



TITLE:

Housing Services Internal Policy, Social Services Department, Pest control

Policy NO.:

SL 012

Revisions:

July 30, 2015

July 17, 2017

January 1, 2022

February 6, 2024

Effective Date:

July 30, 2015

Date

Applies to:

The policy and procedures contained in this document apply to the following Housing Providers:

- Municipal & private non-profit
 - Public Housing;
 - Rent Supplement*.

*incl. former OCHAP/CSHP

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1. Purpose of the Policy

The purpose of this policy is to ensure a collaboration between Housing Services and Building and Engineering services to remediate any presence of pests in our housing portfolio in an effective and timely manner. The policy will also highlight the responsibility of each department.

2. Responsibility

A landlord is responsible for providing and maintaining a residential complex, including the rental units in it, in a good state of repair and fit for habitation and for complying with health, safety, housing and maintenance standards. Res. Tenancies act, 2006 section 20.1.

When a case of pests occurs in a housing unit, Building and Engineering Services assumes responsibility for ensuring their removal.

Pests can infiltrate from one apartment to another through pipes, electrical wires and cracks. In the event that there is a known and/or suspected presence of pests in a given apartment, the Building and Engineering Department assume responsibility for using a treatment method recommended by the exterminator.

The exterminator will inspect adjacent units necessary and preventive treatment may be required based on his recommendations.

The Community Relations Agent will also ensure that the tenants understand the exterminator's instructions and that they are capable physically to complete the unit preparation.

In the event that a tenant refuses to allow the exterminator access to their unit or where it is shown that pests have reappeared a second time due to the tenant's negligence (i.e., not following the exterminator's instructions), the tenant will be considered to be interfering with the extermination measures and a notice of Termination of Tenancy due to Interference with Reasonable Enjoyment, Damage or Overcrowding (N5) will be issued by the Community Relations Agent or the Housing Services Manager.

3. Procedure for bed bugs and cockroaches

The following steps will be followed by the implicated department when a tenant contacts the office to report a suspicion of pests' situation.

- Tenants will be referred to the Building and Engineering maintenance phone line to discuss the situation with the appropriate staff and the exterminator will be contacted to schedule an inspection within the next 24 hours. If the tenant communicates directly with the Building and Engineering services, they shall inform the Housing Services as soon as possible.
- After the inspection, the exterminator will make an appointment with the tenant and inform them of the procedure to follow for treatment if he deems it necessary.
- The building and engineering Services will coordinate inspections with the adjacent unit upon the recommendation of the exterminator. A 24-hour notice shall be given to the tenant unless the tenant agrees otherwise.
- The community relations agent will meet with the affected tenant to ensure they understand the procedure to follow, sign the agreement in appendix "A" and ensure they have all the resources needed to complete the preparation.
- Building and Engineering Services will provide coloured and black garbage bags to the tenant. Coloured bags shall be used for contaminated items that either need to be disposed or washed by the tenant. The black garbage bags shall be used to store treated items.
- The tenant shall bring all his domestic garbage directly in the bin outside to minimize contamination.
- A copy of the exterminator report shall be sent to the Community Relations Agent.
- The maintenance assistant clerk shall ensure the two follow-up inspections are scheduled with both the tenant and exterminator.
- Only urgent work order shall be completed at the affected address until the follow-up inspections have been completed.

4. Procedure for rodents

- Tenants will be referred to the Building and Engineering maintenance phone line to discuss the situation with the appropriate staff and the exterminator will be contacted to schedule an inspection within the next 24 hours.
- After the inspection, the exterminator will take the best course of action that he deems necessary.

- The building and engineering Services will coordinate inspections with the adjacent unit upon the recommendation of the exterminator. A 24-hour notice shall be given to the tenant unless the tenant agrees otherwise.
- Follow-up appointment will be made with the exterminator and the tenant if necessary.
- The Building and Engineering Services will contact the Community Relations Agent if the problem is related to a tenant problem or if the tenant is not co-operating. The tenant will be interfering with the extermination measures and a notice of Termination of Tenancy due to Interference with reasonable enjoyment, damage or overcrowding (N5) will be issued by the Community Relations Agent or the Housing Services Manager.

5. Other pests

- Tenants will be referred to the Building and Engineering maintenance phone line to discuss the situation with the appropriate staff and the exterminator will be contacted if they deem it necessary by the staff.
- No call to the exterminator will be made for house flies or fruit flies but control devices can be provided by the Building and Engineering services.

6. Unit Preparation for treatment

The exterminator will give his recommendations on what steps and procedure must be completed to have an effective treatment. Tenants shall follow all recommendations from the exterminator.

If a tenant can't prepare their unit due to physical or medical restrictions, an evaluation of needs will be completed by the Community Relations Agent.

- If the tenant qualifies for Rent-Geared-to-Income (RGI) an application for the Housing Assistance Fund with Ontario Works can be completed to cover the cost of the unit preparation. Eligibility shall be determined by Ontario Works.
- If the tenant isn't eligible for RGI, they will be offered the preparation at their expense.

7. Legislation

- Residential Tenancies Act, 2006, S. 20.1
- O.Reg. 517/06 Maintenances Standards
- Hawkesbury Property Standards by-law # 50–2001 s. 4.2
- Rockland Property Standards by-law # 2022-69
- Township of Champlain Property Maintenance and Occupancy Standards by-law # 99-25.

8. Questions

If you have questions about this document, please contact your Housing Services Manager at the United Counties of Prescott and Russell.

APPROVED BY: Original copy signed by Sylvie Millette

DATE: _____



Agreement

This agreement is made between the Housing Services of Prescott-Russell (Landlord) and _____ (Tenant).

The Housing Services of Prescott-Russell (Landlord) is committed to provide professional services from a licensed exterminator to resolve the _____ (pest) issue.

We will provide coloured garbage bags to help with the preparation of the unit. This will facilitate the identification of contaminated items and clean items. (OTHER ITEMS INCLUDED).

_____ (Tenant Name) shall make every reasonable effort to complete the preparation of their unit located at _____ as per the exterminator’s recommendation(s) listed on the attached document. Failure to make reasonable efforts will result in a notice to end tenancy for interfering with others, Damage or Overcrowding.

The tenant shall follow any long-term recommendation the exterminator will give.

Landlord representative

Tenant Signature