

Procedure to follow when you have Housing Problems

Step 1: Verbal Notice to the Landlord
Give a delay to do the repairs as per the emergency
(1 à 10 days)

Step 2: Written Notice to the Landlord
Give a delay to do the repairs as per the emergency
(1 à 10 days)

Step 3: Make a Request to the Borough
Ask for an inspector to visit your apartment. As an expert witness, he can send a notice or a fine to the landlord with a time frame to do the repairs.

Settlement agreement is always the best alternative

311
Citizen Office
Borough of
Saint-Laurent

Step 4a: Regular Procedure
2 simultaneous things to do

Step 4b: When Dwelling is Unfit for Habitation (according to inspector)

4a.1. If the work was not done according to the delay indicated at step 3, the tenant must inform the inspector so he can follow with his file with the landlord. (notice or fine)

4b.1. Notice of Dwelling unfit for habitation by the Inspector

4a.2. the tenant must send a written notice to the landlord

This is a last notice with a short delay (ex.: 7 days) to do the work or you will proceed to further legal process. You can indicate if you will apply for termination of the lease and/or reimbursement for damages

4b.2. Notice of abandonment of the Dwelling
- Tenant send a notice of abandonment by registered mail or give personally with stamped copy as a proof - Landlord has 10 days to respond

If Landlord Accepts:
Tenant can move with no risk of pursuit

If Landlord refuses:
Tenant must apply for termination of the lease and / or reimbursement for damages at the Housing board.

Step 5: Apply for Audition at the Régie du Logement (housing board)

Follow Step 5 for Regular Procedure

Step 6: Notice for the Audition (time and date)
**Here you should make a request to the inspector to send the inspection report to the Housing board for the audition. You need the file number.*

Step 7: Audition at the Régie du Logement
**if the tenant is not present, he loses by fault.*

Step 8: Reception of the Judgement

Step 9: According to the Request and the Judgement:

Settlement for damages accepted or denied
Termination of the lease accepted or denied



If you need assistance for the procedure to follow concerning housing problems:

**Comité logement
Saint-Laurent :
514-331-9898**