Cleanliness and maintenance of houses, dwellings and rooms

For more information
Do not hesitate to contact your local service centre, call 3-1-1 or check the municipal Web site at www.gatineau.ca/habitation.htm.

Aylmer Service Centre
Division d’urbanisme
115 rue Principale
Gatineau, Quebec
J9H 3M2
Phone: 819-685-5027
Fax: 819-685-5043

Buckingham Service Centre
Division d’urbanisme
515 rue Charles
Gatineau, Quebec
J8L 2K4
Phone: 819-986-4242
Fax: 819-986-8336

Gatineau Service Centre
Division d’urbanisme
144 boulevard de l’Hôpital
Gatineau, Quebec
J8T 7S7
Phone: 819-243-2460
Fax: 819-243-2479

Hull Service Centre
Division d’urbanisme
775 boulevard de la Carrière
Gatineau, Quebec
J8Y 6V1
Phone: 819-595-7350
Fax: 819-595-7326

Buckingham Service Centre
Division d’urbanisme
515 rue Charles
Gatineau, Quebec
J8L 2K4
Phone: 819-986-4242
Fax: 819-986-8336

Masson-Angers Service Centre
Division d’urbanisme
57 chemin de Montréal Est
Gatineau, Quebec
J8M 1K3
Phone: 819-243-2345,
extension 3113
Fax: 819-986-9539
E-mail: 311@gatineau.ca
Web site: www.gatineau.ca

E-mail: 311@gatineau.ca
Web site: www.gatineau.ca
By-law

The housing policy aims to provide all Gatineau residents with adequate housing at an affordable price in a suitable environment. This policy gave rise to the Règlement sur la salubrité et l’entretien des habitations, des logements et des chambres. This by-law provides a single frame of reference for the entire Gatineau territory in the interest of ensuring the cleanliness, safety and proper maintenance of residential buildings. It covers all of the conditions required to make a dwelling suitable for habitation.

The standards

The by-law sets out the minimum standards for:
• maintenance;
• dwelling size;
• lighting and ventilation;
• sanitary equipment and plumbing; and
• wiring and heating.

The by-law also aims to eliminate problems such as:
• uncleanliness and vermin;
• foul odours; and
• water seepage, humidity and deterioration.

You should be aware that . . .

In Gatineau, the by-law requires that any situation that presents a risk to the health or safety of tenants or residents must be corrected in a timely manner.

Municipal inspectors have the authority to enforce the by-law and to intervene to correct a problem. Ville de Gatineau can:
• inspect a building or a dwelling;
• request an expert opinion;
• issue a notice of infraction, indicating the deadline by which the work must be completed;
• issue a statement of offence; and
• take legal measures for work not completed.

Please note that this last action does not restrict the right to appeal to the Régie du logement if necessary.

The following are examples of conditions that could be harmful to air quality:

Behaviour by occupants
• Smoking indoors
• Insufficient ventilation in the home (natural or mechanical)
• Furniture or items placed directly against the walls that are connected to the outside of the building

Ventilation
• Inadequate operation or use of the range hood or bathroom vent

Excess moisture and mold
• Seepage or water damage left unrepaired in a room, wall or ceiling

For additional information about air quality, maintenance and cleanliness problems, check the Société d’habitation du Québec (www.habitation.gouv.qc.ca) and the Canada Mortgage and Housing Corporation (www.cmhc-schl.gc.ca/en/index.html) Web sites.


Steps to take in the event of a problem

Anyone who has reason to believe that the Règlement relatif à la salubrité et à l’entretien des habitations, des logements et des chambres is not being complied with in his or her building may:

1. Reach an amicable verbal or written agreement with the owner or tenant who is not complying with the by-law.

   Please note that it is best to use registered mail when notifying the person in question of the request to correct the problem in a timely manner. It is important to keep a copy of the letter and the receipt from the post office.

2. Call 3-1-1 to make a complaint if the problem persists. Once the complaint has been checked out, the staff at the service centre will take the necessary steps.

Sanctions associated with infractions

Any natural person who commits an infraction can be fined:
• $1,000 for a first infraction; and
• $2,000 for a repeat infraction.

In the case of a corporation, the fine would come to:
• $2,000 or more for a first infraction, and
• $2,000 for a repeat infraction.

Clarification

The material contained in this pamphlet is a summary of by-law 508-2007 on the cleanliness and maintenance of houses, dwellings and rooms in Gatineau, and is provided for information purposes. It does not replace the conditions and provisions contained in the official by-law.

The contents of this pamphlet were updated on October 1st, 2007.

Other sources of assistance

• The Régie du logement advises tenants and owners of their rights and obligations. It helps signatories to a lease to come to an agreement. If no amicable settlement can be reached, the Régie can rule on the case. To contact the Régie du logement, call 1-800-683-2245.

• The Régie du bâtiment du Québec may intervene if wiring, gas fittings or elevators appear to be unsafe. The Régie will intervene if the owner fails to correct the situation. To contact the Régie du bâtiment, call 819-772-3860.

• A physician or a CLSC can intervene if the problem presents a health risk. Please contact the Info-Santé nearest to you:
   • Aylmer sector, call 819-684-2251
   • Hull sector, call 819-770-6900
   • Gatineau sector, call 819-561-2550
   • Buckingham and Masson-Angers sectors, call 819-386-3359

• Several associations and organizations provide assistance to people wishing to take action against their landlord or tenant. For the complete list of associations and organizations, check the Gatineau Web site at www.gatineau.ca (Citizens – Urbanism – Housing).

• Gatineau runs financial assistance programs for residential renovations, subject to certain conditions, to help property owners facing expensive renovations. For additional information, call 819-595-7331.