

Tenant's Guide

TO KEEP



Offices: 450 218-6994

Toll-free: 1 866 900-6994

Website: <https://www.orhvs.ca>

General email: orhvs@orhvs.ca

Address: 420, avenue Saint-Charles, Vaudreuil-

Dorion (Québec) J7V 2N1

Adopted at the January 15, 2025 meeting

WELCOME HOME!

You're at home, you have rights, but you also have obligations!

You live in your home, but you also live in a community!

You have the right to be happy and enjoy all the pleasures that your living environment has to offer. Your neighbor has the same right as you!

Remember, your freedom ends where others' begin!

This tenant's guide provides general information about the Office régional d'habitation de Vaudreuil-Soulanges (ORHVS). It will guide you through the steps to take and the right behavior to adopt in certain situations.

The purpose of this guide is to make you aware of the role you can play to ensure the health, safety and peace of mind of your neighbors and yourself.

For harmonious relations with your neighbors, be respectful and tolerant!

We invite you to read it and keep it for future reference.

TABLE OF CONTENTS

Our mission, our vision	7
Our organizational values	7
Our to reach us	8
Our opening hours	10
Public holidays	11
The tenant's guide	11
Good living conditions	12
Your lease	12
Lease renewal	13
Lease termination	14
Procedure in the event of death	15
Rent calculation	16
Payment of rent	16
Consequence of non-payment	17
Loss and insurance	18
Rent reduction	18
Occupancy of the premises	19
Housing transfer	20
Misrepresentation	23
Keeping your home in good condition	23
Keys	25
Insalubrity	26
Insect pests	27
Laundry room	28
Intercom	29
Commun rooms	29
Secure grey box	29
Canada Post boxes	30
Parking	30
Television and/or internet service	31
Smoke alarm	32
Evacuation exercises and fire inspections	32

TABLE OF CONTENTS

Harmonious cohabitation	33
Noise	34
Tenants' association and residents consultative committee	34
Communication tools used by the ORHVS	35
Conflict resolution	36
Handling complaints	36
Telephone coordinates of municipalities	40
Ressources	41



The Office régional d'habitation de Vaudreuil-Soulanges (ORHVS) encourages all its customers to use courteous language when dealing with team members. **RESPECT IS ESSENTIAL.**

Any manifestation of violence such as aggressive or disruptive behavior, physical violence, verbal or written abuse, or vandalism will be subject to the **ZERO TOLERANCE** policy.

All incidents of violence are systematically reported to senior management, who will intervene to apply the procedure defined for this purpose and to ensure the health and safety of its team in their work environment.

Please note that in the event of disrespect and/or inappropriate behavior, staff are authorized to refuse requests for information or repairs.

OUR MISSION

To improve the living conditions of low- and moderate-income individuals and families in the Vaudreuil-Soulanges MRC by providing quality, safe social and affordable housing.

OUR VISION

- To act as a key player in social and affordable housing within the MRCVS territory;
- To manage and develop its social and affordable housing stock effectively, efficiently, transparently and creatively;
- It also strives to create and maintain partnerships that will contribute to the success of its operations and the realization of its social and affordable housing projects.
-

OUR ORGANIZATIONAL VALUES

- Customer satisfaction;
- Proximity of service and accessibility to management;
- Quality of service for all our customers;
- Transparency;
- Respect;
- Integrity and ethics;
- Loyalty

HOW TO REACH US

To enable the ORHVS to offer the best possible service, tenants must contact the person responsible for the desired service, either by telephone, e-mail or via our website. **For personalized service, we invite you to make an appointment before coming to the office.**

Please note that the maintenance team will not be able to proceed with a repair until your request has been received by the Office. Once your repair request has been received, a work order will be issued. The team of maintenance professionals will then be able to carry out the required work.

Office : 450 218-6994

Toll-free : 1 866 900-6994

Website : <https://www.orhvs.ca>

General e-mail : orhvs@orhvs.ca

- Option 1 Our opening hours and office address
- Option 2 Maintenance and repairs
- Option 3 Housing application
- Option 5 Lease questions and rent payments
- Option 6 Community support
- Option 7 Suppliers and major work
- Option 8 Housing search assistance
- 0 Any other request

Our e-mail addresses

Customer service and maintenance and repair	Position to be filled	orhvs@orhvs.ca mhst-jacques@orhvs.ca
Lease and rent	Brigitte Laniel	selectionlocation@orhvs.ca blaniel@orhvs.ca
Community support	Roxanne Veillette	intercomm@orhvs.ca rveillette@orhvs.ca
Coordinator - Building Services	Samuel Royal	sroyal@orhvs.ca
Home search assistance	Marika Moniqui Carolanne Frenette	sarl@orhvs.ca mmoniqui@orhvs.ca cfrenette@orhvs.ca
Leasing and Accounting Coordinator	Anne Poirier	apoirier@orhvs.ca
Director of Customer Service and Business Development	Marie-Ève Brisson	mbrisson@orhvs.ca
General Manager	Manon Charest	mcharest@orhvs.ca
Administrative Assistant	Marie-Hélène St-Jacques	

OUR OPENING HOURS

Monday: 8:30am to 12pm - 1:30pm to 4:30pm

Tuesday 8.30am to 12pm - By appointment only p.m.

Wednesday 8:30am to 12pm - By appointment only p.m.

Thursday: 8:30am to 12pm - 1:30pm to 4:30pm

Closed on Fridays

For emergencies: 438 502-3746

(To be used only on evenings, Fridays, weekends and holidays. Outside these times, call the office).

Urgent repairs are those that endanger the safety of people or the integrity of buildings, for example:

- A water leak
- A problem accessing your home

At all times, you must take the necessary steps to limit the damage.

**In the event of fire, theft, vandalism, violence or any other situation threatening your safety:
Please call 911.**

PUBLIC HOLIDAYS

- Good Friday (March or April)
- Easter (March or April)
- Easter Monday (March or April)
- National Patriots' Day (May)
- Fête nationale du Québec (Saint-Jean-Baptiste) (June)

- Canada Day (July)
- Labour Day (September)
- Thanksgiving (October)
- Christmas Eve (December)
- Christmas Day (December)
- Boxing Day (December)
- New Year's Eve (December)
- New Year's Day (January)
- Day after New Year's Day (January)

ORHVS offices are closed for 2 weeks during the holiday season.

THE TENANT'S GUIDE

It's important to make a clear distinction between this tenant's guide and the building regulations, which are complementary documents with different objectives.

The purpose of the tenant's guide is to provide you with practical information about your home, your rights and obligations as a tenant, and advice on living together harmoniously.

The building regulations, on the other hand, are a more formal document setting out the rules specific to the building, to

ensure the safety and well-being of all residents. They form an integral part of the lease.

The ORHVS encourages you to read both documents carefully to ensure a safe and harmonious cohabitation.

GOOD LIVING CONDITIONS

The purpose of the Tenant's Guide and Building Regulations is to promote harmonious cohabitation in the buildings managed by the ORHVS, as well as for the neighborhood as a whole. Safety, tranquility and the good condition of private and shared premises are essential to ensuring good living conditions.

YOUR LEASE

Your lease is an important document. It constitutes a contract between you and the ORHVS.

You must read it before signing. As soon as you sign the lease, you become a tenant of the ORHVS, with all the rights and responsibilities that entails.

The lease includes the information applicable to your dwelling: the rent, the household members declared by the tenant and recognized by the ORHVS, the address of the rented dwelling, the duration of the lease, the accepted method of payment and emergency contacts. It also describes any additional charges you may have to pay (e.g. parking, air conditioning), as well as your rights and obligations.

The building regulations are an integral part of the lease.

LEASE RENEWAL

Every year, around March, tenants receive documents inviting them to renew their lease. Tenants wishing to renew their lease must return the renewal form and the signed “Request for information to determine rent” document by **May 31 at the latest**. They must also provide proof of income for all household members aged 18 and over, such as the previous year's provincial notice of assessment and annual statement of support payments. For those who are self-employed, you'll need to provide your tax return for the previous year. The list of documents required is detailed in the correspondence sent to you.

As soon as the rent calculation has been finalized, the ORHVS will mail you a lease renewal form confirming the rent for the next lease period.

Delay in providing these documents by the prescribed deadline could result in retroactive adjustments to July 1. Refusal to provide them could even result in an eviction application to the Tribunal administratif du logement.

LEASE TERMINATION

A tenant may terminate the lease at any time, by giving written notice to ORHVS of the desired departure date. In the cases mentioned below, the required notice period is :

Regular departure	Three (3) months' notice (C.c.Q. 1995)
Deaths	Two (2) months' notice by the estate <ul style="list-style-type: none">○ Steps must be taken by the executor.○ Documents required: copy of death certificate and a copy of the most recent will confirmed by a will search.
Accommodation departure (with service)	One (1) month's notice <ul style="list-style-type: none">○ Documents required: new lease or letter from the institution, signed by a health professional or social worker on file, attesting to the situation.

On departure, the tenant must leave the property in a clean and habitable condition (walls must be left light-colored). ORHVS staff will inspect the premises for any damage. If any work needs to be done due to your negligence or poor maintenance, the ORHVS may bill you for the cost of this work.

You are obliged to give free access to your dwelling for visits by ORHVS employees and for visits reserved for potential tenants. You will be given at least 24 hours' notice of the visit.

If a tenant leaves before the three-month deadline, he or she must pay the full rent for that period, even if the unit remains unoccupied.

On departure, tenants must return all keys to their dwelling and to the building, mailbox and garden shed, if any, to the secure grey box bearing the ORHVS logo at the entrance to their building. Duplicate keys are not refundable.

PROCEDURE IN THE EVENT OF DEATH

In the event of the death of a tenant, the executor of the tenant's estate must :

- Contact the ORHVS as soon as possible to notify them of the death;
- Provide a death certificate;
- Provide the most recent will confirmed by a will search;
- Two months' rent is due following the death of the tenant;

Once all the documents have been provided, contact the ORHVS, which will grant access to the unit in order to move the furniture and empty the unit.

RENT CALCULATION

The cost of your rent is made up of basic rent and service charges:

- **Basic rent** = 25% of the annual income of all members aged 18 and over who are not full-time students. In addition to the basic rent, heating and hot water are added at the cost established by the Société d'habitation du Québec (SHQ) for the type of dwelling rented.
- **Additional monthly rental charges** = parking with or without power outlet and air conditioning.

PAYMENT OF RENT

Rent is payable on the **1st of each month**. To avoid conflicts between the opening days and hours of the administrative offices, it is strongly recommended that rent be paid by pre-authorized debit. **It is important to notify the ORHVS before the 25th of the month if a change is to be made to the next month's rental payment date.**

- ***The exception is during the holiday season, when you must notify the ORHVS before December 15.***

Advantages of Pre-Authorized Payment (PAP) :

- Rent payments are made automatically on the 1st of the month from your bank account, at no charge;
- When you renew your lease, your pre-authorized payment is automatically adjusted to the new cost of rent;

- No need to produce a series of cheques, pay for postage stamps or go to the office to make a cash payment;
- When necessary, a stop payment can still be made at your financial institution.

To sign up for PAP, please complete the authorization form (available on request from the ORHVS office), including a specimen cheque marked “void”. It's SIMPLE, SAFE and, above all, FREE!

CONSEQUENCE OF NON-PAYMENT

- **In the event of non-payment of rent**
If the tenant fails to pay the rent in full on the agreed day, he/she is in default from the following day. In the event of late payment or non-payment, the tenant at fault must contact the ORHVS as soon as possible to settle the debt.
- **More than three weeks late payment**
In this case, the consequences can be more serious.
 - The ORHVS will send the tenant a notice of arrears and a statement of account. It is then possible to make a payment arrangement with the HMO to repay the amount due as soon as possible.
 - In the absence of a refund or the signing of a repayment agreement, the ORHVS will submit an application to the Administrative Housing Tribunal for recovery of the rent and other charges. It may also request termination of the lease, as well as eviction of the tenant and other occupants of the dwelling.

**Default payments may be subject to a fee.*

LOSS AND INSURANCE

The tenant is responsible for all property belonging to him, both inside and outside the apartment. The ORHVS is in no way responsible for loss, fire, theft, mold or damage resulting from the tenant's negligence.

The ORHVS accepts no responsibility for any damage or theft that may be caused to personal belongings stored in the ORHVS's common storage areas.

The ORHVS strongly recommends that all tenants take out a home insurance policy (fire, theft and liability). Your personal belongings will be restored or replaced in the event of damage or theft, depending on the terms of your insurance policy.

What's more, if a fire or disaster were to occur through the fault of the tenant or a person to whom the tenant allows access to the rented premises, the tenant would be held responsible for the damage and could be sued.

Liability insurance provides security and protects users against such problems.

RENT REDUCTION

The most important thing to remember is that it is possible to reduce the rent during the term of the lease, but it is not possible to increase it beyond the amount fixed when the lease was signed or renewed.

If, during the term of your lease, you or a member of your household suffers a reduction in income, you may request, in writing, a temporary rent reduction.

There are two possible reasons for this:

- ne of the members of your household, whose income was included in the family income, has left your dwelling on a permanent basis (supporting evidence, e.g. new lease at a different address);
- You have suffered a reduction in income (supporting proof).

All requests for rent reductions must be made in writing, signed and accompanied by all required supporting documents, and submitted to the ORHVS offices or deposited in the secure grey box in your building. Upon receipt, the ORHVS has 30 days to analyze your request. If the reduction is granted, it will take effect on the first (1st) day of the following month and for a period to be determined by ORHVS. No retroactive adjustment will be applied.

There will be no change in the cost of rent for a reduction of less than \$10 per month.

OCCUPANCY OF THE PREMISES

The lessee agrees to occupy the premises for the purpose of residence only for himself and the members declared in this lease.

The tenant is obliged to notify the ORHVS of any addition or departure of occupants as soon as changes occur. The income of a new occupant will not be taken into consideration during the lease term, but only at the time of annual renewal.

This file update may also enable the ORHVS to allocate a unit of a size that meets occupancy standards. It is also used to calculate the exact amount of rent to be paid. Only people whose names appear on the lease are authorized to live in the dwelling. The number of rooms is established by considering

the number of occupants, their age and gender. Adding an occupant may therefore lead to a compulsory transfer under certain conditions.

In short, it is the tenant's responsibility to report any changes in household composition and to provide the necessary documents to ensure that his or her file always corresponds to his or her actual situation.

There may be circumstances in which the tenant will have to provide assistance to a family member or close friend. The temporary occupation of a dwelling by a person not registered on the lease may be tolerated by the ORHVS when it is a matter of emergency. It is the tenant's duty to notify the ORHVS by signing a notice of temporary occupation.

A tenant may not add to his or her family a person who owes a debt to ORHVS (as long as the debt remains unpaid) or who has been evicted or evicted by a housing authority.

HOUSING TRANSFER

We receive many requests for housing transfers. Unfortunately, it is impossible to respond favorably to all requests. The ORHVS has therefore identified four categories in order of priority for granting transfers:

- a) Transfer of housing following a disaster or due to technical problems requiring the tenant to be rehoused;
- b) Major reasons related to the health or safety of tenants, in which case the following must be respected:
 - The tenant must not be indebted to the ORHVS or have any legal proceedings

pending with the Housing Administrative Tribunal.

- The tenant's current home must be in good condition.
- No compensation is paid to the tenant for rehousing.
- A refusal by the applicant to accept the allocated accommodation results in cancellation of the transfer request for one year.
- Transfers are limited to the funds available in the ORHVS budget.

All requests for housing transfers for health and safety reasons must be made in writing, and the applicant must have the “Statement by healthcare or social services professional” **document completed and signed by a healthcare or social services professional** with, if available, his or her professional license number.

c) Transfer related to dwelling category

In accordance with article 1990 of the Civil Code, the landlord may, at any time, relocate a tenant who occupies a dwelling of a category other than that to which he or she is entitled, to an appropriate dwelling, if he or she gives the tenant three months' notice. The category and/or sub-category is determined by the occupancy standards in effect according to the Règlement sur l'attribution des logements à loyer modique.

A tenant aged 65 and over, who lives in a building intended for families when he/she has reached the age to live in a building intended for seniors, is also included in this category.

A relocation assistance fee of \$500 (or the current rate set by the SHQ at the time of the event) will be paid to the tenant by the ORHVS once the move has been completed.

d) Any other transfer request

- The request must be made in writing.
- The tenant must have completed two (2) years of continuous residence in the current dwelling.
- The tenant must not be indebted to the ORHVS.
- The tenant must not have any legal proceedings pending before the Housing Administrative Tribunal.
- The tenant's current home must be in good condition.
- No compensation is paid to the tenant for rehousing.
- Refusal of the allocated accommodation will result in cancellation of the transfer request for one year.
- **Transfers are limited to the funds available in the ORHVS budget.**

When the transfer request is complete and approved by the ORHVS, the tenant-applicant is placed on the eligibility list. He or she then receives an applicant number and a confirmation letter with his or her ranks. Waiting times vary according to the type of transfer and sector choices requested

MISREPRESENTATION

If the ORHVS discovers that the tenant has made a false declaration in his or her housing application or lease renewal application (including the number of occupants), a termination of the lease will immediately be requested from the Housing Administrative Tribunal.

KEEPING YOUR HOME IN GOOD CONDITION

ORHVS responsibilities

On a weekly basis, members of the maintenance team take care of the upkeep (hygiene and sanitation) of the buildings' common areas (community rooms and toilets, laundry rooms, elevator, building entrance, etc.), repairs and refurbishments in the units, and other maintenance work.

The ORHVS undertakes to provide its tenants with housing in good condition and to carry out, as the case may be, repairs required due to normal wear and tear of appliances or parts, or due to the age of the latter. In such cases, the tenant agrees to pay the cost of repairs. However, the ORHVS must establish priorities and intervention schedules, which may cause delays.

Examples of repairs covered by the ORHVS:

- Plumbing problems related to taps, pipes, hot water tanks or toilets;
- Defective lock due to wear and tear;
- Door or window not opening or closing properly;
- Screen door torn or frayed due to age.

Tenant's responsibilities:

The tenant is responsible for the upkeep of the premises in which he/she lives, as well as any equipment located inside the dwelling. Any repairs resulting from misuse, negligence, malice, loss or omission on the part of the tenant will be carried out at the tenant's expense.

The tenant undertakes to keep the outside communal areas clean, taking care not to throw paper or any other garbage on them, or damage the grass, trees or any other planting.

The tenant agrees to use the common areas in a normal and safe manner, and to keep them clean, especially those areas they use most frequently, such as stairwells, laundry rooms, storage areas, entrances, sidewalks, parking areas, hallways, common washrooms and common rooms.

The tenant agrees to clean up any damage or soiling caused by him or by any other person or animal under his care, and to be responsible for any damage resulting from misuse.

The Tenant shall assist and cooperate with ORHVS in the maintenance of the Leased Premises. The tenant shall promptly report to ORHVS anything that may be broken, damaged or in need of repair, with respect to any dwelling unit, common areas or any equipment contained therein, whether caused by a deliberate act, the negligence of the tenants or otherwise.

Costs incurred as a result of negligence on the part of the tenant and/or as a result of negligence or vandalism for which the tenant is responsible will be billed to the tenant at fault.

Examples of repairs that may be billed to the tenant (non-exhaustive list):

- Screen broken, punctured, smashed due to inappropriate use;

- Broken glass;
- Broken or lost lock or key;
- Broken door, water or other damage to wall, floor or ceiling;
- Unclogging of a plumbing fixture due to negligence or malice.

Once a year, ORHVS carries out an inspection of each dwelling to prevent wear and tear on the main components, and to plan replacements before a potential breakdown.

The tenant's cooperation is essential. When an inspection is scheduled, ORHVS will notify you at least 24 hours in advance. Your presence is required for this visit. In the event of your absence, two authorized persons, including at least one member of ORHVS staff, will be present during the visit.

A work order is issued for all repairs. Work is carried out as quickly as possible. Occasionally, the response time may be longer, depending on the priority schedule, because of a missing part or if the repair is to be carried out by a specialized company.

The tenant may not, for any reason whatsoever, use the services of the maintenance staff for personal purposes.

The ORHVS employee will call the tenant before proceeding to the repair site.

KEYS

One apartment key and one main entrance key per person signing the lease, one mailbox key and one garden shed key, if applicable, will be given to the tenant upon arrival. A fee

(subject to locksmith price changes) will be charged for the replacement of lost keys or additional keys.

Costs related to the purchase of additional keys are not refundable by ORHVS.

INSALUBRITY

«The unsanitary condition of a dwelling refers to situations that may render it unfit for habitation. Examples include the presence of mold or fungus, vermin (e.g., cockroaches, bedbugs, ants), rodents (e.g., rats or mice), excessive humidity or stale air.

A dwelling unfit for habitation is one whose condition constitutes a serious threat to the health or safety of the occupants or the public.»

**Tribunal Administratif du Logement*

Tenants are required to keep their dwellings clean, sanitary and healthy.

Any situation of clutter, compulsive garbage collection or insalubrity detected will be closely monitored by the authorities concerned, in this case the fire prevention services of the municipality of residence, authorized representatives of the CISSMO and a member of the ORHVS team.

If the problematic situation is not corrected, an application may be filed with the Tribunal administratif du logement to request the eviction of the person at fault.

INSECT PESTS

In all cases where pests are present in your home, the intervention of an exterminator is necessary. To prevent pests from multiplying in your home or building, it's important to report their presence immediately by contacting the ORHVS.

The ORHVS will take charge of the situation and mandate a certified exterminator to deal with it. It's important to note that the success of all types of intervention depends on the cooperation of tenants. To this end, the ORHVS may give preparation instructions to the tenant before the exterminator arrives.

Most common insect pests	
<p>Ants The ant is an easily recognizable insect. They are black, brown or red, and vary in size from 1 to 13 mm.</p> 	<p>Prevention: Install screens on doors and windows, keep them closed and repair them if necessary. Store food in well-sealed containers. Clean kitchen floors and counters frequently. Don't keep household waste in the house for long.</p>
<p>Cockroach Cockroach Measuring 1.3 to 1.6 cm (0.51 to 0.52 inches), its color ranges from tan to light brown, and its body features two parallel dark lines running from the head to the wing margins. It feeds on garbage, fruit, crumbs and various other items. It runs quickly into hiding as soon as it is exposed to light.</p>	<p>Prevention: A simple and effective way to prevent a cockroach infestation is regular housekeeping. Regularly clean dark or damp areas near food sources (e.g. under and behind appliances). Avoid picking up furniture, mattresses and appliances on the sidewalk. Avoid using cardboard boxes from stores, as they like to hide in them.</p>



Bedbugs

Bedbugs are generally brownish in color and visible to the naked eye. Its average size is about 4mm. They are active and visible mainly at night. They are generally found along mattress seams and in wooden bed frames. It feeds on human blood.



Prevention: Keep food in airtight containers. Beware of used furniture, especially mattresses and armchairs, as they can carry insects and introduce them into your home.

If you have any questions or concerns, please do not hesitate to contact the ORHVS at 450 218-6994 option 2.

LAUNDRY ROOM

Laundry hours are from 8 a.m. to 8 p.m., 7 days a week.

Laundry use is restricted to tenants for personal use only.

To ensure that everyone has the right to peaceful enjoyment of the premises, tenants must show tolerance and respect for one another. It is therefore essential that all tenants use the laundry facilities in an appropriate and respectful manner.

INTERCOM

Your building is equipped with an intercom system. The intercom must be connected to a telephone line. Your telephone will ring when a visitor wishes to reach you. To open the door, press key 9 on your telephone handset for 4 seconds, then hang up. If you don't have a telephone line, you won't be able to use the intercom and open the door from your home.

Please inform ORHVS of any changes to your telephone number as soon as possible

COMMON ROOMS

The Office makes the common room available to tenants for family gatherings, meetings with friends and neighbors, or simply for coffee, reading and relaxation.

The Office remains the owner of this room. It can be used on a regular or occasional basis to meet its own needs or those of tenants.

Tenants' associations also use this room for their social and community activities for the building's tenants.

SECURE GREY BOX

The secure grey box identified with the ORHVS logo is the property of the ORHVS. It is usually located in or near the building's main entrance. It has been set up so that tenants can communicate with the administration internally. No postage is required to send a letter internally. Only ORHVS employees have access to the secure grey box. Whatever is

deposited there remains confidential and is forwarded to the ORHVS within a timeframe that is usually faster than that of normal post, at no cost to tenants.

CANADA POST BOXES

In some buildings, Canada Post has installed post office boxes. These boxes do not belong to ORHVS, and if you deposit mail in them, you'll have to put a stamp on them. The ORHVS has no access to these mailboxes and accepts no responsibility for them.

PARKING

The management of parking spaces is the responsibility of the ORHVS. No parking is included with the apartment. ORHVS tenants may request a parking space for their vehicle. The ORHVS does not undertake to provide parking for all tenants who own a vehicle, nor a parking space for visitors, given the limited number of parking spaces available.

You must contact the ORHVS to request or make any changes to a parking space. To do so, you will need to provide the vehicle's valid registration certificate and the color of the vehicle.

It is the lessee's responsibility to provide a copy of his or her valid registration certificate each year, and whenever the vehicle is changed.

Visitors must use areas clearly marked "Visitors".

Parking rental fees are indicated in your lease. They are payable on the first day of each month, at the same time as the rent. Parking fees are:

- 5 / month for parking without an electrical outlet
- 10 / month for parking with access to an electrical outlet
- 20 / month for an additional parking space without electrical outlet
- 30 / month for an additional parking space with access to an electrical outlet

**Rates are set by the Société d'Habitation du Québec and may be subject to change.*

TELEVISION AND/OR INTERNET SERVICE

Your telecommunications provider has given you an appointment with their technician, who is requesting access to the electrical room? It is important to contact the ORHVS as soon as you have an appointment with a technician, as no one is authorized to access the electrical room without the supervision of an ORHVS staff member.

It is your responsibility to call 450 218-6994, option 2, to request an appointment. **A minimum of five (5) working days is required.**

Appointments with technicians must be made within the following time frame:

Monday to Thursday between 8 a.m. and 4 p.m.

SAFE BEHAVIORS

SMOKE ALARM

The tenant must maintain the smoke alarm in good working order. It is the tenant's responsibility to change the batteries at each hour change or when they are no longer good. It is the tenant's responsibility to inform the ORHVS, during business hours, if the smoke alarm is broken or defective.

EVACUATION EXERCISES AND FIRE INSPECTIONS

Your municipality's fire prevention services carry out regular inspections of all buildings, including your units, to ensure that safety standards are being met.

Evacuation drills may also be held, depending on the requirements and services offered by each municipality's fire department. These exercises allow you to practice, in a calm environment, the actions required in the event of a disaster; you can learn how your building's safety systems work; and you can take advantage of the opportunity to point out areas for improvement and obtain information on issues that may be of concern to you.

The Board uses drills to improve its systems and to adapt each building's evacuation plan to the people who live there.

Make a point of taking part in the annual evacuation drill for your own safety: practice is important, and it only takes a few minutes a year.

Evacuation plans

You'll notice that each building has its own evacuation plan. On your floor, there's a plan showing where fire extinguishers,

wall-mounted manual fire alarm stations and emergency exits are located. It's important to take a few minutes to understand it so that, in the event of a disaster, you'll be able to find them quickly and easily.



Assembly point

Have you noticed? A sign announcing an assembly point is posted on the grounds of your building. It's imperative that you locate this sign, as it's the designated safe assembly point in the event of a disaster. We invite you to find this sign.

HARMONIOUS COHABITATION

WHAT IS A DISTURBANCE OF ENJOYMENT?

A disturbance of enjoyment is a prejudice that a tenant of a property may suffer. The ORHVS refers to article 1860 of the Civil Code of Quebec, which states:

*«The tenant is bound to conduct himself in such a way as not to disturb the normal enjoyment of the other tenants. He is bound, towards the lessor and the other tenants, to repair any prejudice that may result from the violation of this obligation, whether such violation is due to his act or to the act of persons to whom he allows the use of or access to the property. In the event of a breach of this obligation, the landlord may **request termination of the lease**».*

NOISE

It is important to distinguish between noise that is normal to daily life and abnormal or excessive noise. Children playing and having fun is normal noise. A tenant walking around the house in high-heeled shoes all day long is disrespectful! A tenant who decides to sweep at 11 p.m. is abnormal! Did you know that excessive noise is prohibited in several municipal nuisance by-laws and is punishable by fines?

You can call 311 at any time to contact your municipality's patrol officers and report the situation.

TENANTS' ASSOCIATION AND RESIDENTS' CONSULTATIVE COMMITTEE (CCR)

The role of the association is to improve your living environment, represent you and defend your interests and rights. It offers recreational, self-help, educational, cultural and social services. We invite you to get involved and take part in the activities we organize to help you stay active in your community. Everyone can get involved!

The Residents' Consultative Committee (CCR) is made up of representatives of the tenants' associations, or one delegate per building. It initiates discussions and proposes changes to improve living conditions for tenants. It enables the Office to better take residents' needs into account when making decisions.

Tenant associations and members of the Residents' Advisory Committee are your spokespersons. The ORHVS invites you to contact one of their representatives to express your needs, expectations and exercise your associative right, all in a context that respects the democratic process.

COMMUNICATION TOOLS USED BY THE ORHVS

The ORHVS communicates important messages to tenants using the following three main tools:

- Postings on bulletin boards.
- Automated calls.
- A monthly newsletter.

The bulletin boards are located near the building's main entrance, close to the mailboxes. They are the property of the Office. It is forbidden to post any press release, letter, note or advertisement without the Office's authorization. Make a habit of taking a look at them, as they contain useful information.

The Office makes automated calls to communicate urgent and/or important information that could affect your daily life, for example, a water cut, major work, etc.

The Office sends out a monthly newsletter packed with information that is highly relevant to all tenants.

It is the tenant's responsibility to regularly consult the bulletin boards, read the newsletter and listen to the automated messages broadcast via cell phone and/or home phone.

For further information, tenants can consult the website at www.orhvs.ca.

CONFLICT RESOLUTION

At the ORHVS, we encourage tenants to talk to each other, to try to find common ground to resolve conflicts and disputes. When this proves to be an arduous task, the Office takes a respectful approach to the complaints it receives. It tries to find a solution by promoting a conciliatory approach, while maintaining impartiality.

The ORHVS remains a service of last resort. You submit your request for dispute resolution only after you have tried various amicable solutions, all of which have ultimately proved unsuccessful.

HANDLING COMPLAINTS

Tenants can submit a written complaint by filling in the complaint form, or they can make a request to the office and deposit it in the secure ORHVS grey box in the building where they live.

They can also fill in the information relating to their complaint via the www.orhvs.ca website, under the “Current tenant - File a complaint” tab.

Complaints made verbally, by telephone or in person to an ORHVS employee will not be considered.

For a complaint to be admissible, the disruptive event must have caused harm to the complainant (physical or moral injury).

- **Conflict between tenants (steps to follow):**
 - The tenants involved should try to talk to each other

- Contact the ORHVS community support worker for help at 450 218-6994 option 6;
 - Written complaint to the ORHVS: fill out the complaint form.
- **For non-compliance with building by-laws: fill out the complaint form.**

There are three types of complaint forms:

NEIGHBORHOOD complaints	Concerns a tenant in the neighborhood who is disrupting the complainant's lifestyle by not respecting the building rules.
Complaint ORHVS SERVICES AND STAFF	Dissatisfaction with an ORHVS employee or service.
COLLECTIVE complaint	Concerns a tenant who disrupts the lifestyle of SEVERAL PEOPLE by not respecting the building rules.

Please note that the complaint must be precise, i.e. include dates, times, a description of the facts (actions, words, etc.), if applicable, identification of witnesses and the place where the problematic situation occurred. A calendar of events is provided for this purpose on the complaint form.

Please note that the handling of complaints by the Office is strictly confidential. The complainant will not be informed of the interventions carried out with the person concerned by the complaint.

Admissibility of a complaint

To be admissible, a complaint must :

- be completed in writing using the ORHVS complaint form;
- be signed and dated.

If necessary, ORHVS staff will ensure that the complainant has the necessary assistance to formulate a complaint. The complainant must agree to cooperate with the ORHVS to facilitate the processing of the complaint. In the event of legal proceedings, the complainant and witnesses, if any, may be called upon to testify before the Administrative Housing Tribunal regarding the content of their complaint.

The ORHVS may be limited in its interventions with the tenant at fault and/or with the Tribunal administratif du logement in the following cases:

refusal to testify by the complainant;

- lack of witnesses or lack of evidence;
- lack of cooperation by the parties involved.

The following are not considered complaints:

- verbal or anonymous complaints;
- insulting remarks;
- rumors or hearsay;
- disagreements between neighbors.

The complainant and/or the offender may receive a call from the community worker to ask them to get involved in the process and find a win-win solution. If this proves impossible, the following steps would be used with the offending tenant:

Step 1: The person concerned will receive a verbal warning asking them to correct the situation. The information will be entered in their file.

Step 2: The person concerned will receive a written notice, explaining the facts alleged, a reminder of the application of the regulation and a request to correct the situation. The information will be entered in their file.

Step 3: If after these two notices the situation remains unchanged, a formal notice served by a bailiff explaining the facts alleged, a reminder of the regulation and a request to immediately correct the situation will be sent. The information will also be entered in their file.

Step 4: As a last resort, the ORHVS could file a request for termination of the lease with the Administrative Housing Tribunal.

The application of the procedure could be faster in cases where human safety is at stake.

Telephone coordinates of municipalities

Île-Perrot :	514 453-1751
Pincourt :	514 453-8981
Terrasse-Vaudreuil :	514 453-8120
Vaudreuil-Dorion :	450 455-3371
Les Cèdres :	450 452-4651
Les Coteaux :	450 267-3531
Saint-Zotique:	450 267-9355
Saint-Polycarpe:	450 265-3777
Saint-Télesphore:	450 269-2999
Rigaud :	450 451-0869
Saint-Clet :	450 456-3363

RESSOURCES

Emergencies: 911

SOS violence	1 800 363-9010
CALACS (center for help and the fight against sexual assault) La vigie	450 371-4222
Crime Victims Assistance Center	1 866 532-2822
Suicide Prevention Center	1 866 CALL (277-3553)
CLSC Vaudreuil-Dorion	450 455-6171
CLSC Vaudreuil-Soulanges (Service point St-Polycarpe)	450-265-3771
Human Rights and Youth Rights Commission	1 800 361-6477
La Maison de la Famille (Support for child development)	450 218-0561
Home help Vaudreuil-Soulanges (Care, housekeeping or other services for people with functional limitations)	450 424-3919
Société d'Habitation du Québec (SHQ)	1 800 463-4315, option 1

Furniture and clothing repair, food repair and tax clinic

CAB l'Actuel	450 455-3331
CAB Soulanges	450 265-3134
La Popotte Roulante	450 265-3548
Carrefour de l'Espoir	450 218-3100
La Source d'Entraide	450 455-8000

Accommodation (temporary)	
L'Aiguillage (roaming)	450 218-6418
Accommodation La Passerelle (domestic violence)	450 424-6010
Accommodation l'Arc-en-ciel (santé mentale)	450-424-7006
Valleyfield Troubleshooting Accommodation House (family)	450 371-9617

Transport	
CAB l'Actuel	450 455-3331
CAB Soulanges	450 265-3134
EXO Public transport service	1 833 255-6396
EXO Adapted transport service	1 877 433-4004

List of ecocentres (450 455-5434)	
Ecocentre à Vaudreuil-Dorion	2800, Henry-Ford, Vaudreuil-Dorion
Ecocentre à Pincourt	750, boulevard Olympique, Pincourt
Ecocentre à Saint-Zotique	2050, rue Principale, Saint-Zotique
Ecocentre à Rigaud	32, de la Coopérative, Rigaud



Offices: 450 218-6994

Toll-free: 1 866 900-6994

Website: <https://www.orhvs.ca>

General email: orhvs@orhvs.ca

Address: 420, avenue Saint-Charles, Vaudreuil-
Dorion (Québec) J7V 2N1