## Sample Information for tenants document

**ABC Property Management Company
OR John Doe [who is self-managing]**123 Elm Street
Ottawa, ON J0XJ0X

613-123-1111
johndoe@email.com

**[DATE]**

**Issued to:**

Jane Tenant

**Concerning the occupancy of:**

Unit 1 - 456 Maple Avenue

Ottawa, ON J0X J0X

This document contains important information about requesting service. **You need to share it with any other adult occupants of the rental unit.** *Optional:* You should keep this document handy.

### Requesting repairs and services

You should report **ordinary** service requests by phone (613) 123-1111 or by e-mail at admin@ ABCmanagement.com. [*If applicable:* Requests can also be made in person at the office on the ground floor, Monday to Friday between 10 am and 5 pm, using the forms provided.]

You should report **emergencies** immediately by phone to (613) 789-2222 or by e-mail to admin2@ ABCmanagement.com. Emergencies include no heat, water or electricity, water coming into the unit and other urgent safety concerns.

*As a landlord or property manager, you can choose how you instruct tenants to contact you, provided there is a way to do it verbally, a way to do it in writing (such as by mailing or delivery to your office, and a way to do it using text sent electronically.[[1]](#footnote-1) You can put the one you prefer tenants to use at the beginning, or emphasize it.*

*Mandatory messaging:[[2]](#footnote-2)* You need to report request for service to us first. If we have not responded to your request in a timely or satisfactory manner, you should follow up as above, or you can request action by the City of Ottawa by phoning 3-1-1 or visiting a Client Service Centre.

### Fire safety

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.

*Mandatory language:* Hundreds of Ottawa families are affected by preventable fires each year. Tenants are encouraged to review fire safety information at **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**

### Property Cleaning

The lobby and other common areas will be cleanly weekly, as needed. Grass in the common areas will be cut weekly, as needed. Snow clearing will occur when more than 6 cm of snow has fallen, or as otherwise required.

### Waste Management Information

A waste and re-cycling storage area is located on P1. Instructions are posted in that area. For removal, large items can be placed \_\_\_\_\_\_\_\_\_\_\_\_\_ on Wednesdays. [*Add any other site-specific waste or re-cycling requirements*.]

*OR for curbside collection*:

You are responsible for taking your waste and/or re-cycling to the end of the driveway each week. For the collection schedule and timing, and to learn more, visit the City of Ottawa’s website: [Garbage and recycling | City of Ottawa](https://ottawa.ca/en/garbage-and-recycling).

The rental unit is equipped with a blue, black and green bin. You can request a replacement bin by contacting 3-1-1. All large items and household hazardous waste must be taken to the City’s hazardous waste depot or the Trail Waste Facility.

### Parking Information

Your assigned parking space is P2, spot 34, or such other space as is provided to you by an amended parking agreement. Guest parking can be found in the underground parking lot on P1. The XYZ Company is the private parking enforcement agency responsible for parking violations. You can contact them at 613 123 3333.

*OR, as applicable*: Your tenancy agreement does not include a parking space. *AND/OR* There is no visitor parking on site.

*Unless there is both tenant parking and visitor parking on site, include*: For the rules about street parking, visit https://ottawa.ca/en/parking-roads-and-travel/parking/regulations-and-restrictions.

### Tenant Support Registration

*Mandatory messaging:* Tenants may voluntarily self-identify to us as needing assistance for 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 or the Accessibility for Ontarians with Disabilities Act. To be added to the tenant support registry, a tenant may contact us as set out in section 1, specifying the support requested. *Optional:* We will advise you what, if any, support will be provided.

At any later time, a tenant may request to be removed from the tenant registry. That should also be done by submitting the request as set out in section 1.

*Mandatory language*: 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.

### Pest control [OPTIONAL]

### Residential Tenancies Act

*Mandatory language:* 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.

I ACKNOWLEDGE RECEIPT OF THIS DOCUMENT:

NAME PRINTED: Jane Tenant

DATE:[fill in]

1. *The notes in italics are information for you, the landlord. They should be removed before the letter is given to tenants.* [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)