



# TENANTS RIGHTS INFORMATION SESSION

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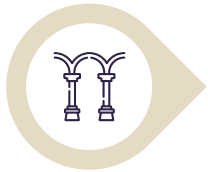
# ACORN: What we do

- Multi-issue, member-based community union
- Mission: improving conditions for low and moderate income neighbourhoods
- Fighting for change: improving housing conditions



# ACORN: Organizing

Because of the efforts from ACORN, City of Ottawa passed the Rental Housing Property Management Bylaw



**Rental Housing Property  
Management By-law**



# BYLAW



Menu ▾



Sign-in ▾

FR

[Home](#) > [Living in Ottawa](#) > [By-laws, licences and permits](#) > [By-laws](#) > [By-laws A-Z](#) > **Rental housing property management by-law (By-law no. 2020 – 255)**

## Rental housing property management by-law (By-law no. 2020 – 255)

### Addressing 2 main issues:

- Better Pest Control
- Better Property Maintenance

<https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/laws/laws-z/rental-housing-property-management-law-law-no-2020-255#rental-housing-property-management-law-law-no-2020-255>

# Who Does the Bylaw Apply to?

## Bylaw Interpretation: Definitions

- **LANDLORD** → “owner or operator of any rental unit as defined in Section 2 of the *Residential Tenancies Act (RTA)*.
  - *RTA* defines “Landlord” broadly → “owner of a rental unit or any other person who permits occupancy of a rental unit.”
- **RENTAL UNIT** → “any living accommodation used or intended for use as rented residential premises”
  - Interpreted broadly → doesn’t have to be the full place; can include a room as well
- **TENANT** → “any person who pays rent in return to occupy a rental unit”
  - Does not apply if you live with the owner of the property OR a relative of the owner

# LANDLORD RESPONSIBILITIES

Includes:

- 1) Capital Maintenance Plan
- 2) Pest Control
- 3) Tenant Service Request
- 4) Tenant Support Registry
- 5) Information for Tenants





# Where to look?

## Landlord & Tenant Resource Portal



[Home](#) > [Living in Ottawa](#) > **Rental housing**

## Rental housing

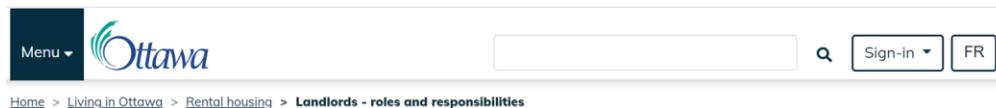
Landlords roles and responsibilities, Tenants rights and responsibilities

### Landlords - roles and responsibilities

Landlord guide to the Rental Housing Property Management By-law, capital maintenance plan, tenant service request, pest management and additional resources

### Tenants - rights and responsibilities

Tenant guide to the Rental Housing Property Management By-law, landlord requirements, know your rights, pest infestations and additional resources



[Home](#) > [Living in Ottawa](#) > [Rental housing](#) > **Landlords - roles and responsibilities**

## Landlords - roles and responsibilities

### On this page

- [Rental Housing Property Management By-law: A guide for landlords](#)
- [Landlord requirements under the by-law](#)
- [Capital maintenance plan](#)
- [Tenant service request](#)
- [Tenant support registry](#)
- [Information for tenants document](#)
- [Integrated pest management plan](#)
- [Additional resources](#)
- [Contact us](#)

<https://ottawa.ca/en/living-ottawa/rental-housing>

# 1) Capital Maintenance Plan

- Ss. 3-5 of Bylaw - only applies to apartment buildings
- S. 3 (1) “No owner of an apartment building shall fail to have and maintain a capital maintenance plan.”
- Must include:
  - accessibility features
  - building-wide electrical distribution systems
  - plumbing
  - elevators
  - fire escapes
  - mechanical systems
  - roofs
  - balconies & railings
  - parking structure

## Capital Maintenance Plan

Table 1: Landlord information

Landlord or owner name:	John Doe
Building Address:	123 Ottawa Street
Last updated:	2021-02-01

Table 2: Capital maintenance plan information

Capital Element Category	Description of Capital Element	Date of Last Inspection	Condition / Deficiency	Remedial Action Required	Action Time Period
Roofing	End of life for flat roof	2019-12-20	Tin repair required next year	Roof required to be changed next year	2020-12-20
Exterior Cladding	Brick Pointing	2021-01-01	Brick pointing needs to be renewed	Will be done during next window cleaning in the spring	2021-05-10
Plumbing	Plumbing system in building	2021-01-01-	Performing as designed	N/A	



## 2.) PEST MANAGEMENT PLAN

S. 29-30

The by law requires that all applicable Rental properties have an integrated pest management plan.

- (1) A preventative inspection schedule.
- (2) Educational information on pest prevention.
- (3) A way to report infestations.
- (4) Specific treatments for various common pests (i.e. Bed bugs, Ants).



## 1. Prevention



[Create and update a schedule of preventative inspections reasonable to the condition and age of the rental property and consider using format below]

Rental property address: \_\_\_\_\_

[illegible]

<https://ottawa.ca/en/living-ottawa/rental-housing/landlords-roles-and-responsibilities#integrated-pest-management-plan>

# MANDATORY EDUCATIONAL INFORMATION



EXAMPLE: Let's say bed bugs

Your landlord must provide info  
on how to prevent and treat a bed  
bug infestation



<https://ottawa.ca/en/living-ottawa/rental-housing/landlords-roles-and-responsibilities#integrated-pest-management-plan>

## Preventing and treating bed bugs

To help prevent bed bugs, tenants can take the following steps:

- Carefully check used furniture, beds and couches for any signs of bed bug infestations prior to bringing them into your home. Avoid taking home mattresses or sofas put out on curbside. If you see brown spotting on mattress or furniture, this is most likely bed bug feces, therefore please contact your landlord immediately.
- Reduce clutter in your home to reduce hiding places for bed bugs.
- Move beds away from the wall to create an "island", preventing bedbugs from traveling up the wall and onto the bed.
- Use protective mattress and box spring covers to limit the potential hiding spots for bed bugs to enter.
- Keep your bed and box spring off the floor, preferably on a metal bedframe.
- Keep your rental unit clean and vacuum frequently, especially under and behind beds.
- Seal cracks and crevices around wooden bed frames, furniture, and light sockets to discourage potential bed bug movement.
- Check your home regularly for bed bugs. If you find signs of bed bugs, notify your landlord immediately.
- While travelling, do not bring your own pillows, and inspect the bed, mattress, headboard, dressers, and side tables where you are staying prior to bringing your luggage onto the premises. When you return, place your luggage on a hard surface away from places bed bugs could crawl to and hide. Wash your clothing and fabric items in hot water and dry in the dryer on the highest heat.

If you are a tenant and you have a problem with bed bugs, you should notify your landlord, superintendent or property manager immediately. Bed bugs can be identified and controlled using a licensed pest control company. You can also vacuum, steam clean, or dry clothes at high temperatures, and reduce clutter in your home to assist with the treatment of bed bugs.

You must also cooperate with your landlord with pest control and follow pest treatment plans.

# TREATMENT PLANS - I

Before entering your unit , your landlord must provide you with a treatment plan (Section 31)

What is a treatment plan for an individual ?

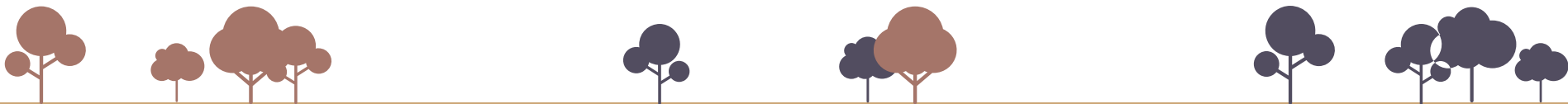
- Pest specific ( ex: bed bugs)
- What will happen in your unit ( ex: steam cleaning )
- Info on any follow up treatments
- Info on how an individual should prep their unit.
- When the treatment will happen.
- Any other relevant information.



# RE- INSPECTION

S. 33

Any area that has been treated needs to then be re-inspected within 15-30 days.





# Tenant Service Request

Sections 6-9 (and following) of the bylaw answer these questions.





# Tenant Service Request

S.6 Your landlord is responsible for having a system to accept your service requests.

S.7 States that any system your landlord chooses must contain.

- (1) Written (paper or electronic) or verbal complaints.
- (2) A means of recording complaints. Must include date and time of request, description of the issues, the outcome of a request, etc.
- (3) Procedure and criteria to assess the urgency of a request as per s.11.
- (4) Procedure to check if a tenant has registered a need for assistance under the support registry.

# Tenant Service Request

## Tenant Service Request Form Sample

☒ I would like a copy of this service request.

**Service request date:** 2020/July/29

**Service request time:** 18:00

**Tenant first name:** Jane

**Tenant last name:** Doe

**Tenant phone number:** (613) 123-1234

**Tenant email:** [janedoe@email.com](mailto:janedoe@email.com)

**Address / unit of service request:** 123 Ottawa Street, Unit 1 J0XJ0X

**Nature of complaint:**

- Loss or interruption of services
- Security concerns
- Problems with accessibility features and equipment
- Exterior property maintenance
- Interior property maintenance
- Pests
- Garbage
- ☒ Lawn maintenance
- Noise
- Snow and Ice
- Other

**Description:** The portion of the backyard lawn has not been cut in a few months and is starting to grow very long.

**For Office Use Only**

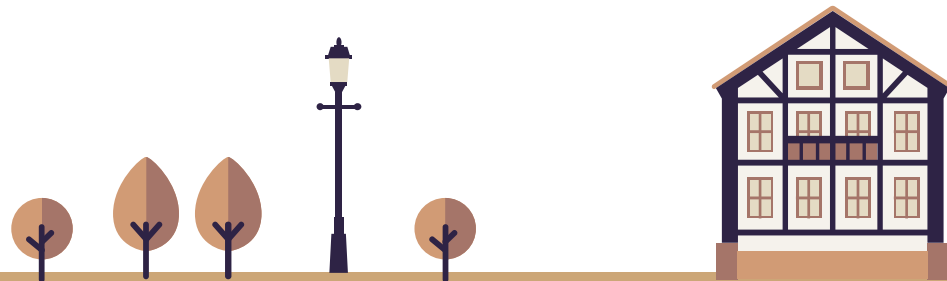
**Urgent:** ☐ **Non-Urgent:** ☒

**Action taken:** Contacted ABC company to request that the backyard lawn be cut. Spoke with company manager to ensure that the portion of the lawn in the backyard is included in contract and is maintained regularly.

**Outcome of service request:** Closed – lawn is not maintained.

**Date and method tenant notified of resolution:** 2020/08/01, notified by email. **Date copy provided to tenant (if requested):** 2020/08/01

[Report a problem or request a service](#)







# Tenant Service Request

## Tenant Service Request Record

Table 1: Landlord information

Landlord or owner name:	John Doe
Building address:	123 Ottawa St
Last updated	2021-02-01

Table 2: Tenant service request information

Service request date	Service request time	Method received	Tenant contact information	Service requested	Urgency	Tenant registered for support?	Action taken and action date	Outcome	Notification method
2020-01-01	12:00	Verbal	Jane Doe 123 333 3333 janedoe@email.com	No heat	Urgent	No	Contacted company to fix furnace 2021-01-01	Closed, heat on	Telephone
2020-07-29	18:00	Writing	Jane Doe 123 333 3333 janedoe@gmail.com	Lawn maintenance	Non-urgent	No	Contacted ABC to request backyard lawn to be cut 2021-08-01	Closed, lawn cut	Email

<https://ottawa.ca/en/living-ottawa/rental-housing/landlords-roles-and-responsibilities#tenant-service-request>

# Urgent vs Non-Urgent

S.12 **Non-urgent** requests need to be responded to within 7 days of the receipt of a service request.

S.10. Your landlord has to respond to **urgent** requests within 24 hours after receiving your request.

## What is an urgent request ?

- (1) A loss or interruption of vital services (loss of hot water, electricity, heat and fuel where applicable).
- (2) Security concerns with the rental unit , building or property.
- (3) Problems with accessibility features and equipment - **and**
- (4) Any issues that can reasonably be expected to make a unit uninhabitable.

**Everything that DOES NOT fall into one of the 4 categories above is considered non-urgent.**



# 4) Tenant Support Registry

Outlined in ss. 24-28 of the Bylaw,

- Landlord **MUST** maintain a Tenant Support Registry which records any request made for assistance by the tenant.
- Landlords must be able to present this information to a Ottawa Bylaw Officer upon request.

What is a Tenant Support Registry?

- Information about tenants who have requested specific assistance.
- Tenants will fill out their name, unit number, description of type of assistance, and any accommodations the landlord agreed to provide.



# Tenant Support Registry - Landlord Responsibility

S.26 Your landlord MUST provide you with the following information:

- a) That the support registry exists
- b) How you, as a tenant, can request to be added to the registry
- c) Statement that the information you give may be provided to the City at its request.

S. 28 - Removal from Registry

- Can ask to be removed; OR
- Will automatically be removed upon termination of your occupancy



# Tenant support registry

## Request for Tenant Support Form Sample

**Date submitted:** 2021/Jan/01

**Change of contact information:** Yes

**Tenant first name:** Jane

**Tenant last name:** Doe

**Tenant phone number:** (613) 123-1234

**Tenant email:** [janedoe@hotmail.com](mailto:janedoe@hotmail.com)

**Address / unit of service request:** 123 Ottawa St, Unit 1 J0XJ0X

**Description of tenant support requested:** Require notice and assistance if elevator is out of service as I am in a wheelchair.

**Description of assistance agreed to by landlord / property manager:** Notice will be provided to [tenant](#) when elevators are out of service.

**I would like to be removed from the tenant support registry.**

***For Office Use Only***

**Removal date from registry:** 2022/Jan/01

<https://ottawa.ca/en/living-ottawa/rental-housing/landlords-roles-and-responsibilities#tenant-support-registry>



# Tenant support registry

## Tenant Support Registry

Table 1: Landlord information

Landlord or owner name:	John Doe
Building address:	123 Ottawa Street
Last updated	2021-01-01

Table 2: Tenant Support Information

Service request date	Tenant name	Tenant address/unit	Tenant phone number	Tenant email	Support requested by tenant	Support accommodated by landlord
2021-01-01	Jane Doe	123 Ottawa St Unit 1	613 123 1234	<a href="mailto:janedoe@email.com">janedoe@email.com</a>	Require notice and assistance if elevator is out of service as I am in a wheel chair	Evacuation support. Advance notice of planned outages.

# 5) Information for Tenants

## Sections 13 - 23 of the Bylaw

- Landlord had until November 30, 2021 to provide you with the following information:
  - contact information of landlord or property manager
  - tenant service request instructions
  - fire safety information
  - property maintenance information
  - on-site waste management information
  - parking information
  - tenant support registry
  - *Residential Tenancies Act* statement
  - signature of tenant



# Example of Tenant Information Document

## Template : Information for tenants document

**Please note:** This document is for information only. Landlords and Property Managers may design their own templates, but please ensure all requirements from the Rental Housing Property Management By-law are included.

### Landlord / Property Manager Name

Address  
PO Box (if applicable)  
Ottawa, ON Postal Code  
Phone number  
Email Address

### Issued to:

Add the name and contact information of the tenant.

### Concerning occupancy of:

Insert the street address and unit number of the rental property, as applicable.

## 1. Requesting repairs and services

The following information is required:

- ✓ Instructions on how tenants should submit urgent and non-urgent requests for repairs or other services.
- ✓ Instructions on how tenants can follow up on previously submitted tenant service requests.
- ✓ Instructions on how tenants may report unresolved issues to the City of Ottawa.

## 2. Fire safety

The following information is required:

- ✓ Location of fire alarms, carbon monoxide alarms, or other fire safety equipment.
- ✓ The following statement: **Hundreds of Ottawa families are affected by preventable fires each year. Tenants are encouraged to review fire safety information at [ottawa.ca](http://ottawa.ca). Please contact us to report any fire safety concerns immediately. Tenants may also report non-emergency fire safety issues to Ottawa Fire Service at 613-580-2424 ext. 15371 or [FirePrevention@ottawa.ca](mailto:FirePrevention@ottawa.ca).**

## 3. Property maintenance

The following information is required:

- ✓ Information regarding property maintenance, including a schedule for cleaning and maintenance tasks to be undertaken by the landlord, such as cleaning of

interior and exterior common areas, snow clearing or lawn care and anything that the tenant is responsible for concerning maintenance.

## 4. Waste management information

The following information is required:

- ✓ Identify who is responsible for placing items for curbside collection, including the removal of empty collection containers.
- ✓ Location and use of onsite waste storage areas.
- ✓ Site-specific instructions concerning disposal of household waste, recycling, compostable waste, yard waste, large items, and hazardous or prohibited materials.
- ✓ If tenant is responsible for curbside collection, provide the collection schedule, and how to acquire replacement blue, black or green bins for rental unit.

## 5. Parking information

The following information is required:

- ✓ Assignment of designated parking space(s) for the rental unit.
- ✓ Instructions for on-site guest parking, if applicable.
- ✓ Contact information for the Private Parking Enforcement Agency if applicable.
- ✓ Instructions to review on-street parking information available on the City of Ottawa website if tenant or guest parking is not provided.
- ✓ Optional description on information for accessible parking (not requirement of by-law but recommended that landlords include under the parking section).

## 6. Tenant support registry

The following information is required:

- ✓ Instructions for how to register for assistance.
- ✓ Instructions for how to be removed from the tenant support registry.
- ✓ The following statement: **Information provided for the tenant support registry may be collected by the City of Ottawa for the purpose of investigating and enforcing landlord compliance with the Rental Housing Property Management By-law. Information about how this is used is available on [ottawa.ca](http://ottawa.ca) or by calling 3-1-1.**

## 7. Residential Tenancies Act

The following information is required:

- ✓ The following statement: **These instructions are for information only. This document is not considered a lease or contract and may not supersede or conflict with your lease or your rights under the Residential Tenancies Act, 2006.**

## 8. Tenant Resource Page

The following information is not required however highly recommended.

- ✓ Visit the City of Ottawa's tenant resource page for more information (enter link to the webpages)

X

Tenant

Tenant Printed Name:

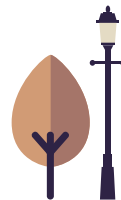
Date:

X

Landlord

Landlord Printed Name:

Date:





# Tenant Information Cont'd

S. 16 → Two copies of information for tenants must be provided with the lease agreement:

- 1st copy must be provided to the tenant for their record.
- 2nd copy must be signed by the tenant and returned to landlord.

All of this information can also be found in the following languages:  
Arabic, Hindi, Indonesian, Mandarin, Spanish and Urdu

<https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/consumer-awareness>



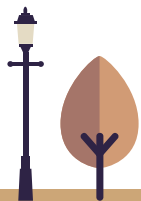
# TENANT RESPONSIBILITIES

- 1) Doing Your Part - Tenant Responsibility
- 2) Pest Prevention
- 3) What's different now
- 4) What if my landlord is not responsive?
- 5) What if the problem persists?



# Pest Prevention - I

**Section 35:** No tenant shall knowingly cause conditions which may attract or harbour pests



# Pest Prevention - II



## Resources

- The Ottawa Public Health website offers tips on dealing with bed bugs, cockroaches, or mice
- Orkin Canada Pest library: Information on ants, earwigs and silverfish

### Identification

<b>Colour</b>	Reddish brown, with abdomen darker as blood is digested
<b>Size</b>	Adults are approximately 4 to 5 mm long, size of an apple seed
<b>Description</b>	Bed bugs are an oval shape, they have a flattened body, two antennae and six legs



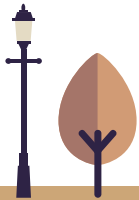
### Quick Links

- [How to identify bed bugs?](#)
- [What are some key signs of bed bugs?](#)
- [What to do if traces of bed bugs are found?](#)

### How to identify bed bugs?

Bed bugs are an oval shape and are up to 4-5 mm long when fully grown. Adult bed bugs have a flattened body and their skin colour is either rust brown or a deeper red brown.

Due to the flattened body of a bed bug they can easily hide in small places such as baseboards, cracks in floors, under carpets,



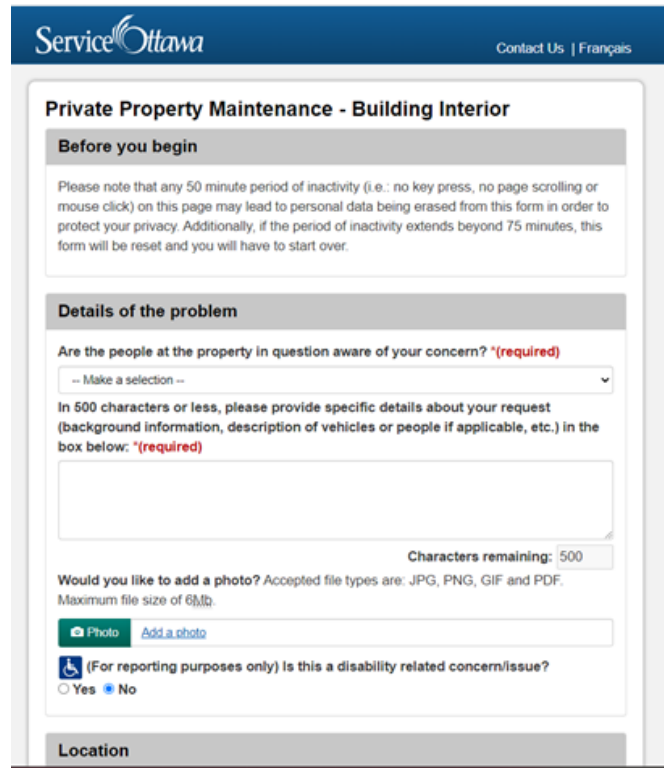
# What if my landlord is non-responsive - I

## Bylaws Enforcement Office

Call 3-1-1 or submit an online service request

**City of Ottawa:**

<https://ottawa.ca/en/3-1-1/report-or-request/property-damage-or-maintenance>

The image shows a screenshot of the City of Ottawa's online service request form. The header includes the 'Service Ottawa' logo and links for 'Contact Us' and 'Français'. The form title is 'Private Property Maintenance - Building Interior'. It has several sections: 'Before you begin' with a privacy notice, 'Details of the problem' with a dropdown menu for awareness and a text box for details, a photo upload section, a disability-related question, and a 'Location' section at the bottom. The form is currently empty, showing only the structure and labels for each input field.

Service Ottawa Contact Us | Français

### Private Property Maintenance - Building Interior

**Before you begin**

Please note that any 50 minute period of inactivity (i.e.: no key press, no page scrolling or mouse click) on this page may lead to personal data being erased from this form in order to protect your privacy. Additionally, if the period of inactivity extends beyond 75 minutes, this form will be reset and you will have to start over.

**Details of the problem**


Are the people at the property in question aware of your concern? **\*(required)**


-- Make a selection --

In 500 characters or less, please provide specific details about your request (background information, description of vehicles or people if applicable, etc.) in the box below: **\*(required)**

Characters remaining: 500

Would you like to add a photo? Accepted file types are: JPG, PNG, GIF and PDF. Maximum file size of 6Mb.

 Photo [Add a photo](#)

 (For reporting purposes only) Is this a disability related concern/issue?

☐ Yes ☒ No

**Location**

# Reporting a Service Request Bylaw Enforcement Office

- Record the Service Request #
- A notice of violation or a property standards order may be issued
- Call ACORN to organize!

## Private Property Maintenance - Building Interior

### Before you begin

Please note that any 50 minute period of inactivity (i.e.: no key press, no page scrolling or mouse click) on this page may lead to personal data being erased from this form in order to protect your privacy. Additionally, if the period of inactivity extends beyond 75 minutes, this form will be reset and you will have to start over.

### Details of the problem

Are the people at the property in question aware of your concern? **\*(required)**

-- Make a selection --

In 500 characters or less, please provide specific details about your request (background information, description of vehicles or people if applicable, etc.) in the box below: **\*(required)**

Characters remaining: 500

Would you like to add a photo? Accepted file types are: JPG, PNG, GIF and PDF.  
Maximum file size of 6Mb.

[Add a photo](#)



(For reporting purposes only) Is this a disability related concern/issue?

☐ Yes ☒ No

### Location



# What if the problem is not fixed?



**Tribunals Ontario**  
Landlord and Tenant Board

**Tenant Application about Maintenance**  
**FORM T6**  
(Disponible en français)

## Important Information for Tenants

Use this form to apply to have the Board determine whether your landlord:

- has not repaired or maintained the rental unit or the residential complex, or
- has not complied with health, safety, housing or maintenance standards.

Instructions for Form T6 are available on the Board's website at [tribunalsontario.ca/ltb](https://tribunalsontario.ca/ltb).

1. Complete all four parts of this application.

- **Part 1** asks for general information about:
  - the rental unit covered by this application,
  - you and the other tenants living in the unit, your landlord and other parties to the application,
  - your tenancy and any other unresolved applications that relate to the rental unit.
- **Part 2** asks you to select and explain the reasons for your application.
- **Part 3** asks you to select the remedies you want the Board to include in the order.
- **Part 4** requires your signature or that of your representative, and, if you are being represented, your representative's contact information.

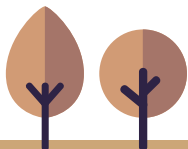
2. Complete the *Request for French-Language Services* or *Request for Accommodation* form at the end of this application if you will need additional services at the hearing.

3. File all pages of the application with the Board (not including this page). The Board will send you a *Notice of Hearing* showing the time and location of your hearing.

4. Pay the application fee to the Board at the same time as you file the application. The Board will not process your application unless you pay the fee. Your T6 application fee is **\$53** for the first unit (**or \$48**

## Landlord and Tenant Board

- File a Tenant Application about Maintenance (form T6) with the LTB
- A hearing will be scheduled
- Call ACORN!



# What if the problem is not fixed?

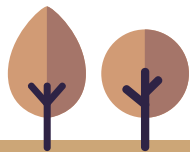
**FORM T6**

**HEARING SCHEDULED**



## **Landlord and Tenant Board**

- File a Tenant Application about Maintenance (form T6) with the LTB
- A hearing will be scheduled
- Call ACORN!





# Old Bylaw vs New Bylaw

## Previous Bylaw: **Property Standards Bylaw**

- No set time for when landlord has to fix the problem. Just said “Take immediate actions to eliminate any unsafe conditions”.
- No pest control plan → before Bylaw just stated “a dwelling should be kept reasonably free of pests”
- Bylaw not specific to residential properties; also includes non-residential property standards

<https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/laws/laws-z/property-standards-law-no-2013-416-amended-laws-no-2017-256-2018-113-2018-127-2018-302-2019-170-2019-426-2019-428-2020-202-2020-256-2020-306#part-viii-administration-and-enforcement>

# Other Changes - More formalized

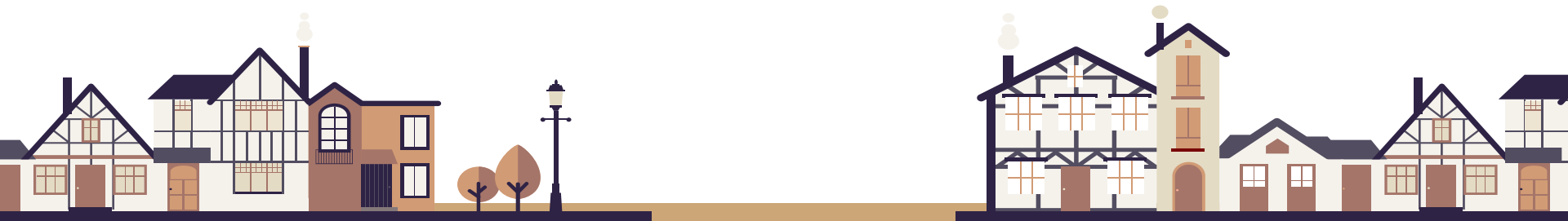
Now service requests are formalized...

- Reported through method prescribed by landlord
- Keep same written record of service requests
- Landlords must cooperate with bylaws officer
- Formalized process to address problems





**THANK YOU**



# Q&A

Please let us know if you have any questions. We will take note of them and contact you promptly if they cannot be answered right away.

