



Rental Housing Property Management By-law

A guide for landlords

- ▲ Capital maintenance plans
- ▲ Tenant service requests
- ▲ Tenant support registry
- ▲ Information for tenants
- ▲ Pest management

June 2021



Introduction

In August 2020, City Council approved the [Rental Housing Property Management By-law \(No. 2020-255\)](#) in order to increase the consistency of rental housing quality throughout Ottawa. These regulations aim to resolve property-related incidents between landlords and tenants without the need for City intervention.



What's new

Beginning in September 2021, landlords must provide tenants with the following:

- Up-to-date contact information for the landlord or property manager, including mailing address, telephone number, and at least one method of electronic text communication;
- Information on how tenants can submit service requests;
- Information on how tenants can submit complaints to the City, if service requests remain unresolved;
- Site-specific information about fire safety equipment, solid waste management, and where to legally park on-site or nearby; and,
- Instructions on how tenants can voluntarily register and de-register their support requirements to the landlord by having their name added or deleted from the tenant support registry.

Please note:

- [The Rental Housing Property Management By-law \(2020-255\)](#) does not change or affect any obligations of landlords or tenants under the [Residential Tenancies Act, 2006](#).
- All property owners in Ottawa are also required to maintain and repair their properties in compliance with the standards set out in the [Property Standards By-law \(No. 2013-416\)](#) and the [Property Maintenance By-law \(No 2005-208\)](#).

Capital maintenance plan

If your rental building has 3 or more storeys or 10 or more rental units, you are required to create a capital maintenance plan.

Templates and external resources are available on ottawa.ca/landlords

What is a capital maintenance plan?

These plans address major components of a building (capital elements) and include an up-to-date record of inspections of each capital element, including deficiencies observed and the anticipated time for planned refurbishment or replacement.

Routine repairs of capital elements need not be recorded in the Capital Maintenance Plan, unless they were triggered by inspections of the capital element. The [Rental Housing Property Management By-law \(No. 2020-255\)](#) outlines which mandatory capital elements must be included in each capital maintenance plan. The City of Ottawa has also created templates and samples of a capital maintenance plan and provided additional external resources to assist landlords in creating their own capital maintenance plan.

Landlords may also wish to purchase professional capital planning tools but should ensure that all requirements outlined in the by-law are met.

Capital maintenance plan checklist

- Identify the capital element
- Record date of most recent inspection
- Describe condition and deficiencies
- Describe time period for replacement or refurbishment

Figure 1 - What to include in capital maintenance plans



Please note:

- Accessibility features could include ramps, power-assisted doors, or elevators.
- New owners have three (3) months from the date of transfer of ownership to develop a capital maintenance plan.
- It's important that you keep your capital maintenance plan up-to-date and readily available if requested by a City of Ottawa By-law Officer.

Tenant service requests

A landlord must ensure that each tenant can report issues in an easy and efficient manner.






Templates are available on ottawa.ca/landlords

The City of Ottawa's [Rental Housing Property Management By-law \(No. 2020-255\)](#) requires landlords to have a procedure in place for managing tenant service requests.

This must include options for tenants to make service requests verbally, in writing, and by electronic text.



Figure 2- Requirements for tenant service requests

-  Implement a procedure for managing service requests.
-  Establish means to receive written, verbal and electronic text service requests.
-  Establish means to maintain records of service requests.
-  Implement a procedure to assess and identify urgent versus non-urgent incoming service requests.
-  Implement a procedure to check if a tenant is registered for a need on the tenant support registry.

Records must include the date and time of request, service request address and/or unit, tenant contact information, description of the issue, record of action and outcome, and the date and method used to notify the tenant of the resolution.

Figure 3 - Recording tenant service requests



Keep a record of all service requests received. This information must be made available to a City of Ottawa By-law Officer upon request.

Please note: If a tenant requests a copy of a written record when the service request is made, the landlord must provide it to the tenant within 30 days. Landlords must also provide a written copy of these records if requested by a City of Ottawa By-law Officer.

Response times

Landlords must have a procedure to assess whether the request is urgent. If a service request is urgent, a landlord must respond within 24 hours. If a service request is non-urgent, the landlord has 7 days to respond.

Figure 4 - Response times



An urgent service request, is one that includes:

- a loss or interruption in vital services;
- security concerns about the rental unit, building or property;
- problems with accessibility features and equipment;
- any issue that can reasonably be expected to make a unit uninhabitable.

A non-urgent service request does not fall into the urgent categories listed above. Landlords must respond to these requests within 7 days.

Landlords should also verify the tenant support registry to determine if the tenant has registered a need for support and what accommodation is required in that particular circumstance.

What is the difference between a tenant service request and a tenant support registry? A tenant service request outlines requests for service from tenants, such as repairs and refurbishments. A tenant support registry is a voluntary request from tenants for support or assistance.

Tenant support registry

All landlords are required to maintain a tenant support registry which records any request for assistance made by a tenant.

Templates are available on ottawa.ca/landlords

A tenant may voluntarily self-identify to the landlord or property manager as needing support for issues such as:

- Evacuation from the building;
- Periods where a vital service is disrupted (i.e. support in power outages);
- Pest control preparation;
- Assistance in understanding documents due to cognitive or development disability, or language or communication barriers;
- Any other concern that may require accommodation under the [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act, 2005](#) or the [Residential Tenancies Act, 2006](#).

A tenant support registry is a record of such requests from tenants, and must include:

- the name and unit number of the tenant;
- a description of the assistance the tenant has requested;
- description of the assistance the landlord or property manager has agreed to accommodate.

Landlords must provide information on the existence of this registry and how they can register or be removed from the registry in the [Information for information for tenants document](#). Landlords are required to keep the registry up to date by removing and adding names as requested by the tenant but also removing names as tenants move out. Landlords must be able to present this up-to-date support registry for inspection by a by-law officer if requested.

Information for tenants document

At the time the lease is signed, landlords must provide tenants with an “information for tenants” document. This document must be kept up-to-date and tenants must be notified within 30 days when there are changes to the document.

A template is available on ottawa.ca/landlords

Did you know? Landlords have until November 30, 2021 to provide all current tenants with a copy of their information for tenants document.

The main categories of information to be included in the information for tenant document are:

Contact information of landlord or property manager

Tenant service request instructions

Fire safety information

Property maintenance information

On-site waste management information

Parking information

Tenant support registry

Residential Tenancies Act statement

Signature of tenant

Two (2) copies must be provided with the lease agreement. One copy must be provided to the tenant for their records and one copy must be signed by the tenant and retained by the landlord with the lease agreement. A copy of the information for tenants document should be kept for 6 months following a termination of occupancy.

Landlords must advise tenants of the tenant support registry in the information for tenants document, including:

- Existence and purpose of the tenant support registry;
- Process in which a tenant may request to be added to, or removed from, the tenant support registry;
- The following statement: **“Information provided for the tenant support registry may be collected by the City of Ottawa for the purpose of investigating and enforcing landlord compliance with the Rental Housing Property Management By-law. Information about how this is used is available on Ottawa.ca or by calling 3-1-1.”**

If a tenant does not want to sign the document, a landlord or property manager may issue a copy to the tenant by:

- Registered mail with appropriate receipt of delivery;
- Courier delivery with appropriate receipt of delivery;
- Personal service to the tenant or adult in the tenant’s rental unit with an affidavit of service or receipt of delivery signed by the adult or tenant;
- Email or other electronic transmission with proof of delivery to and receipt by the tenant.

If the information in the document changes, the landlord or property manager must issue a revised copy to the tenant within 30 days of the modification and replace the copy kept on file with the revised copy.

If a tenant requests a replacement copy of the information for tenants document, the landlord or property manager must provide a replacement copy within 15 days of the request.

If there is a change in contact information for the property manager or landlord, new contact information must be provided to the tenants within 24 hours.

Integrated pest management plan

Landlords are required to establish and maintain an integrated pest management plan for all rental properties.

Templates and samples are available on ottawa.ca/landlords

One area of specific concern in large residential buildings is pests. All landlords are responsible for maintaining the units and making sure they are free of pests.



Figure 5 - Integrated pest management plan



Standing treatment plans are required for common pests including: bed bugs, cockroaches, ants, rats, mice and any species known to cause re-occurring infestations at the property.

Tenants must be provided a copy of the treatment plan before the unit is treated for pests. If pest treatment occurs in an area of the building other than a rental unit that is accessible to tenants, the landlord must post the treatment plan for that area in the lobby of the building.

Once an area of the building has been treated for pests, the landlord must re-inspect that area between 15 to 30 days following the initial treatment and treat again if the infestation continues.

For more information:

There are several websites that provide additional information on pest management. Here are some options:

- ✓ [Ottawa Public Health home safety webpage](#) provides information on bed bugs, cockroaches, and rat control.
- ✓ [Orkin Canada pest library](#) provides information on a variety of pest and how to treat and prevent infestations.
- ✓ [Ottawa Community Housing pest management webpage](#) provides a checklist for pest prevention for tenants.
- ✓ [Canadian Food Inspection Agency pest control webpage](#) provides guidelines on pest prevention and pest control measures.

Additional resources

[Residential Tenancies Act, 2006](#) - Provincial law that sets out the rights and responsibilities of landlords and tenants in Ontario. The [guide to the residential tenancies act brochure](#) is a great resource to summarize the Residential Tenancies Act, 2006 for landlords and tenants.

[Accessibility for Ontarians with Disabilities Act, 2005](#) - The main purpose of the Accessibility for Ontarians with Disabilities Act is to improve accessibility standards for Ontarians with physical or mental disabilities to all public places by 2025.

[Ontario Human Rights Code](#) – Guarantees equality before the law and prohibits discrimination in specific areas such as housing or employment.

[Landlord and Tenant Board](#) – This tribunal resolves disputes between landlords and tenants. It is like a court and through mediation or settlement, it will help the landlord and tenant come to an agreement. The Landlord and Tenant Board also provides information about the rights and responsibilities of landlords under the Residential Tenancies Act, 2006.

City of Ottawa 3-1-1 – Tenants can dial 3-1-1 and press 4 to receive information on social assistance benefits, emergency heat and social services, child care assistance, Ontario Renovates Program, and other programs and services offered by Community and Social Services Department.

[Canada Mortgage and Housing Corporation](#) – The Canada Mortgage and Housing Corporation is a national housing agency who aim to help Canadians meet their housing needs and advise on the housing industry. They offer [capital replacement planning](#) resources, including access to free capital planning software.

[Canadian Federation of Apartment Associations](#) – Canadian Federation of Apartment Associations advocates the interests of the rental housing industry to the Federal Government of Canada.

[City of Ottawa Consumer Awareness](#) – The City of Ottawa provides basic information for tenants available in Arabic, Hindi, Indonesian, Mandarin, Spanish, and Urdu.

[Eastern Ontario Landlord Organization \(EOLO\)](#) – Represents owners and managers of residential rental buildings and suppliers to the rental housing industry. Eastern Ontario Landlord Organization members own and manage over 40,000 rental units in the Ottawa Area.

[Federation of Rental-housing Providers of Ontario](#) – Federation of Rental-housing Providers of Ontario works to promote a balanced and healthy housing market with a vital rental-housing industry, choice for consumers, adequate government assistance for low-income households, and private sector solutions to rental-housing needs.

[Landlord Self Help Centre](#) – Landlord’s Self-Help Centre is the only community clinic funded by Legal Aid Ontario that provides services to small landlords across Ontario.

[Ontario Ministry of Municipal Affairs and Housing](#) Working with local governments and partners across Ontario to build safe and strong urban and rural communities with dynamic local economies, a high quality of life and affordable and suitable homes for everyone.

[Ottawa Region Landlords Association](#) – Ottawa Region Landlords Association provides information seminars and links to resources for landlords.

Ottawa Small Landlord Association – The Ottawa Small Landlord Association supports small landlords through its advocacy efforts, by improving public awareness and perceptions about landlords, and by offering landlord education that assists landlords in operating successful businesses.

[Renting in Ontario – Province of Ontario](#) – The Province of Ontario provides useful information about tenant and landlord rights.

Feedback

How did we do? We welcome your feedback on the usefulness of this guide. Please send comments or questions to:

Public Policy Development

bylawreviews@ottawa.ca

613 580-2400 ext. 29529

Notice: This guide is for information and convenience only. While every effort has been made to include relevant resources City staff recognize that this page does not capture all available sources of information for landlords. Some of these links may take you to an external website that is not owned by the City. Your access to and use of any external site is subject to that website's own rules and regulations.