

Dignity Freedoms Rights Equality Protection
Freedoms Rights Equality Protection
Rights Equality Protection Freedoms
Equality Protection Freedoms Rights
Protection Freedoms Rights Equality
Dignity Freedoms Rights Equality
Freedoms Rights Equality Protection
Rights Equality Protection Freedoms
Equality Protection Freedoms Rights
Protection Dignité Libertés Droits Égalité
Dignité Libertés Droits Égalité Protection
Libertés Droits Égalité Protection Dignité
Droits Égalité Protection Dignité Libertés
Égalité Protection Dignité Libertés Droits
Protection Dignité Libertés Droits Égalité
Dignité Libertés Droits Égalité Protection
Libertés Droits Égalité Protection Dignité
Droits Égalité Protection Dignité Libertés
Égalité Protection Dignité Libertés Droits
Protection Dignité Libertés Droits Égalité
Dignité Libertés Droits Égalité Protection

How to rent an apartment

*Without being the victim
of discrimination*



Commission
des droits de la personne
et des droits de la jeunesse

Québec

I OVER THE TELEPHONE

Note:

- the telephone number: _____
- the name of the person to whom you are speaking:

- whether this person is:
the owner ☐ the superintendant ☐
the tenant ☐ the manager of the building ☐
other ☐

Don't forget:

- to obtain information about the apartment:
number of rooms: _____
rent: _____ \$/month
heated/unheated: _____
date on which it will be vacant: _____
- to make an appointment: _____

- to save the newspaper ad containing information about the apartment.

Important

What you want is information about the apartment. You are not to provide information about yourself over the telephone. If asked, say that you have good references that you will bring with you.

Were you refused the apartment over the telephone?

If you are refused an appointment when you call, and you believe this is because of your ethnic or national origin, or because of your language, ask a friend who is of a different ethnic or national origin to call.

If that person obtains an appointment to visit the same apartment, call the Commission des droits de la personne et des droits de la jeunesse immediately. You will be told what to do.

2 *WHEN VISITING*

Remember to bring with you:

References:

- from your present landlord or former landlords;

Proofs of payment of:

- rent, electricity, heating, gas, telephone...

The Commission des droits de la personne et des droits de la jeunesse believes that these documents should be sufficient to prove that you can pay the rent requested regularly.

Note:

- the name of the person you see: _____
- whether this person is: the manager of the building ☐
 the owner ☐ the superintendant ☐
 the tenant ☐ other ☐
- the telephone number: _____
- the name of the owner or of the company which owns the apartment: _____
- the date of the visit: _____ the time: _____

If you believe that you could be the victim of discrimination, go with someone you know who can be your witness if you decide to file a complaint.

Important

Over the telephone or at the time of the visit, get all the necessary information about the apartment. If you had obtained prior information over the telephone, check it against the information given at the time of your visit, to see whether or not they match;

- note the address:

No Street _____

Apt No City _____

3 FOLLOW THESE ADVICES

- Ask to visit the apartment before you discuss anything with the person in charge.
- If you are interested in the apartment, say that you want to rent it. The owner then has the right to verify whether you pay your rent regularly and how many people will live in the apartment.
- To prove that you can pay the rent, present your references and proofs of payments of bills.
- If the owner asks about your marital status, your social insurance number, your passport number, your source of income, etc., answer if you wish, and tell the truth. However remember that your private life is none of his business. The important thing for him is to make sure that you will pay your rent regularly.
- If he asks you to complete a form and says that he will contact you, call again yourself in a few days and note his answers each time you call.

4 ARE YOU BEING REFUSED AS TENANT?

The apartment suits you and you are ready to sign the lease, but the owner or the building superintendant starts talking about a waiting list... postpones the decision... does not say yes or no...

You have the clear impression that he is actually trying to refuse to rent the apartment to you because:

- you are Black, Asian, a Native person...;
- you have children or you are pregnant;
- you are a single parent head of family;
- you are a welfare recipient;
- you are living with someone without being married;
- or for another reason such as your sex, sexual orientation, handicap, ethnic or national origin, religion, language, age...

You may also be told explicitly that you have been refused the apartment for one of those reasons. In this case, you are the victim of discrimination and you can lodge a complaint.

5 WHAT CAN BE DONE?

Try to find out why the owner or the building superintendant refuses to rent the apartment to you.

Note:

- the reason given explicitly or implicitly:

Stay calm. Remember that quarrelling with him may prevent you from taking notes of his arguments and could put you at a disadvantage if you decided to lodge a complaint.

If the owner or the building superintendant tells you that he refuses for one of the reasons mentioned in point 4:

- tell him that, under the *Charter of Human Rights and Freedoms*, he has no right to refuse for that reason, and that you could lodge a complaint against him because his refusal is illegal;
- if that is not sufficient to make him change his mind, call the Commission des droits de la personne et des droits de la jeunesse as soon as you can and explain what happened using this record sheet.

If you can't find out why he refuses to rent the apartment to you, there are associations and organizations that can help you.



**Commission
des droits de la personne
et des droits de la jeunesse**

Québec

6 WHO CAN HELP YOU?

To obtain information as to how to defend your rights and to receive assistance, you can contact:

- an association which defends tenants' rights in your neighbourhood;
- a group which advocates on behalf of people who are more susceptible of being the victims of discrimination, like a women's group, an ethnic association, an organization defending welfare recipients or handicapped persons...

If you wish to lodge a complaint of discrimination or harassment prohibited by the *Charter of Human Rights and Freedoms*, call the office of the Commission des droits de la personne et des droits de la jeunesse in your region:

MONTRÉAL *Head office*

360, rue Saint-Jacques, 2^e étage
Montréal (Québec) H2Y 1P5

TELEPHONE: (514) 873-5146 ou 1 800 361-6477

FAX: (514) 873-6032

TELEPRINTER: (514) 873-2648

WEBSITE: www.cdpedj.qc.ca

EMAIL: webmestre@cdpedj.qc.ca

GATINEAU (819) 772-3681 or 1 888 386-6712

LONGUEUIL (450) 448-3739 or 1 877 226-7221

QUÉBEC (418) 643-4826 or 1 800 463-5621

RIMOUSKI (418) 727-3655 or 1 888 386-6713

SAGUENAY (418) 698-3636 or 1 888 386-6710

SAINT-JÉRÔME (450) 569-3219 or 1 877 226-7224

SEPT-ÎLES (418) 962-4405 or 1 888 386-6715

SHERBROOKE (819) 820-3855 or 1 888 386-6711

TROIS RIVIÈRES (819) 371-6197 or 1 877 371-6196

VAL-D'OR (819) 354-4400 or 1 877 886-4400



Commission
des droits de la personne
et des droits de la jeunesse

Québec

www.cdpedj.qc.ca

01/2003