

# Housing

Here you will find useful information to help you find housing that suits your needs.

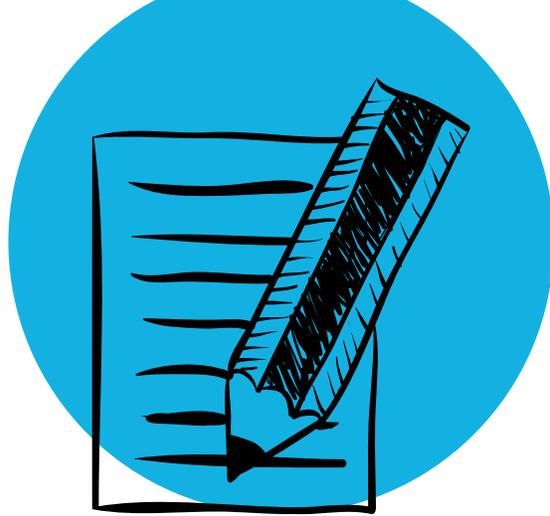
## How to find housing

- Walk along the streets looking for “À louer” (For Rent) signs;
- Read the billboards located at the entrance of businesses and organizations;
- Consult classified ads in newspapers and online ([www.kijiji.ca](http://www.kijiji.ca), [www.lesPAC.com](http://www.lesPAC.com), etc.); and
- Browse through social media groups, such as “Ton toit – Région L’Islet” and classified ads posted on Facebook.

## When you find a place you like...

- Contact the landlord.
- Do not hesitate to ask all your questions.
- Make an appointment for a visit (this does not commit you in any way).
- If the place suits you, you are ready to sign a lease.
- Inquire about the costs of heating and electricity by contacting different service providers.





## The lease, your rental contract

A lease is a rental contract binding the lessee (you) to the landlord. In exchange of rent, the landlord allows you to occupy the property.

Before signing a lease, make sure that:

- You comprehend all the terms and conditions; and
- Everything you have agreed on is indicated in the contract.

If you wish to leave the apartment at the end of your lease's term, you must send a written notice to the landlord within the required deadline. Failing to do so will result in your lease being automatically renewed.

Your landlord wants to raise your rent? This information must be communicated to you in written form when renewing your lease. However, know that you may accept or deny the raise and still renew the lease. Make sure to inquire about the possible consequences before you respond.

Do not hesitate to consult the Service d'accueil de la MRC de L'Islet, free of charge. Their staff will answer all your questions and, if necessary, help you along your housing process.

For more information: 418 598-3076



### The landlord may ask

- Your first and last name;
- Your current address; and
- With your consent: personal information (example: your former landlords' contact) to inquire about your payment history.



### The landlord may not ask

- Your Social Insurance Number (SIN);
- Your driver's licence number;
- Your health insurance number;
- A deposit; or
- To pay several months in advance.

## The right to access housing without discrimination

"You have the right to inhabit a dwelling regardless of your ethnic or national origin, skin colour, gender, pregnancy, sexual orientation, civil status, age, religion, political convictions, language, social conditions, disability or the use of any means to compensate for a disability."

Source: Régie du logement du Québec

### Information:

[www.rdl.gouv.qc.ca](http://www.rdl.gouv.qc.ca)  
1 800 683-2245

**The Office municipal d'habitation (OMH)** is a public organization providing social housing to low-income households. Tenants pay a base rent equivalent to 25% of their income.

To access these services, one must meet the following criteria:

- Hold permanent residency or the Canadian citizenship;
- Have a household income below the admissible threshold; and
- Have lived in the same municipality for at least 12 months.

Please note that there is a waiting list. Approximately 500 apartments are attributed each year.

**For more information, contact your municipal office.**

## What determines the price of rent?

- Number of rooms;
- Location;
- Proximity to services (transportation, schools, etc.);
- Furnished, semi-furnished or unfurnished apartment;
- Heating and electricity included or not.

### 4 ½ - 4 rooms:

- Living room (1)
- Two bedrooms (2)
- Kitchen (1)
- One bathroom (½)

## Furnished

All furniture is provided and included in the price.

## Semi-furnished

Stove and fridge are provided and included in the price (washer and dryer are sometimes also included).

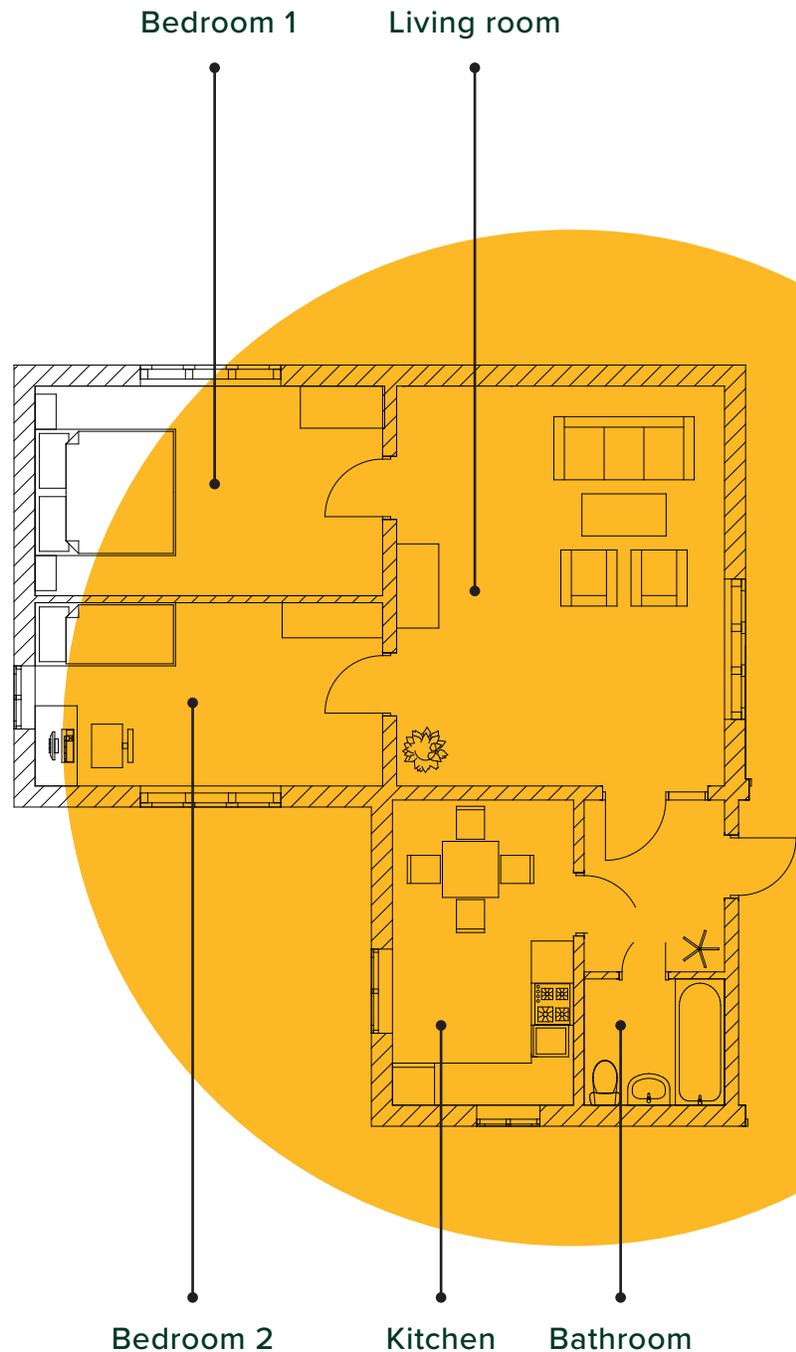
## Unfurnished

No furniture is included.

## Average Housing Cost

- MRC de L'Islet: 475 \$
- Chaudière-Appalaches: 621 \$
- Province of Québec: 720 \$

Source: Statistics Canada, 2016 Census



## Useful vocabulary related to renting

### A/C

Air conditioning.

### C.C. OU CH.

Bedroom.

### CHAUFFÉ-ÉCLAIRÉ, C.É.

Heating and electricity costs included in the rent.

### ENTRÉE LAVEUSE-SÉCHEUSE

The apartment has the required space and electrical connections for you to install your appliances (washer and dryer).

### NF OU NON-FUMEUR

Smoking is prohibited inside by the landlord.

### N.C.N.É. OU

### NON CHAUFFÉ NON ÉCLAIRÉ

Heating and electricity costs are not included in the rent; these expenses are additional.

### P.C.

Square footage (1 m = 3.3 ft.).

### STAT.

Parking space is included.



## Home Insurance

Get a home insurance policy. Offered at a reasonable price, home insurance is meant to compensate for lost belongings and pay for your expenses should you need to be relocated. Without this policy, you could lose everything in the case of a major disaster.

Home insurance automatically includes liability insurance covering the cost of damage for which you, or your child, are responsible (for example: washing machine overflow causing damage to the unit below yours).

There is no advantage in getting an insurance higher than the value of your belongings, as you will be compensated any for losses you can prove. Beware: filing a false claim to an insurance provider may be grounds for refusing your coverage.

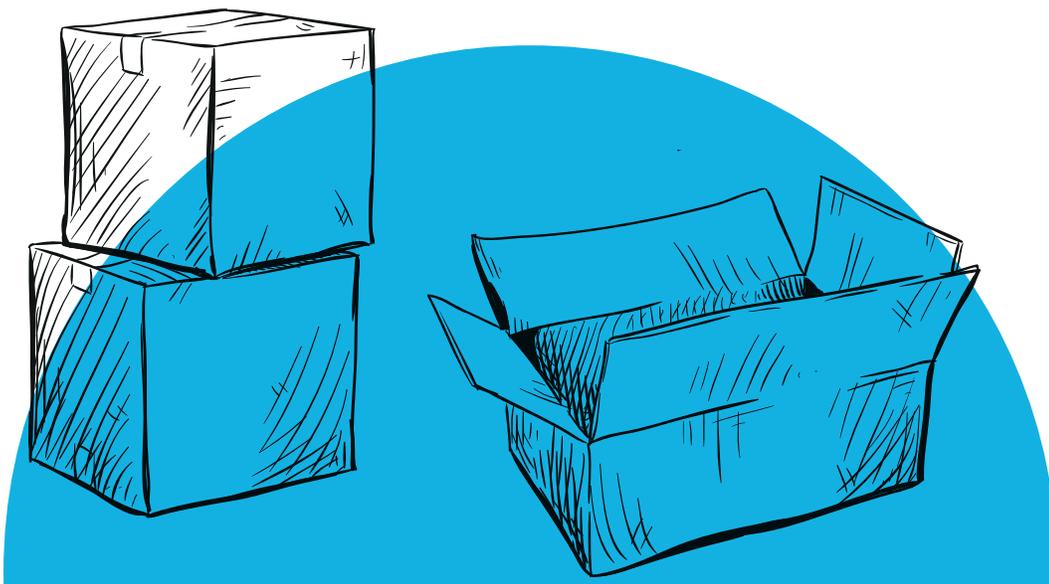
### Information:

[www.infoassurance.ca](http://www.infoassurance.ca)

## Useful Resource:

The Association coopérative d'économie familiale (ACEF) can give you information regarding consumer legislation (guarantees, recourse, etc.) and help you avoid mistakes. This association can also help you negotiate payment terms, among other things.

Do not hesitate to use its services and visit its website.  
<https://www.acefrsq.com/>



## Good Neighbourliness

In residential areas, and especially in apartment buildings, people live close to each other. To nurture friendly relations with your neighbours, it is crucial to respect their tranquility.

For instance:

- Refrain from making disturbing noises, shouting, playing loud music, hitting the walls, creating noise with tools, thumping the floor, holding large gatherings, etc.
- Do not let your children run or play in the building's corridors.
- Limit cooking smells by turning the kitchen's range hood on.
- Clear your belongings from common areas.
- Take out your garbage, compost and recycling bins and bags at the appropriate moment.
- When entering your apartment, remove your shoes (especially high heels) to avoid your footsteps from resonating into walls and ceilings.
- Follow the rules of your building, if any.

### **The behaviour of one of your neighbours bothers you?**

Act before the situation degenerates. Start by raising the issue with your neighbour in a calm and polite manner. You will probably find a compromise.

### **You plan on doing something noisy?**

Inform your neighbours in advance.

### **Something unexpected came up, and you know your neighbours may have been inconvenienced?**

Do not hesitate to drop by later to apologize, or to at least explain what was the matter.

### **Direct communication with your neighbours has not resolved the issue?**

Contact the owner of your apartment. If you can't resolve the situation together, contact the Police Service at 310-4141 or dial \*4141 on your cell phone to reach the call center, which operates 24 hours a day.





## Furniture

Several community organizations offer furniture, electrical appliances and other home essentials at a low price. Some even provide delivery services. To find out what is offered near you, dial 211 or consult the following link : [www.211quebecregions.ca](http://www.211quebecregions.ca).

You can also find furniture and accessories in department stores, malls, hardware stores, local shops and online (kijiji, lesPAC or Marketplace on Facebook). If you buy second-hand, make sure your furniture is in good condition and free of insects (such as bedbugs) and mould.



## Electricity

In Québec, electricity is most homes' main energy source (for heating, hot water and the powering of electrical appliances). Once you have found your apartment, contact Hydro-Québec to set up an account or, if you are already a customer, inform the power provider of your new address.

Electricity here is lower than in many other countries, and your power bill will vary according to the size of your home and your energy consumption.

By adjusting the thermostats accordingly, your place will be comfortable and you will save money:



In the daytime (if you are absent): **17 °C**



In the daytime and evenings (when you are home): **20 °C**



At night (if you are there or not), set the temperature to: **17 °C**

### Information:

[www.hydroquebec.com](http://www.hydroquebec.com)

1 888 385-7252



## Drinking water

You can safely drink directly from the tap – it has been treated by our municipal water system. Some houses have a personal water well, ask the owner.

However, water is not to be wasted. Make sure you do not let the water run for no reason and that all faucets are properly shut. Sound water management is a duty shared by all the citizens.

## Telephone, television and Internet

Several companies offer home phone, television and Internet connection services.

You can watch five free channels broadcast in Québec by purchasing a good quality indoor digital antenna. If you wish to subscribe to more television channels, simply contact a cable provider.

Prices are generally lower when you get a package deal. Feel free to compare prices, and keep an eye out for promotions.



## Mobile phones (cellphones)

In Canada, Internet access and mobile phone contracts are more expensive than in several other countries. It is sometimes a better idea to buy a used device (second-hand cellphone) and shop around to find the best plan.

Identify your needs so you can find a plan that suits your budget. Beware: if you cross your plan's limit, high penalties may be billed. Ask your phone provider about international calls, specifically to your home country. The cheapest option may be to use WhatsApp or the video function on your social media platforms.

### Useful resources:

Cellphone and Internet Comparison Chart

[www.protegezvous.planhub.ca/fr/home-internet](http://www.protegezvous.planhub.ca/fr/home-internet)

Canadian Radio-Television and Telecommunications Commission

[www.crtc.gc.ca](http://www.crtc.gc.ca)