



Housing and tenant's rights

1 Rent

It is important that you comply with your lease because it is a contract. That means you need to pay your rent on the dates outlined in your lease.

If you can't pay your rent:

- Talk to your landlord; you may be able to reach an agreement.
- Contact the housing committee for free advice. To find the housing committee nearest you, visit the RCLAQ website (www.rclalq.qc.ca/comites-logement/) or call 514-521-7114.

If you and the property owner can't reach an agreement, they may take legal action against you. If the Courts find you to be at fault, all decisions or judgments authorizing property repossession or tenant eviction will only be effective once the state of public health emergency ends.



- If you have received this type of decision or judgment, you will not have to leave your home immediately.
- A tenant may only be evicted if the housing was rented to someone else prior to March 17, 2020, and the verdict suspension prevents the new tenant from taking possession of the premises.

2 Hydro-Québec and Énergir

Hydro-Québec and Énergir announced that they will not carry out service disconnections where customers have not paid their bills. Electricity and natural gas services will be maintained for everyone.

If you can't pay your bill:

Please call them to set up a payment arrangement at:

-  Hydro-Québec: **514-385-7252**
- or
-  Énergir: **1-800-563-1516**

3 Extermination services

Extermination services are maintained since they have been deemed essential, but additional protection measures must be implemented. Tenants must allow the exterminator to perform necessary treatments inside the housing unit.

Instructions to follow for those who are not under a public health self-isolation order:

BEFORE EXTERMINATION TREATMENTS:

Prepare the housing unit as recommended by the exterminator.

DURING TREATMENTS:

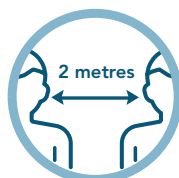
- Depending on which treatments are performed, tenants may have to leave their home. Therefore, leaving your home for the period of time the exterminator recommends may be justified.
- If you must leave your home due to the extermination products being used, it is important to apply the following public health recommendations:



Wash
your hands



Respiratory
hygiene



Physical
distancing

AFTER TREATMENTS:

- Air out your home (open the windows for at least 15 minutes).
- Clean and disinfect high-touch surfaces (e.g. door knobs, switches).
- Tenants should not touch surfaces that were sprayed with insecticide for at least 48 hours.

Instructions to follow, in addition to measures outlined above, if:

- ✓ **You have COVID-19.**
- ✓ **You have any of the following symptoms:** fever, cough, difficulty breathing, nausea, vomiting, headache, muscle aches, diarrhea, intense fatigue, loss of sense of smell or taste.
- ✓ **You've had close contact** with someone who has COVID-19 or is in self-isolation.

Santé publique asks that you self-isolate at home, even if extermination work is taking place.

BEFORE EXTERMINATION TREATMENTS

Notify the property owner and exterminator that one or more occupants of your home need to avoid leaving the premises except in case of emergency. There may be alternative treatments that can be used in this context (e.g. thermal treatment to avoid application of pesticides, or postponing the treatment).

DURING TREATMENTS

Stay in one closed room that is ventilated, which the exterminator does not need to access, or stay in a private part of the property, such as the backyard or a balcony.

4 House hunting and visits

The Government of Québec recommends that owners and tenants avoid visiting homes and favour the use of virtual methods and phone interviews with prospective tenants. Leases can be signed electronically or sent in the mail.

If there is no alternative but to conduct a visit, visitors must not have any symptoms of, nor have COVID-19. They must not have come into close contact with someone in the last 14 days who has COVID-19, nor have returned from overseas travel in the last 14 days.

The following measures must be applied:

BEFORE THE VISIT:

- Ask the property owner to provide you with all relevant information about the housing.
- Everyone who enters the housing unit must **wash their hands, practice respiratory hygiene and maintain a distance of at least 2 metres from everyone else.**

DURING THE VISIT:

- Only one visitor (family member) in the housing unit at a time.
- Only visit essential rooms. Keep the visit as short as possible.
- Do not touch any surfaces or objects in the housing unit.
- Maintain a distance of at least 2 metres from everyone else.

AFTER EACH VISIT:

- Wash your hands with soap and water, if possible, or with an alcohol-based hand sanitizer.
- Disinfect all door knobs in the housing unit.



NO VISITS MAY TAKE PLACE if any of the following situations apply to the housing tenants:



- ✓ A tenant is self-isolating because they have COVID-19.
- ✓ A tenant has COVID-19-related symptoms (fever, cough, difficulty breathing, nausea, vomiting, headache, muscle aches, diarrhea, intense fatigue, loss of sense of smell or taste).
- ✓ A tenant has had close contact with someone in the last 14 days who has COVID-19.
- ✓ A tenant returned from overseas travel within the last 14 days.

Resources

Social and community resources: call 2-1-1

Information and reference services, available in more than 200 languages, that will quickly direct you to the appropriate community organization or service that will meet your needs.

Info-Santé and Info-Social: call 8-1-1

8-1-1 is a free, confidential telephone consultation service that is available 24/7.

In partnership with: