

# HLM Tenant's Guide



Office municipal  
d'habitation  
de Montréal

**HLM Tenant's Guide was produced by the OMHM's communications department.**

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d'habitation  
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# Welcome Home

This guide contains information on your lease and on the rules for the building you live in. As a new tenant in low-rent housing, you'll be adapting to a new living environment, new neighbours, and the Office municipal d'habitation de Montréal's procedures. This guide can be helpful by outlining how we do things, what services you're entitled to, and what obligations you have as a tenant.

In many buildings, tenants have already set up special associations. These tenant associations are open to all residents. Feel free to join one. In addition to meeting your neighbours, you can discuss matters that concern you and take part in activities. You can also have a say in consultations on issues affecting the quality of life in your building.

As a tenant, you'll have regular contact with our staff. Our values and policies stress the importance of mutual respect in all dealings. Our employees understand how vital this respect is in their work. Yet this respect is something that tenants must also recognize and adopt. Courteous exchanges favour mutual understanding and often lead to a quicker resolution of problems.

Our experienced team is proud to be contributing to your well-being. We hope you enjoy your stay with us.

Welcome home!

# Your Lease

**Your lease is an important document. It's a contract between you and the Office municipal d'habitation de Montréal (OMHM). Read it carefully before signing it. Once you sign your lease, you become an OMHM tenant with all the rights and responsibilities that this entails.**

**Your lease includes vital information. For example, it spells out how much rent you pay, who has the right to live in your home, what your address is, and how long your lease lasts (usually 12 months). Your lease also specifies any additional sums you may have to pay (for things like parking and air conditioning) and indicates your rights and obligations. Our building rules and additional clauses are an integral part of your lease.**

**Remember that rent is due the first of each month.**

## Calculating Your Rent

The rent you pay is made up of your basic rent and additional charges. Your basic rent amounts to 25% of your household income. We consider income from the year before the date your lease begins. If this income was earned from employment, we subtract 10% from the total.

The notice of assessment, which confirms the processing of your income tax return, explains any changes that have been made to the latter. Your income tax return and your notice of assessment are important documents. When you renew your lease, your

rental agent - lease management needs these documents to confirm your income and establish the cost of your rent. Keep your notice of assessment in a safe place, since you may be asked for it at the time of your next lease renewal.

Your basic rent includes heating, hot water, and municipal, school and water taxes. Some monthly fees may be added to your basic rent for electricity, air conditioning and parking. An extra charge is added for any other member of your household aged 18 or older who's no longer in school.

## Reducing Your Rent

If, during your lease, your income or the income of a member of your household drops, you may qualify for rent reduction. You must, however, meet one of these conditions:

- Your current income is less than the amount used to calculate your rent.
- A person whose income was calculated into your household income has moved out of your home for good.
- Your income has temporarily been reduced as the result of certain government programs.

You don't qualify for rent reduction if your income drops because you're paying off a debt, to Hydro-Québec for example.

To obtain a reduction, you must send a **written** request to your rental agent - lease management. Please provide proof of your reduced income by including either a stub or a copy of a cheque indicating your new gross income.

## Moving Out Early

You can break your lease by notifying the OMHM in writing three full months before the date you move out. Our staff will inspect your home for damage. If repairs are needed because of your neglect or improper maintenance, the OMHM will bill you directly.

We ask for your co-operation in allowing our staff and potential tenants to visit your home.

What if you move out before the three-month period is over? Well, you must still pay your rent until the end of this period even though you aren't living in the home.

## Changing Apartments

We receive many applications from tenants wanting to change apartments. We're unable to authorize every housing transfer, so we've drawn up a list of four priorities and rank applications accordingly.

Our top priority is a move required because a fire, flood or other problem has made an apartment temporarily uninhabitable.

Our second priority is a move needed for major health or safety reasons. For example, a move to a different apartment might greatly improve a frail senior's life.

Our third priority is a move based on housing category or type. Most applications fall into this area. For example, an apartment might have become too big or small to meet a household's needs. Also, a tenant aged 60 or over living in a building for families might want to move to a building reserved for seniors.

In fourth place is the Transfert Optionnel 60+ program. Offered to tenants who have lived for at least three years in regular low-rent (HLM) or rent supplement program housing and who already meet all the eligibility criteria, this program gives them an opportunity to request a move to a similar

type or subtype of apartment. There are charges for this type of transfert.

If you want to change apartments, be sure that your case fits one of the situations above and that you're in good standing with the OMHM and have respected all clauses in your lease. Tenants may contact the call centre, which will refer them to the appropriate employee.

We can also authorize a housing transfer if you're entitled to an apartment whose size or category is different from the unit you occupy.

## Members of Your Household

As a tenant, you must give the OMHM the names of everyone living with you. Notify us in writing if someone moves in (a newborn baby, other children, a partner), moves out (because of a separation or placement in an institution) or if a member of your household dies.

This information is important. First, it helps us provide you with the right-size home. Second, it's used to calculate the amount of your rent. Only people whose names appear in your lease are permitted to reside with you. For more information, consult pages 7 to 9 on unauthorized occupancy.



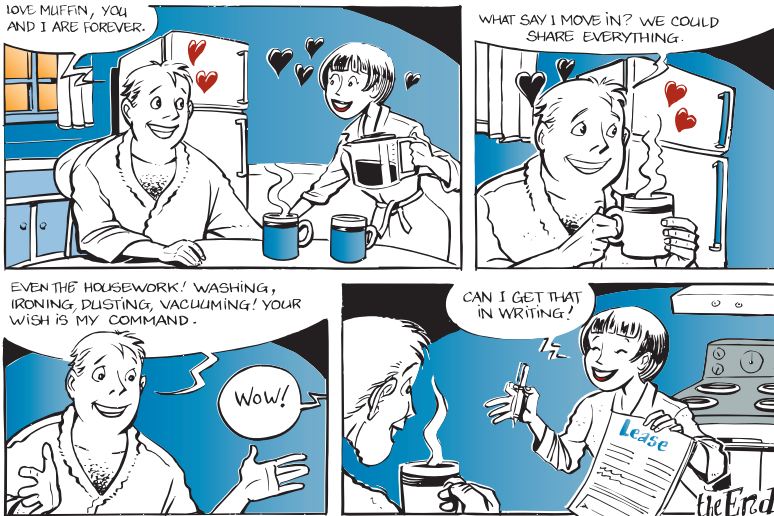
## Unauthorized Occupancy

The OMHM understands that life's circumstances often require you to help out a family member or close friend.

The size of the home assigned to you, however, depends on the number of people listed on your lease. As well, the amount of your rent is calculated according to the total income of everyone living with you.

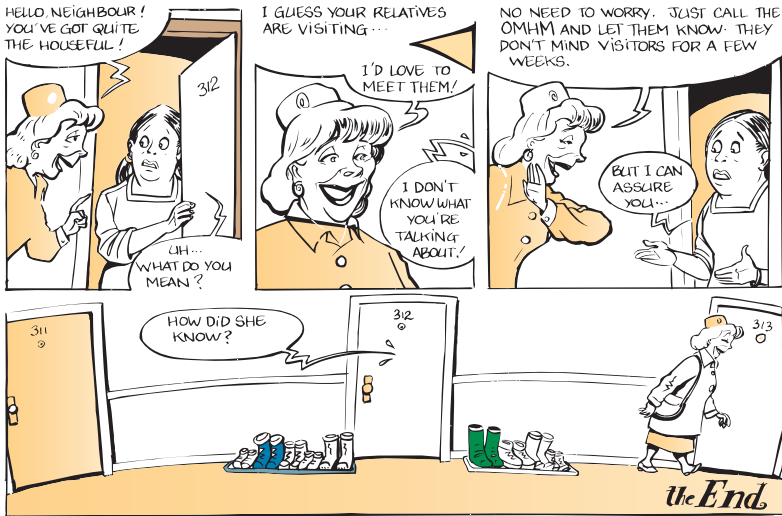
When additional people move in with you, the amount of your rent may change. So may the size of the home you qualify for. The OMHM tolerates having you open your home for up to two months to someone not listed on your lease. But you must eventually provide proof that this person has moved out. If you want to take someone in, first get in touch with your rental agent - lease management. He or she looks after all matters respecting your lease.

## Cupid Shoots His Arrows



Your rental agent - lease management will tell you what information to provide to have your boyfriend or girlfriend added to your lease. Getting the situation ironed out will make things easier for everyone.

## Visitors Come A-Calling



Are you welcoming visitors into your home for a few weeks? If so, notify your rental agent - lease management so your guests will be welcome by the OMHM, too. A simple phone call will save you needless worries.

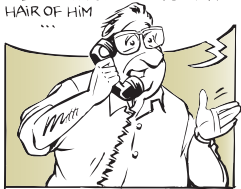
## Illness Strikes



Taking in an older or sick relative temporarily is increasingly common, particularly given the changes in our health-care system. But to avoid any misunderstandings, let your OMHM agent know.

## The Prodigal Child Returns

YOU KNOW HOW IT IS. ONE DAY SYLVESTER JUST TOOK OFF. I'D SEEN NEITHER HIDE NOR HAIR OF HIM ...



TILL HE FINALLY SHOWED UP ON MY DOORSTEP ALL STRAGGLY-LOOKING. SO I WAS WONDERING IF I COULD TAKE HIM IN.



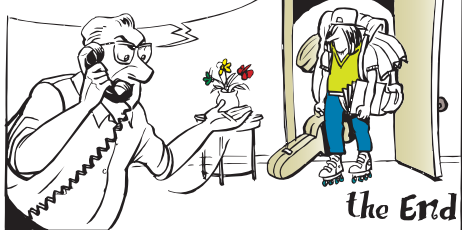
SO THERE'S NO PROBLEM THEN ?



YES, HE'S PRETTY CLEAN. NO, HE DOESN'T CRY ALL NIGHT.



SYLVESTER'S NO CAT. HE'S MY SON!



Talk to your rental agent - lease management to clarify things. He or she will specify the conditions for your child's stay so that everything remains above board.

### When unauthorized people live with you:

- The OMHM loses money it's entitled to because your rent is unjustly low.
- It's not fair for families on our waiting lists.
- It increases the noise and comings and goings from your home and may inconvenience your neighbours.
- Legal action may be taken against you.

**We at the OMHM must therefore take measures to ensure that unauthorized people aren't living in our housing projects.**

**If a tenant doesn't respect the rules, we'll be required to report the case to the Tribunal administratif du logement. Remember that when the unexpected arises, we're there to offer advice.**

# Our Building Rules

## What the Rules Concern

- Your rights and obligations.
- The OMHM's responsibilities.

## What They Aim to Do

- Keep your home, your building and the grounds in good condition.
- Ensure the security of the premises and the safety of tenants.
- Maintain good neighbourly relations in our buildings.

## When They Come into Force

The building rules were finalized after lengthy consultations held with our sector committees and our advisory committee of tenants in early 2005. Our board of directors adopted them officially on April 6, 2005. The rules come into force as soon as a tenant signs or renews a lease.

# Keeping Your Home Shipshape

**By the time you move in, your home has been inspected, repaired and refurbished. As long as you're a tenant with the OMHM, you're required to keep your home in good overall condition. If something in your home needs repairing or pesky insects are present, please call us immediately at 514-872-6646.**

## Upkeep

The OMHM is committed to providing you with an apartment that's in good condition. We carry out any repairs required from normal wear and tear. Examples of such repairs include:

- A window screen that has frayed with age.
- A door lock that has broken with normal use.

Maintenance of your home and its fixtures and appliances is your responsibility. For example, it's up to you to repair or replace:

- A broken, pierced or torn window screen.
- A door lock you've damaged yourself.
- A smashed-in door or dented wall.

- Burned-out light bulbs.

If urgent repairs are needed, we'll carry them out but bill you if you're responsible for damage.

If you lose or forget your keys or have them stolen, call 514-872-6646.

At certain times, we may carry out work to repair, improve or upgrade our buildings. As part of this work, we may need you to let our contractors into your apartment. In such cases, you'll receive advance notice.

Requests for repairs made at 514-872-6646 are ranked according to priority. Repairs are usually done within a week. If parts are out of stock, however, the delay may be longer.

Major renovations generally take more than a week and may even require several weeks.

## Liability Insurance

The OMHM strongly recommends you take out an insurance policy (fire, theft and liability). That way, you'll have your belongings replaced if there's an accident or robbery in your home (depending on the clauses in your policy).

If you or someone you let onto the premises causes a fire or damage, you'll be held responsible and could be sued. Liability insurance can protect you in this type of situation.

## Plumbing

The OMHM will cover the cost of repairs for work it's responsible for:

- Inverted slope of pipes.
- Blockage of the building's main sewer.
- Worn-out equipment.
- Seals or gaskets.

It's up to you to keep pipes, sinks, the bathtub, faucets and plumbing fixtures in good working order. If you cause a pipe or drain to block, you must have it repaired at your own expense.

## Ounce of Prevention

Pour a half cup of vinegar with a tablespoon of baking soda down drains once a month to prevent clogs.



## Stove and Refrigerator

In homes equipped with appliances, the OMHM will take care of repairs required because of age or normal wear and tear. Such repairs include:

- A refrigerator motor that stops working.
- A fan motor that breaks down.

You must maintain the stove and refrigerator in good working order. If they break from neglect or improper use, you're held responsible.

- The filter in the range hood and the drip pans under the stove burners should be cleaned regularly.
- If these parts need replacing, you must buy new ones and install them.
- You must check and replace fuses in appliances as needed.
- You're responsible if you pierce the evaporator with a sharp instrument while defrosting the refrigerator.

## Air Conditioner

The OMHM prefers that you use portable air conditioners but allows you to install air conditioners in windows provide you respect certain rules.

- First notify the OMHM if you plan to install an air conditioner.
- Install it only in a window or an opening specially designed for air conditioners.
- Do not make openings in other areas such as doors and walls.



- Use only Plexiglas around the unit. Plexiglas has the advantage of being transparent, shatterproof, and easy to cut.
- Notify the OMHM if the electric system must be modified to install your unit. A professional electrician will do the hookup at your expense. This is to ensure the electric current doesn't overheat and cause a fire.
- Place a tray under the air conditioner to catch drippings. That way, you won't inconvenience other tenants.

A charge of \$5 a month is added to your rent for each air conditioner you install. This amount covers the additional electricity the unit will use. Be sure to get the OMHM's permission before installing extra air conditioners.

## Painting

You may repaint any painted surfaces in your apartment. We're responsible, however, for painting surfaces outside your apartment.

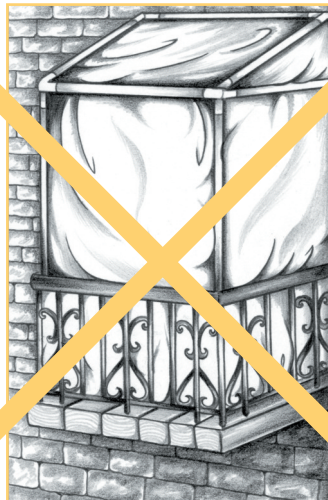
## Construction and Renovations

You're not allowed to renovate your home unless you first get written permission from the OMHM. This permission is needed because we want to ensure you respect construction and safety standards.

To obtain permission, call the number given at the end of this guide.

### Some work is prohibited

Any change to the configuration of the apartment is prohibited. In other words, you may not knock down walls or change the number of rooms. Nor may you use wood and plastic to close in your balcony. Because it's a fire exit, your balcony must be kept clear.





# Bugs

The OMHM provides clean, pest-free housing to new tenants. The presence of cockroaches, bedbugs or other pests in your apartment or our buildings isn't tolerated. To prevent infestations, report insects you spot by immediately calling the call centre at 514-872-6646. We'll send an exterminator free of charge.

## The Pesky Roach

We don't tolerate cockroaches in our buildings. To discourage these pesky bugs from moving in, we've adopted a preventive approach.

To wipe out insects, we call on professional exterminators. Their job is to visit apartments

to check for bugs. When larger infestations occur, the OMHM takes exceptional measures adapted to the situation to stop them.

To keep our buildings bug-free, we need your co-operation.

## What Roaches Look Like



One egg case contains eight to 40 eggs.



An adult roach

One egg-laying female can spawn 10,000 roaches after six months and 30,000 roaches after 12 months.

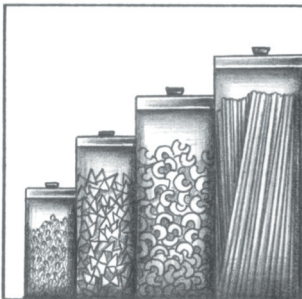
## Where Roaches Live

Cockroaches infest houses and other places where they can find food. They're usually active at night and seek out warm, damp areas.

## What Roaches Do

Roaches look for food at night. They soil food with their droppings and spread a foul-smelling secretion. Roaches can also transmit disease.

### How to Prevent Roaches



Cleanliness is the best way to prevent roaches from infesting your home. After meals, wipe up all crumbs and throw away food scraps. Keep flour, rice, beans and other such foods in airtight containers. Dispose of your garbage in tightly closed bags and place them in the appropriate areas outside your apartment.

# Don't Let the Bedbugs Bite

For several years now, bedbugs have been spreading throughout large cities, Montreal included. Any home can be a haven for bedbugs. There's no need to feel ashamed if these bugs end up moving in with you. The important thing is to act fast. As soon as you see these bugs, **CALL US AT 514-872-6646**.



## What Bedbugs Look Like

Bedbugs are brownish insects. They're about 4 mm long and visible to the naked eye. They're active at night and can usually be seen along the seams of mattresses. They feed on human blood.

## How to Detect Bedbugs

Itchy skin and insect bites are clues that you have bedbugs. Also look for blood on your sheets and pillowcases.

## How Bedbugs Spread

Bedbugs can be brought into your home on clothing or furniture, particularly a mattress. They can arrive in your suitcase when you return from a trip. They can also travel from a neighbour's apartment.

## What to Do Even Without Bugs

- Make sure your home is always clean and uncluttered.

- Buy new furniture rather than second-hand (bed, mattress, box spring, bed frames).
- Keep an eye out for bug bites and itchy skin.

## Beware of Used Furniture

Bedbugs and other pests can be carried into your home on used furniture, especially mattresses, armchairs and sofas.

As for used clothes, make sure you wash them before putting them in your closets or drawers.

Avoid bringing home items found outside or in the garbage since they may be infested.

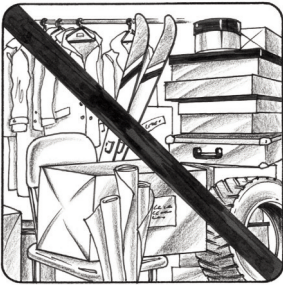
## Your Responsibility

You're responsible for notifying us when you find insects in your apartment. You must also prepare your home for exterminators.

## Successful Treatment

Don't try to solve the problem yourself. Our extermination service is free of charge.

Be sure to keep your apartment clean and uncluttered.



Important: Don't use insecticides sold over the counter. They may counteract with our own treatment.



## Working with the Exterminator



First of all, notify us if your apartment has bugs. You must let exterminators into your home and follow their instructions. A thorough cleaning of the premises may be in order before the problem can be treated. In more serious cases, you may need to leave your apartment for a few hours. Please allow the product used by exterminators to act. Don't remove it or use any additional products.

# Throwing Out Your Garbage

**Our building rules include three clauses on garbage disposal. Indeed, if a tenant doesn't dispose of his garbage properly, the whole neighbourhood may suffer.**



**Please place your garbage in the proper areas at the times specified only. If you don't respect the day, time and location set aside for garbage pickup, the municipality could fine you.**

Use solid, airtight garbage cans. To find out the pickup days and times for your neighbourhood, visit the Tenant Services section of the OMHM website or call 311.

Place your garbage in leak-proof plastic bags and then drop them into garbage cans or down the garbage chute.

If you want to keep your garbage on your balcony until pickup day, please use a garbage can with a cover to eliminate odours and keep animals out. Don't store garbage in the corridors, entranceways, common areas or parking lots.

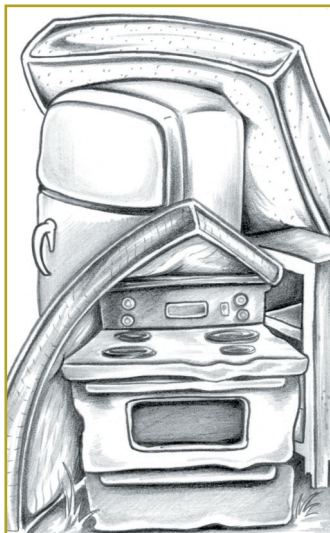


## Large Objects

If you want to throw out old furniture, mattresses or large appliances, be sure to check the guidelines for your borough or city. Guidelines vary from one borough or city to the next. You might need to make an appointment for pickup or dispose of your item on a specific day of the week. For the boroughs of Montreal, you can phone 311.

For the cities below, call the number given:

- **Dorval:** 514-633-4046
- **Montréal-Est:** 514-905-2000
- **Pointe-Claire:** 514-630-1230
- **Sainte-Anne-de-Bellevue:**  
514-457-5500
- **Westmount:** 514-989-5200



## Garbage Chutes

In high-rise buildings, garbage chutes are set up on every floor. To keep pests away, place your garbage in tightly closed plastic bags before throwing them down the chute.

## Recycling

Paper, plastic, glass and metal items are collected and recycled. Please rinse out containers. Note that soiled items aren't recyclable.

You must place your recyclables in the designated bin or bag in your borough or city.

Place your bin or bags on the sidewalk before 8 a.m. on the day scheduled for recycling pickup.

Use the phone numbers given in our Large Objects section to check the specific recycling guidelines for your borough or city (sorting procedures, pickup days, boxes or bags).

# Caring for Your Building and Grounds

**Our building rules clarify the ways you can keep your building and its surrounding area in great condition and looking good. We've drawn up specific rules that concern such things as the laundry room, stairwells, parking, birds and rodents, and shovelling and mowing.**

## **Laundry Room**

We provide a laundry room with an adequate number of machines. These machines are reserved for tenants only. To avoid bothering tenants living near the laundry room, do your laundry only during the hours posted.

## **Corridors, Landings and Staircases**

You must keep all corridors, landings and staircases unobstructed.

## Landscaping



We look after the grounds outside your building. In addition, many tenants, either individually or in groups, volunteer to do landscaping work.

Have a landscaping project in mind for a common area? Speak to your building manager. For your own private area or balcony, you can spruce it up as you wish. But avoid clutter or anything that might obstruct access in an emergency. Community gardens are also set up for some buildings.

If you decorate and green-up your environment, become a member of the Flower and Garden Club. It's free and many benefits are offered such as free gardening advice and horticultural equipment. The club offers neighbours a chance to beautify their surroundings together.

So that our grounds continue to look good, please be careful not to damage the lawn, trees and plants.

## Parking

Parking areas are provided for most housing projects. To reserve a space or change where your space is located, contact your rental agent - lease management.

The cost of parking is marked in your lease. Indoor parking costs more than outdoor parking. You must pay for your space the first day of every month (when you pay your rent).

### Parking fees

- **Outdoor: \$5.00 per month for parking without an outlet, \$10.00 per month for parking with an outlet**
- **Indoor: \$20.00 per month**
- **For any additional parking provided to a tenant, the following fees apply:**
  - \$20.00 per month for outdoor parking**
  - \$30.00 per month for parking with an outlet**
  - \$50.00 per month for a garage or indoor parking**

In renting parking spaces, we give priority to our tenants. Our waiting lists are based on the date of your request.

Vehicles must be operational and registered to you or a member of your household named in your lease.



Make sure your parking sticker is clearly visible at all times. Our staff carries out regular checks.

It's prohibited to:

- Do repairs on your vehicle in your parking space.
- Plug devices such as block heaters into the building's electric outlets.

### **Snow Removal**

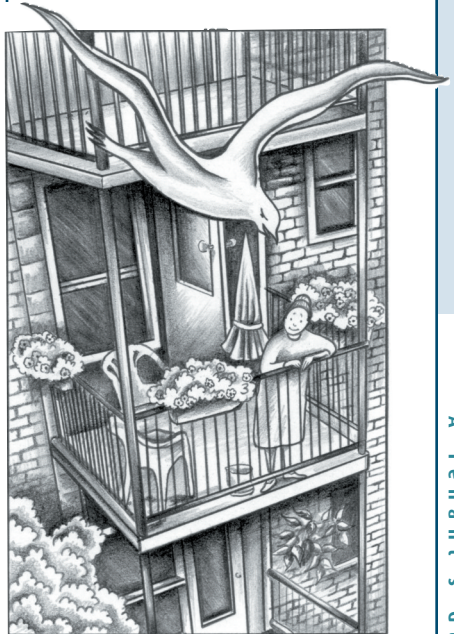
- The OMHM or private contractors are responsible for removing snow from the entrances and exits of high-rise buildings.
- Removing snow from your outdoor parking space is your responsibility.

### **Locks**

If you have an indoor or outdoor parking space, make sure you lock the doors or padlock after use to ensure everyone's safety.

## **Birds and Rodents**

To preserve the premises, please don't feed pigeons, seagulls, squirrels and other animals. They often carry diseases, damage the grounds, and attract pests.



## Satellite Dishes



We allow you to install satellite dishes, **except in boroughs and cities that prohibit them.** Some conditions apply. For example, only free-standing satellite dishes placed on a private balcony or terrace are permitted. You may not attach the dishes to the side or roof of the building (except in areas where supports are provided).

## Shovelling and Mowing

The rules on shovelling and mowing the lawn apply only to townhouses and semi-detached homes.

If you live in a townhouse or semi-detached home, you must shovel all entrances up to the sidewalk. You must also mow the lawn.



# Ensuring Your Safety

One of the main concerns of our building rules is to ensure safety. Indeed, we've taken several steps in past years to guarantee your safety in our buildings. Of course, every tenant also has an important role to play in their own safety and that of their neighbours. Compliance with the safety regulations will benefit everyone.



## Exits

Exits from your home must remain unobstructed at all times to increase your safety and peace of mind.

## Smoke Detectors

Ensure that the smoke detector in your home is working properly at all times. Replace the battery at least twice a year. The fire department suggests changing the battery in April and October when the clock springs forward and falls back.

## Fire Drills

We schedule fire drills every year in all our high-rises. Tenants in these buildings are required to take part in drills in keeping with regulations adopted by the municipal fire department and by the rental board's inspection department. This simple exercise can save lives!

## Barbecues

Using any barbecue or outdoor cooker on balconies or private terraces is prohibited.

## Hazardous Substances

Substances that represent a fire or explosion hazard or endanger tenants' health and safety mustn't be used or kept in your home, an outbuilding, a shed or a common area.

Examples of hazardous substances:

- Propane cylinder.
- Gas-powered engines or equipment.

## Balconies

If your apartment has an outdoor balcony or access balcony, keep the area unobstructed and free of snow to ensure your safety and other people's. If you have young children, avoid items that will allow them to climb and fall over the railing. Such situations can lead to serious injuries.

## Windows and Window Screens

If you have young children, don't place furniture, large toys or other large items under your windows because a child may climb up and fall out the window. In the same vein, torn or broken screens may prove hazardous to young children. If your window screen tears or

breaks, notify us immediately at 514-872-6646. This repair job is given priority if a child aged 5 or under resides in the apartment.

## Three Tips for Peace of Mind

- Don't let strangers into your building.
- Always lock your apartment door, even if you're away for a short while.
- Ask strangers to identify themselves.

## Hotline

Tenants can call our hotline about issues concerning their safety or the security of our buildings and facilities. The number is 514-872-6646. Our security service does not, however, replace 911, which you should call in emergencies.

Security is everybody's business.

# Nurturing Neighbourly Relations

Another aim of our building rules is to ensure friendly relations among tenants. Being open-minded, flexible and candid helps foster good neighbourly relations. Yet some situations can become the source of conflict, especially when certain basic rules aren't respected. To favour good relations, we've adopted specific building rules on pets, apartment doors, and behaviour in the common areas.

## Pets

Apart from certain exceptions, domestic pets are permitted inside our buildings. Outside your apartment, you must always keep your dog on a leash. Your pets must never bother or injure other tenants or damage our property. Remember to scoop up after your pet when it does its business outside.

## Open Doors

Please close the door to your apartment to ensure your safety and to avoid bothering your neighbours. Several tenants have complained of cooking odours or noise from apartments whose door was left open.

## Behaviour in Common Areas

It's prohibited to drink alcohol or cannabis in outdoor or indoor common areas such as landings, corridors and stairwells.

Loitering in the indoor and outdoor common areas isn't allowed because it may bother others. Also, smoking is prohibited in our common areas, including our common rooms, at all times.

## Settling Disputes

Despite certain precautions, disputes may sometimes arise between tenants. To settle a dispute, the Fédération des locataires en HLM suggests the following:

- If possible, begin by talking directly to the tenant concerned. Talking the matter over remains the best way to settle differences.
- Inform your tenant association about the problem.
- Send a written and signed complaint to the OMHM. As your landlord, we're responsible for ensuring peace in our buildings.
- The OMHM will contact the tenant and ask him to alter his behaviour. If need be, we'll direct him to the appropriate organizations for assistance.
- If the disturbance is serious and persists, the OMHM will take action with the Tribunal administratif du logement. You could be called to testify about the problem you've been having.

## Tenant Associations

The tenants of our buildings share a living space. If they wish, they can meet within an association in order to:

- Solve common problems that arise.
- Ensure that the environment meets their needs.
- Make sure the environment is respectful to all tenants.

- Be represented within various organizations.
- Take part in activities.

To be recognized by the OMHM, a tenant association must consist of representatives elected among the tenants of the housing project.

## Sector Committees and Advisory Committee

Our sector committees and advisory committee made up of tenant-association representatives allow you to take part in managing the OMHM. The committees simplify consultations and make recommendations on issues of common interest.

## Use of Common Rooms

To enhance community life, we provide tenant associations with a common room. We may also give community groups our consent to use the room.

# Preventing and Countering Discrimination

One of the values dear to us is respect, a willingness to accept differences, to treat others with consideration, to recognize each person's worth, and to protect human dignity. Our employees, tenants and suppliers all have the right to be respected and the duty to respect others. We aim to provide environments exempt from all forms of harassment or discrimination.

## What's discrimination?

Discrimination is hurtful, disdainful or detrimental words, actions or gestures based on such things as race, colour, ethnic or national origin, sex, pregnancy, sexual orientation, civil status, age, religion, political convictions, language, social condition or handicap.

Discrimination may target an individual or a group.

Everybody in Quebec has the right to be treated equally and to live free of discrimination.

## What's harassment?

Harassment is hurtful behaviour involving repeated words, actions or gestures that are hostile or unwanted. Such behaviour attacks a person's dignity or psychological or physical integrity and creates a destructive environment for the person.

For more details on this topic, consult the brochure *Preventing and Countering Discrimination: For a Peaceful Living Environment*, which the OMHM put together with help from the Commission des droits de la personne et des droits de la jeunesse. You can also log on to our website ([www.omhm.qc.ca](http://www.omhm.qc.ca)).



# Enforcing Our Rules

**When you sign your lease, you agree to comply with our building rules. We're responsible for familiarizing you with our rules and making sure they're respected.**

## Breaking Our Rules

The Tribunal administratif du logement may take action against tenants who don't respect the clauses in their lease, the additional clauses or

the building rules. Such action may include the termination of their lease.

## When You Move In

**When you move in, it's important to contact us promptly if you notice any problems in your new home. Here are a few things to check:**

- 1) Do all the windows have screens?
- 2) Do you have the smoke or heat detectors required?
- 3) Do the ceiling and wall fixtures have their coverings?
- 4) Do the plumbing fixtures work properly?
- 5) Are there any other problems?

Report any problem as soon as possible by contacting our call centre at 514-872-6646.

Our call centre is more than a place where you request maintenance, repairs and extermination services. The centre is also a gateway for obtaining information on your building, your apartment, your lease and for seeking support on security matters.



## Complaints Office

The complaints office of the Office municipal d'habitation de Montréal becomes involved as a "last recourse".

When a tenant has a problem with their apartment, they should try to resolve it.

They should contact the call center to report the problem.

The call center then forwards the information to the appropriate OMHM employee.

That person reviews the situation and resolves the problem. If not, the person contacts the tenant.

If, as a result of those interventions, the tenant is still not satisfied, either because the problem is not resolved or because nobody contacted them, then the tenant can contact the complaints office.

The complaints office of the Office municipal d'habitation de Montréal will investigate to determine whether or not their rights as tenants have been respected, for example in relation to:

- a service;
- a decision.

Tenants can submit a complaint in several different ways:

- By telephone at 514-868-5999
- By mail at the following address:  
*Complaints office*  
*Office municipal d'habitation de Montréal*  
*415, rue Saint-Antoine Ouest,*  
*Suite 202*  
*Montréal (Québec) H2Z 1H8*
- By filling out the form available on the OMHM website.
- By fax at 514-868-3202
- In person at the complaints office at:  
*415, rue Saint-Antoine Ouest,*  
*Suite 202*  
*Montréal (Québec) H2Z 1H8*

You can come to the office without an appointment during opening hours: Monday through Thursday from 8:30 a.m. to noon.

# Paying by Direct Debit

You may pay your rent by direct debit.

On the first of each month, the amount of your rent can be withdrawn automatically from your bank account and deposited directly in the OMHM's account. Save money on stamps, always pay on time, and settle your rent without leaving your home. The system gives you one less worry every month.

To take advantage of this program, download the form in the Tenant Services section at **[www.omhm.qc.ca](http://www.omhm.qc.ca)**.

Payments can also be made by electronic transfer (telephone or Internet), as well as at automated teller machines and branch offices of major financial institutions.





# To serve you better!

One number for **ALL** your **OMHM** inquiries

**Call Centre : 514-872-6646**

To make things easier, you can now dial the Call Centre for all your needs:

- ✓ Security
- ✓ Repairs
- ✓ Lease
- ✓ Extermination
- ✓ Maintenance
- ✓ Cohabitation
- ✓ Parking
- ✓ Building rules, etc.

If the agent handling your call cannot answer your question, they will direct you to the appropriate OMHM team member.

## THREE ADDRESSES FOR DIFFERENT SERVICES



### Service Desk East

3330, boul. de l'Assomption  
Montréal (Québec)  
H1N 3S4



**Metro**  
Assomption



### Service Desk West

2247, rue Delisle  
Bureau 300  
Montréal (Québec)  
H3J 1K4



**Metro**  
Lionel-Groulx

### Services offered

- ✓ Rent payments
- ✓ Various requests and information
- ✓ Complaints



### Lease Management

**Administrative Office**  
255, boul. Crémazie Est  
Bureau 150  
Montréal (Québec)  
H2M 1M2



**Metro**  
Crémazie

### Services offered

- ✓ Lease renewals and amendments
- ✓ Lease termination
- ✓ Parking spaces
- ✓ Housing transfer applications



### EMERGENCY CALLS OUTSIDE REGULAR BUSINESS HOURS

For emergencies only, our employees work until 11 p.m. weekdays and during the day on Saturdays and Sundays. Don't be surprised if an OMHM maintenance and repair worker or other specialist (plumber or electrician) shows up at your door outside of regular business hours. You can safely let them in once they have identified themselves.



Office municipal  
d'habitation  
de Montréal