-law and Regulatory Services by:

- calling 3-1-1 (or 613-580-2402 for TTY services), or
- submitting a request for service online, here: <https://ottawa.ca/en/3-1-1/report-or-request/property-damage-or-maintenance> .

* This information sheet has been produced by Community Legal Services of Ottawa and La Clinique juridique francophone d'Ottawa and is based on information from the City of Ottawa (Retrieved from: <https://ottawa.ca/en/living-ottawa/rental-housing/tenants-rights-and-responsibilities>). This information sheet provides legal information only and does not constitute legal advice. Prepared October 2021.

○ Tenants Requesting Support due to a Disability

Landlords must now maintain a tenant support registry to record requests from tenants for support.

- Tenants may volunteer to add their name to the registry if they want as well as request their landlord to remove their name.

Some things that a tenant may request support for are:

- evacuating from the building in case of an emergency,
- preparing their unit for pest treatment,
- explaining complex rental documents, and
- any other accommodations that may be required under the *Ontario Human Rights Code*, the *Accessibility for Ontarians with Disabilities Act, 2005*, or the *Residential Tenancies Act, 2006*.

○ Landlords Required to Develop and Maintain an Integrated Pest Management Plan

Landlords must now:

- undertake preventative inspections for pests,
- provide educational information to tenants about the prevention of infestations,
- have reporting processes for tenants for suspected infestations,
- provide tenants with a copy of the pest treatment plan before treatment begins within the unit, and more.

Tenants must also:

- submit to their landlord a service request to report a pest infestation, suspected pest infestation, or conditions likely to cause a pest infestation,
- follow the pest treatment plan, and more.

If you have questions about your rights as a tenant, or need legal help, please contact us

- **Community Legal Services of Ottawa** - Tel: (West) 613-596-1641 (South) 613-733-0140 (Downtown) 613-241-7008
<https://www.clsottawa.ca>
- **Clinique juridique francophone d'Ottawa** - Tel: 613-744-2892
<https://www.cscvanier.com/fr/juridique>

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