

In the event of a **problem**



More  **information**

A healthy



1

Verbally inform the landlord about the problem if he can be reached.

2

REGISTERED LETTER

If the landlord fails to act, advise him in writing, preferably by registered mail, giving him a deadline (usually 10 days if it is not urgent) to act. Be sure to obtain and keep the proof of receipt.

To contact your Borough

Call **Bureau Accès Montréal at 311**

For any question relating to your health

Talk to your physician or call **Info-Santé at 8-1-1**

3

311

If the landlord still fails to act after the deadline, call 311.

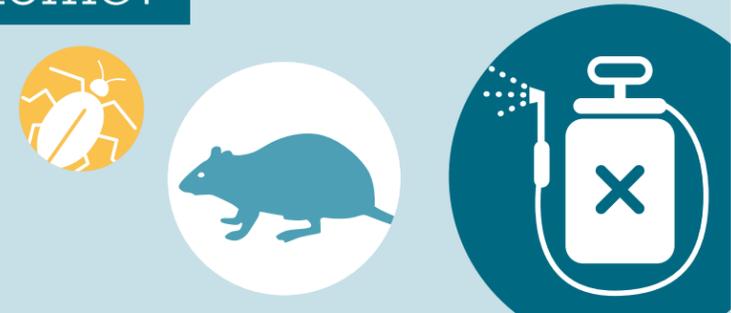
4

An inspector from the Borough then takes charge of your file. He may demand that the landlord act within a prescribed deadline, subject to a fine. The applicant will be informed of developments regarding his file.

Have **rodents, roaches** or **bedbugs** invaded your home?

Your landlord must call a professional exterminator.

You should not try to exterminate rodents or parasites yourself, as the products used for this purpose are often toxic.



Produced in collaboration with the **Centre de santé et de services sociaux Cavendish**, the **Corporation de développement communautaire de Côte-des-Neiges** and **Project Genesis**



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Better 

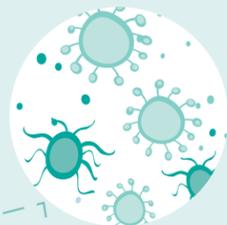
to **prevent...**

The environment we live in has an impact on our health.

At home, too much humidity and inadequate maintenance can create a risk to respiratory health for you and your family.

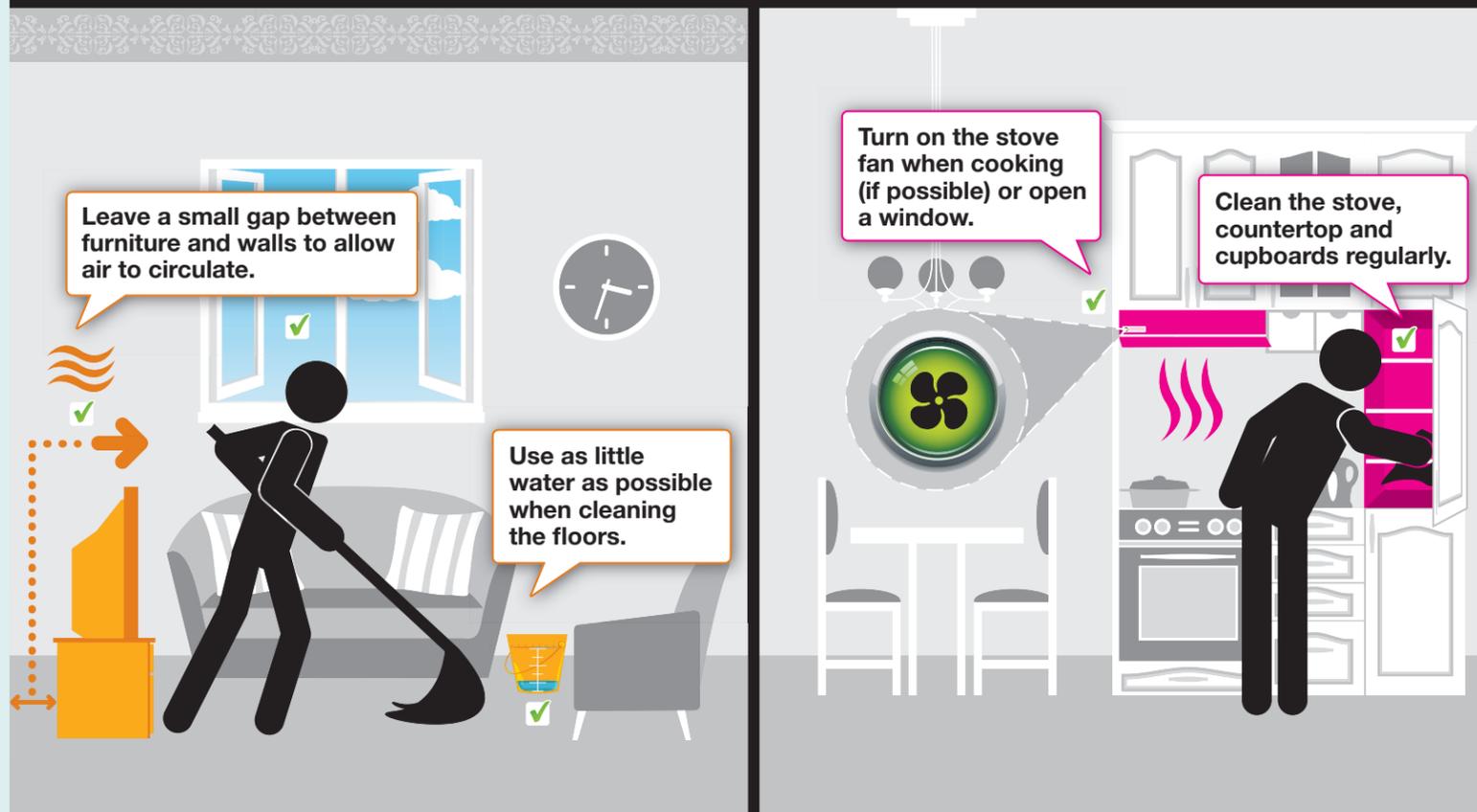


These factors can lead to the **development of mould, insects and parasites** such as **cockroaches** and **mites**, and also to the development and worsening of **respiratory diseases** such as **asthma, allergic rhinitis (nasal congestion, cough)** and **respiratory infections**.



Preventing 

excessive humidity



Your **right** to a 

home in good condition

As a tenant, you can exercise your right to a dwelling in good condition. The first step is to inform your **landlord, who has a responsibility for the condition of your dwelling**. If your landlord is slow to act, you can file a complaint with the **Borough's Division des permis et des inspections**.

Steps should be taken in the following circumstances:

- if there is water infiltration.
- if there are insects, rodents or mould present.
- if the plumbing and heating are not working properly.
- if doors and windows don't open or lock.
- if the common areas outside the apartment are dirty.
- if part of the apartment or building is in poor condition.

