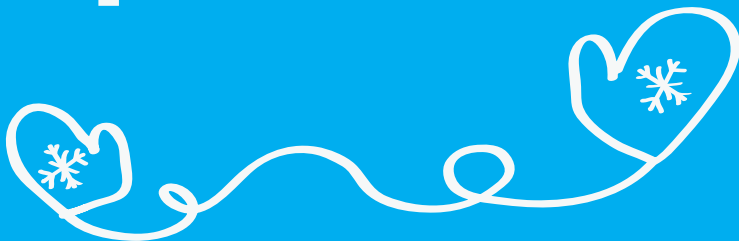
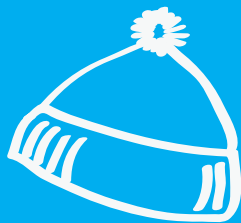


# Are You Freezing In Your Apartment?



You shouldn't have to wear a tuque and mittens inside!



**HOJO**  
Housing & Job Bank

# How you address a heating problem depends on who controls the heating



Your apartment temperature should be a comfortable 21 degrees according to the Régie du logement.

There is no specific date when the heating must be turned on. What is important is maintaining an adequate indoor temperature

## If the landlord controls the heat:

- You need to record the temperature indoors and outdoors for a few days with a thermometer and inform the landlord with an official demand letter that there is a problem. The letter must be delivered with proof of receipt (this includes a registered letter, which is sent through the post office or hand-delivered with a copy signed and dated by the landlord.)
- If it is the middle of winter and your heating stops working you may have to carry out an urgent repair yourself- there is a specific process for this that must be followed. Your landlord may always provide electric heaters as a temporary solution. Your landlord may also be required to temporarily rehouse you in an emergency.

## If the tenant controls the heat:

- Test all the heaters to see which ones are functioning. If some are not working, you will need to send an official demand letter to your landlord requesting repairs. (see above.)
- If all heaters are working but the apartment remains cold, you have a few options. Look for places where cold air may be entering the apartment. These will need to be fixed either by you or your landlord. You will need to inform your landlord of any issues with the building via an official demand letter (see above.) If the windows are the problem, you may choose to purchase plastic window insulation or make an appointment with Econologis, a government service that helps low-income households with energy efficiency.

**Visit the HOJO office to discuss your apartment heating issues. We're here to help you solve your apartment problems.**



1455 de Maisonneuve West, H-260  
Monday to Thursday 10-6 | Friday 11-4  
514-848-7474 ext. 7935  
[csu.qc.ca](http://csu.qc.ca) | [hojo.csu.qc.ca](http://hojo.csu.qc.ca)