

## Obligations of the landlord and staff in a private seniors' residence (PSR) :

1. Treat the tenants and their relatives with courtesy and dignity while respecting their private life.
2. Ensure safety and quality of service complying with laws and regulations throughout the term of the lease.
3. Provide and maintain a dwelling in good condition.
4. Give a 24-hour notice prior to a visit (repairing, checking the dwelling, other), except in case of emergency.
5. Do not make changes in the dwelling that might alter a condition of the lease.
6. Maintain services included by the landlord in the lease and in Schedule 6 (Appendix 6) to the lease.
7. Provide a peaceful living environment.

The landlord cannot modify services offered by the PSR, withdraw them or increase the costs without your agreement.

**Under the Law, at all times, the landlord and the staff shall not retaliate or intimidate you for asserting your rights.**

## Your obligations as a tenant in a private seniors' residence (PSR) :

1. Pay the rent on the first of each month.
2. Keep the dwelling clean.
3. Notify the landlord of any defects or deterioration requiring repair or of any infestation (insects, rodents, etc.).
4. Return the dwelling in good condition when leaving the PSR.
5. Respect rules in force at PSR (building by-laws).
6. Avoid disturbing your living environment and the peace of other tenants.
7. Allow access to dwelling in case of emergency.
8. Respect term of lease.

**CAAP can verify whether your building is a PSR by checking the website of the private seniors' residence register of the Ministère de la Santé et des services sociaux (MSSS — Ministry of Health and Social Services Institutions).**

## Private Seniors' Residence (PSR) (known in French as RPA) Access to our support services regarding tenant's lease



### Free and personalized services

**Support for tenants that live in a private seniors' residence (PSR) on the Island of Montréal**

**If you have any questions regarding your lease, CAAP-Île de Montréal can help you.**

**Our CAAP provides personalized support services in order to :**

- Inform you about the rights and obligations of PSR tenants on the Island of Montréal.
- Assist and accompany you at a conciliation meeting.
- Assist and accompany you throughout the procedures of the Tribunal administratif du logement (TAL) (Rental board).

**514 861-5998, ext. 251**

*Version française disponible sur demande*



## Who can communicate with our CAAP ?

**Anyone – tenant, close relative, caregiver or future tenant** – may contact our CAAP to receive services according to their needs, **when the Private seniors' residence (PSR) is located on the Island of Montréal.**

Our purpose is to assist and accompany you in order to facilitate an appropriate agreement between you and the landlord, sometimes including other tenants, **while respecting your choices.**

## When you first call our CAAP, we will :

- Listen closely and, when necessary, direct you towards other resources in line with other needs than a PSR lease, such as CIUSSS Commissioner, Ombudsman, City of Montréal.
- Help you better understand precisely what is happening to you at your PSR and possible remedies.
- Help you prepare your file (letters, complaints, forms, notices, etc.).
- Assist you in preparing an agreement towards conciliation with the landlord and, upon request, accompany you when meeting the landlord.
- Assist you in the procedures with the *Tribunal administratif du logement* (TAL-Rental board) and, upon request, be with you at TAL hearings.

## Here are some examples of what our CAAP can do for you :

- Facilitate communication with your landlord or find common ground.
- Help you write a formal notice or fill in necessary forms (TAL-Rental board or else) or other documents to give to your landlord.
- Help you fill in forms for a request with the TAL along with supporting documents.
- Assist you in reviewing or contesting increased costs of rent or services.
- Help you negotiate the terms of your departure before the end of your lease (termination) in certain circumstances.
- Help you file a complaint about the quality of services offered by your private seniors' residence (PSR).
- Go with you to the TAL for a hearing or conciliation procedure with the TAL.
- Provide information about the rights and obligations of the landlord and your own rights and obligations regarding your PSR lease, Schedule 6 (Appendix 6) and building by-laws.
- Offer group information sessions about rights and obligations as a tenant, in our offices or at your PSR.

**CAAP-Île de Montréal is a regional community organization mandated** by the Ministère des Affaires municipales et de l'Habitation (MAMH – *Ministry of Municipal Affairs and Housing*).

CAAP are not advocacy organizations and do not provide legal advice or assistance.

The Government of Québec has enacted the **Act to combat maltreatment of seniors and other persons of full age in vulnerable situations**. We can provide information and assist you or accompany you when filing a complaint or reporting abuse.

## Revenu Québec at 1 855-291-6467

(toll free) can inform you about funding government programs and possible tax credit.

**Note** that the landlord may charge you to help fill in some tax credit-related forms.

Our staff has flexible working hours, please make an appointment before coming to our office.

**514 861-5998, ext. 251**

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