

# COVID-19 Housing Resources – Ottawa

(February 11, 2021)

## For specific questions relating to tenant housing:

Examples of specific questions:

- I received a Landlord and Tenant Board Notice of Hearing in the mail saying I have a hearing on March 28, 2021 at 10:00 a.m. for my eviction. What should I do?
- There are bed bugs in my unit. I told my landlord, but he said that he is not sending anyone into the unit due to COVID-19. What can I do?

### **1. Action-Logement / Action Housing:**

- Provides free services to low to moderate income individuals and families to access and maintain safe, adequate and affordable housing.
- Open – Do not attend in person, for assistance please call (613) 562-8219

### **2. Clinique juridique francophone d'Ottawa:**

- Provides free services to French speaking individuals in the areas of housing law, immigration law, family law and social assistance law.
- Open – Do not attend in person, for assistance please call (613) 744-2892 ext. 1111

### **3. Community Legal Services of Ottawa:**

- Provides free legal services for persons with low income in the areas of housing law, immigration law, and social assistance law.
- Open – Do not attend in person, for assistance please call one of the offices:
  - Downtown location: (613) 241-7008
  - South location: (613) 733-0140
  - West location: (613) 596-1641

### **4. Connecting Ottawa:**

- Provides consultations with front-line workers to assist individuals who are linguistic minorities.
- Open – Do not attend in person, for assistance please email: [info@connectingottawa.com](mailto:info@connectingottawa.com)

### **5. Housing Help / Action Logement:**

- Provides free services to low to moderate income individuals and families to access and maintain safe, adequate and affordable housing.
- Open – Do not attend in person, for assistance please call (613) 563-4532

### **6. Reach Canada - Ottawa:**

- Provides independent legal referral services to persons with disabilities.
- Open – Do not attend in person, for assistance please call (613) 236-6636 or toll free 1-888-669-4001

### **7. University of Ottawa Community Legal Clinic:**

- Provides low income individuals and students free services in the areas of housing law, family law, criminal law, and to women who have been victims of violence in obtaining compensation.
- Open – Do not attend in person, for assistance please call (613) 562-5600

## **For general information on housing and COVID-19:**

### **1. Steps to Justice website:**

<https://stepstojustice.ca/legal-topic/housing-law>

#### **Examples of questions you can find answers to on this website:**

- I couldn't pay rent this month and my landlord is threatening to evict me. What can I do?
- My rent payment is due, but I can't pay it because of COVID-19. How will this affect me?
- Can I cancel my lease if I can't keep the place because of COVID-19?
- I have a hearing at the coming up at the Landlord and Tenant Board but I heard they are closed. What should I do?
- My landlord heard that the Sheriff's office isn't enforcing eviction orders and is threatening to change the locks and evict me themselves. Can they do this?
- Is my landlord responsible for enforcing physical distancing?
- Should my landlord be cleaning the building more during COVID-19?
- The landlord is asking tenants questions about their health status. Can they do this?
- Can my landlord refuse to come in to do repairs because of COVID-19?
- My landlord wants to show my place to prospective tenants or buyers. Can I stop people from coming in if I am worried about COVID-19?

### **2. Action Logement website:**

<https://www.action-logement.ca/en/home/>

#### **Examples of questions you can find answers to on this website:**

- I can't afford to pay my rent. What do I do?
- I am receiving a rent subsidy and I lost my part-time job. What do I do?
- Someone told me that I can't be evicted during the COVID-19 pandemic. Is that true?
- My landlord threatened to throw me out of my apartment because I haven't paid my rent. What do I do?
- My landlord has sent me an eviction notice (N4, N5, N6, N7). What does this mean during the COVID-19 pandemic?
- My landlord increased my rent. What do I do?
- My landlord gave me a legal notice for a rent increase (N1) a few months ago, and it is to take effect now. What do I do?
- My landlord is not doing repairs. What do I do?

### **3. Connecting Ottawa website:**

<https://connectingottawa.com/legal-topics/housing-law/>

#### **Examples of questions you can find answers to on this website:**

- What legal resources are available to me/clients in Ottawa?
- What social service resources are available to me/clients in Ottawa?
- What is the latest information on evictions and housing? (via News/Events)