

In the event  
of a **problem**



More   
**information**

# A healthy home



## 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**



Produced in collaboration with the **Centre de santé  
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de Côte-des-Neiges** and **Project Genesis**

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1

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



2



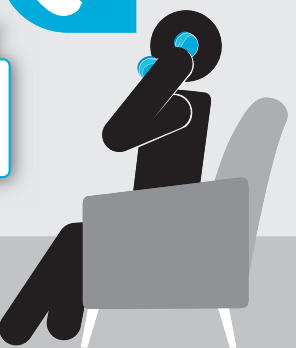
If the landlord fails to act, advise  
him in writing, preferably by  
registered mail, giving him a  
deadline (usually 10 days if it is not  
urgent) to act. Be sure to obtain  
and keep the proof of receipt.



3



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.**

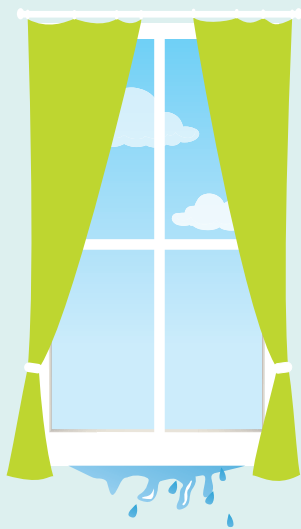
You should not try to exterminate rodents or parasites  
yourself, as the products used for this purpose  
are often toxic.



# Better to prevent...

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

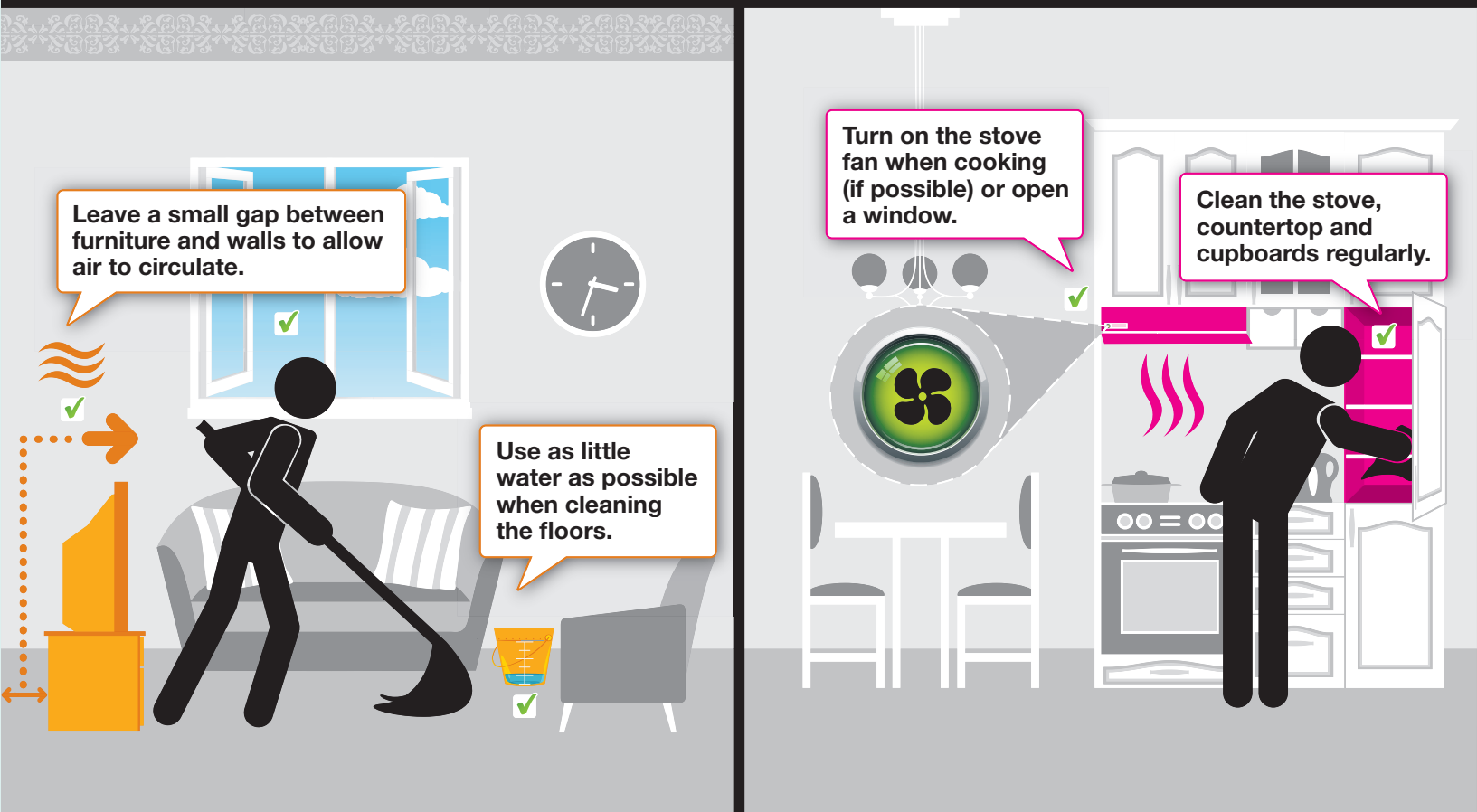
At home, too much humidity and inadequate maintenance can create a risk to respiratory health for you and your family.



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.

