

## Template : Information for tenants document

**Please note:** This document is for information only. Landlords and Property Managers may design their own templates, but please ensure all requirements from the Rental Housing Property Management By-law are included.

### Landlord / Property Manager Name

Address

PO Box (if applicable)

Ottawa, ON Postal Code

Phone number

Email Address

### Issued to:

Add the name and contact information of the tenant.

### Concerning occupancy of:

Insert the street address and unit number of the rental property, as applicable.

## 1. Requesting repairs and services

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The following information is required:

- ✓ Instructions on how tenants should submit urgent and non-urgent requests for repairs or other services.
- ✓ Instructions on how tenants can follow up on previously submitted tenant service requests.
- ✓ Instructions on how tenants may report unresolved issues to the City of Ottawa.

## 2. Fire safety

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The following information is required:

- ✓ Location of fire alarms, carbon monoxide alarms, or other fire safety equipment.
- ✓ The following statement: **Hundreds of Ottawa families are affected by preventable fires each year. Tenants are encouraged to review fire safety information at [ottawa.ca](http://ottawa.ca). Please contact us to report any fire safety concerns immediately. Tenants may also report non-emergency fire safety issues to Ottawa Fire Service at 613-580-2424 ext. 15371 or [FirePrevention@ottawa.ca](mailto:FirePrevention@ottawa.ca).**

## 3. Property maintenance

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The following information is required:

- ✓ Information regarding property maintenance, including a schedule for cleaning and maintenance tasks to be undertaken by the landlord, such as cleaning of

interior and exterior common areas, snow clearing or lawn care and anything that the tenant is responsible for concerning maintenance.

#### **4. Waste management information**

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The following information is required:

- ✓ Identify who is responsible for placing items for curbside collection, including the removal of empty collection containers.
- ✓ Location and use of onsite waste storage areas.
- ✓ Site-specific instructions concerning disposal of household waste, recycling, compostable waste, yard waste, large items, and hazardous or prohibited materials.
- ✓ If tenant is responsible for curbside collection, provide the collection schedule, and how to acquire replacement blue, black or green bins for rental unit.

#### **5. Parking information**

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The following information is required:

- ✓ Assignment of designated parking space(s) for the rental unit.
- ✓ Instructions for on-site guest parking, if applicable.
- ✓ Contact information for the Private Parking Enforcement Agency if applicable.
- ✓ Instructions to review on-street parking information available on the City of Ottawa website if tenant or guest parking is not provided.
- ✓ Optional description on information for accessible parking (not requirement of by-law but recommended that landlords include under the parking section).

#### **6. Tenant support registry**

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The following information is required:

- ✓ Instructions for how to register for assistance.
- ✓ Instructions for how to be 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.**

#### **7. Residential Tenancies Act**

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The following information is required:

- ✓ The following statement: **These instructions are for information only. This document is not considered a lease or contract and may not supersede or conflict with your lease or your rights under the Residential Tenancies Act, 2006.**

#### **8. Tenant Resource Page**

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The following information is not required however highly recommended.

- ✓ Visit the City of Ottawa's tenant resource page for more information (enter link to the webpages)

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Tenant

Tenant Printed Name:

Date:

X

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Landlord

Landlord Printed Name:

Date:

## Sample: Information for tenants document

### ABC Rental Company

John Doe

123 Ottawa Street  
Ottawa, ON J0XJ0X

613-123-1111

[johndoe@email.com](mailto:johndoe@email.com)

#### Issued to:

Jane Doe  
613 123-1234  
[janedoe@email.com](mailto:janedoe@email.com)

#### Concerning occupancy of:

123 Ottawa Street  
Unit 1  
Ottawa, ON J0X J0X

### 1. Requesting repairs and services

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Tenants can report problems to the property manager, John Doe, by phone (613) 123-1111 or [johndoe@email.com](mailto:johndoe@email.com). Requests can also be made in person at the office on the ground floor, Monday to Friday between 10 am and 8 pm, using the forms provided.

If we have not responded to your request in a timely or satisfactory manner, you can request investigation from the City of Ottawa by phoning 3-1-1 or visiting a Client Service Centre.

### 2. Fire safety

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Your unit is equipped with one smoke alarm, in the hallway outside the master bedroom. Please report any problems with your smoke alarm immediately, as described in Section 1 above. Fire evacuation routes are indicated on signs in the hallway and fire extinguishers are located by each stairwell.

Hundreds of Ottawa families are affected by preventable fires each year. Tenants are encouraged to review fire safety information at [ottawa.ca](http://ottawa.ca). Please contact us to report any fire safety concerns immediately. Tenants may also report non-emergency fire safety issues to Ottawa Fire Service at 613-580-2424 ext. 15371 or [FirePrevention@ottawa.ca](mailto:FirePrevention@ottawa.ca)

### 3. Property Maintenance

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A cleaning service will clean the lobby and all common areas every Monday. Any cleaning problems should be reported as described in Section 1 above. Snow Clearing will occur when more than 5 cm of snow has fallen, or as otherwise required.

## **4. Waste Management Information**

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The ABC2 Company is responsible for waste management. Waste storage areas are located on P1 and each rental unit is equipped with a blue, black or green bin. You can request a replacement bin by contact 3-1-1. All large items and household hazardous waste must be taken to the hazardous waste depot or the Trail Waste Facility.

To learn more on curbside collection, please visit the City of Ottawa's website: [Garbage and recycling | City of Ottawa](#).

## **5. Parking Information**

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Your assigned parking space is P2, spot 34. Guest parking can be found in the underground parking lot on P1. The ABC3 company is the Private Parking Enforcement Agency responsible for parking violations. You can contact them at 613 123 2222.

## **6. Tenant Support Registration**

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A tenant support registry is a record of requests from tenants for assistance. The tenant support registry 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.

Tenants may voluntarily self-identify to the landlord or property manager as needing assistance for issues concerning evacuation from a building, periods where a vital service is disrupted, pest control preparation, assistance understanding documents, and other concerns which may require landlord accommodation under the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, or Residential Tenancies Act. Tenants may contact by email or phone to be added to the tenant support registry. Tenants must complete the attached tenant support registration form as well as specify the support required. Tenants may also request to be removed from the tenant registry by completing the form as well.

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](http://ottawa.ca) or by calling 3-1-1.

## **7. Residential Tenancies Act**

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These instructions are for information only. This document is not considered a lease or contract and may not supersede or conflict with your lease or your rights under the Residential Tenancies Act, 2006.

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Tenant

Jane Doe

Dec 1, 2021

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Landlord

John Doe