

Service points for sanitation and maintenance issues

Ahuntsic-Cartierville

10794 Lajeunesse St.
872-3020

Anjou

7171 Bombardier St.
7701 Louis-H. Lafontaine Blvd
493-5115

Beaconsfield—Baie-d'Urfé

303 Beaconsfield Blvd
428-4430

Côte-des-Neiges—

Notre-Dame-de-Grâce

5160 Décarie Blvd., Suite 100
5885 Côte-des-Neiges Rd.

5814 Sherbrooke St. West
872-5160

Côte-Saint-Luc—

Hampstead—

Montréal-Ouest

5801 Cavendish Blvd.
485-6834

Dollard-Des Ormeaux—Roxboro

12001 De Salaberry Blvd.
684-1012, ext. 246

Dorval—L'Île-Dorval

60 Martin Ave.
633-4084

Kirkland

17200 Hymus Blvd.
694-4100

Lachine

1800 Saint-Joseph Blvd.
637-PLUS

LaSalle

55 Dupras Ave.
367-1000

L'Île-Bizard—Sainte-Geneviève

350 de l'Église St.
620-7907

Sainte-Anne-de-Bellevue

109 Sainte-Anne St.
457-5720

Mercier—Hochelaga- Maisonneuve

5600 Hochelaga St.
872-5651

Mont-Royal

10 Roosevelt Ave.
734-3042

Montréal-Nord

4243 Charlevoix St.
328-4102

Outremont

543 Côte-Sainte-Catherine Rd.
495-6234

Pierrefonds-Senneville

13665 Pierrefonds Blvd.
624-1492

35 Senneville Rd.
457-6020

Plateau-Mont-Royal

201 Laurier Ave. East, 5th floor,
872-9939

Pointe-Claire

451 Saint-Jean Blvd.
630-1206

Rivière-des-Prairies—

Pointe-aux-Trembles—

Montréal-Est

11370 Notre-Dame St. East,
4th floor

8910 Maurice-Duplessis Blvd.

3445 Robert-Chevalier St.
868-4343

Rosemont—La Petite-Patrie

5650 D'Iberville St., 2nd floor
872-6386

Saint-Laurent

777 Marcel-Laurin Blvd.
855-6000

Saint-Léonard

7800 de La Salette St.
328-8350

Sud-Ouest

6225 Monk Blvd.
872-1943

Verdun

4555 Verdun St.
765-7000

Ville-Marie

888 De Maisonneuve Blvd. East,
5th floor
872-1672

Villeray—Saint-Michel—

Parc-Extension

529 Jarry St. East, 3th floor
868-3509

Westmount

4333 Sherbrooke St. West
989-5219

Sanitation and maintenance is everyone's business!

The *By-law concerning the sanitation and maintenance of dwelling units* is designed to ensure the safety and quality of life of occupants of residential buildings. Complying with the By-law is above all a matter of good faith, and both owners and tenants are responsible for the quality of their dwelling units.

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www.habitermontreal.qc.ca

Montréal

Sanitation
and Maintenance
of Dwellings

This document summarizes
the *By-law concerning the
sanitation and maintenance
of dwellings units* (03-096).
Other conditions may apply.

Ce document est également offert en français.

Sanitation
and Maintenance
of Dwellings

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Water infiltration
Moisture
Lack of heating
Insects
Toxic fumes
Noxious odours
Deterioration
Water infiltration
Moisture
Uncleanliness
Vermin
Rodents
Deterioration

Montréal

The *By-law concerning the sanitation and maintenance of dwelling units* is designed to ensure that dwellings and residential buildings in Montréal are safe, healthy and properly maintained. It applies throughout Montréal and targets residential buildings and their sheds, balconies, garages, carports and tool sheds.

The word “sanitation” refers to the **conditions that make a dwelling unit fit to be occupied**. The By-law thereby specifies minimum standards for:

- maintenance,
- floor area of dwellings,
- lighting and ventilation,
- sanitary fixtures and plumbing,
- electrical and heating systems.

The purpose of the By-law is also to eliminate problems such as:

- uncleanliness, insects, vermin and rodents,
- noxious odours and toxic fumes,
- water infiltration, moisture and deterioration of dwellings.

According to the By-law, any situation endangering the health or safety of tenants or the public must be corrected. For a detailed description of required standards, refer to your borough office or the Tenant’s Guide and Homeowner’s Guide sections of the www.habitermontreal.qc.ca Web site.

Do you have a problem?

If you believe the *By-law concerning the sanitation and maintenance of dwelling units* is being violated in your building, try to reach an informal agreement with the owner or tenant violating the By-law; this can be done verbally. If this is not sufficient, notify the person of the problem through registered mail and ask that the problem be fixed within a reasonable timeframe. Make sure you keep a copy of the letter along with the post office receipt: your borough office may require them.

Do you want to file a complaint?

If the problem remains unsolved despite efforts to reach an agreement, contact your borough office, which has the power to enforce the By-law and intervene in order to fix the problem. As a matter of fact, the city of Montréal can:

- enter a building or dwelling unit and inspect it;
- require an assessment;
- require corrective measures;
- impose fines;
- correct a situation of non-compliance;
- evacuate and close a dwelling unfit to be occupied.

On the back of this document, you will find the phone number of the service point concerned with sanitation and maintenance of dwellings for your borough. Please note that this will not limit your right to resort to the Régie du logement if need be.

What are the penalties?

An individual who contravenes the By-law is liable to a fine of up to \$2000 for a first offence and \$10,000 for a subsequent offence. Corporations are liable to a fine of up to \$4000 for a first offence and \$20,000 for a subsequent offence.

Where can you get help?

The city of Montréal is not the only party involved in issues of sanitation and maintenance. Other organizations can also help you:

- The **Régie du logement** informs tenants and landlords of their rights and obligations and promotes harmonious relationships between the parties regarding the clauses of a housing lease. If the parties fail to reach an agreement, the Régie is authorized to rule on the matter. You can contact the Régie du logement at **514 873-2245**.
- The **Régie du bâtiment du Québec** can take action when the electrical systems, gas installations or elevators in your building appear to constitute a safety hazard. The Régie will intervene if your landlord fails to act after having been informed of the problem. The telephone number for the Régie du bâtiment is **514 873-6600**.
- If you think that you may have health problems related to the lack of maintenance and sanitation of your dwelling, consult your **doctor**. Persons with diminishing abilities must contact their **CLSC**.
- A number of **associations** and **organizations** provide support for citizens who want to approach their landlord or their tenants on various issues. Contact your borough office or your Accès Montréal office, or consult your neighbourhood paper or the www.habitermontreal.qc.ca Web site.
- To prevent sanitation and maintenance problems, owners of residential buildings can find out about the city’s **financial assistance programs** for residential renovation: the city has several programs to help owners who must carry out costly renovation work.