

Are you a renter with property standards concerns?

Property Standards Dwelling Unit Inspection Policy

The City's procedure with landlord and tenant matters:

- 1) The tenant provides a written letter to their landlord which addresses their specific concerns and provides a reasonable due date to the landlord to have the concerns rectified.
- 2) The tenant needs to provide a copy of the letter to the By-law Enforcement Division at City Hall (by mail, email, fax or in person).
- 3) The City asks that a minimum of 10 days is allowed for the landlord to receive the letter. This provides the landlord with time to address your concerns and any required complete tasks or to acquire the proper means to address the concerns.

If, after your letter's due date, the landlord has not rectified the concern:

- 1) The By-law Enforcement Division may conduct a Property Standards inspection at the dwelling, with written authorization from the tenant.
- 2) Any Property Standards violations found during the inspection will be addressed between the City and the landlord in an attempt to result in the property complying with the standards.

There is a new form available called the *Compliance Request Form* which will help to make the property standards reporting process more accessible to tenants. This form can be used in lieu of a written letter. You can fill it out on location or take it home to fill out at your own convenience.

The *Compliance Request Form* is available at:

- Port Cares - 92 Charlotte Street,
- The Reach Out Centre - 61 Nickel Street,
- Port Colborne Public Library - 310 King Street,
- Vale Health & Wellness Centre - 550 Elizabeth Street,
- City of Port Colborne By-law Enforcement Division, 2nd floor of City Hall - 66 Charlotte Street, and
- On the City's website at www.portcolborne.ca, under **Most Frequently Requested By-laws page - Property Standards** for your to print.

As always you may contact the By-law Enforcement Division at 905-835-2900 Ext. 229 for inquiries and assistance.