

## 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](mailto: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>

---

\* 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.