

Tenants living in condominiums: What you need to know

If you live in an apartment or townhouse that is part of a condominium (condo), it's important that you understand your rights and responsibilities.

Your lease agreement with your landlord must follow the *Ontario Residential Tenancy Act* and the *Condominium Act*. It must also meet the specific declaration, rules and by-laws set out by your condo corporation.

You are responsible for insuring your vehicle and personal possessions. After you move in, register with the condo's management company or corporation. Give them the make and licence number of your vehicle. If you are disabled, let them know that you require assistance in case of a major emergency, such as a fire.

Each condo has its own rules about pets, smoking or growing cannabis. Your landlord should give you the condo declaration, by-laws and rules before you move in. If not, ask for them. Make sure you read and understand them.

Your **landlord** is responsible for:

- Maintaining your condo unit and repairing your condo unit (subject to the provisions of your condo's declaration)
- Letting you know if there are changes to your condo corporation's declaration, rules or by-laws
- Letting you know when the landlord or the condo corporation needs to enter your unit
- Providing a copy of the lease to the condo corporation
- Making sure that you follow the *Condominium Act*, and your condo's declaration, by-laws and rules.

Your **condo corporation** is responsible for:

- Maintaining and repairing common spaces (subject to the provisions of your condo's declaration)
- Making major decisions about building and grounds maintenance
- Managing condo finances
- Ensuring that everyone respects the *Condominium Act* and the condo declaration, by-laws and rules specific to your building

Your condo corporation generally **cannot**:

- Give you new keys or let you into your condo
- Deal with parking spot issues beyond general maintenance (i.e., snow plowing or painting new lines)
- Get involved in any Landlord and Tenant Board hearings

If you have broken the rules of the *Condominium Act* or specific provisions in the condo declaration, by-laws or rules, the board will notify you and your landlord. If your landlord does not follow up and the problem has not been resolved, the condo corporation can file to have you evicted. Depending on the declaration and rules of the condo, the condo corporation may also be able to file to remove an animal that is being a nuisance.

Have a problem? Your first call should be to your landlord. If an issue needs to go to the condo corporation, your landlord can contact them for you.

When to contact your landlord:

Ask your landlord for help with any of the following issues:

- Problems inside your unit (i.e., faulty appliances, doors, fuses, etc.)
- Issues with your parking space, locker or keys
- Challenges with other neighbours (i.e., noise complaints or resident conflicts)
- Questions about moving in or moving out

If you have a problem with your landlord, you can call:

- Landlord and Tenant Board 1-888-332-3234
- Housing Help 613-563-4532 if you live west of the Rideau Canal
- Action Logement 613-562-8219 if you live east of the Rideau Canal

When to contact your condo corporation:

The condo corporation deals mostly with condo owners and landlords, but you may wish to connect with them if you have:

- Problems with common spaces (i.e., pool, gym, party room, elevator, hallway flooding, snow removal, outdoor lighting, etc.)
- Emergencies in your unit that may cause health concerns or damage to other units, especially when you cannot reach your landlord (i.e., burst pipes).

You can connect with your condo corporation through your condo office. If you have a problem outside of office hours or if your condo does not have an office, look for an emergency phone number posted in common spaces.

When to call Police or 9-1-1

- If you see or experience a crime in progress (i.e., break ins, fights)
- If there is a life-threatening emergency that needs an immediate response (i.e., fire or medical emergency)
- For non-urgent concerns, call the Ottawa Police Service at 613-236-1222

When to call By-law or 3-1-1

- If you have a complaint after normal business hours (i.e., noise, animal control)