

Housing Announces Tenants' Bill of Rights

Though it has been publicly stated many times over the years, some Housing tenants remain unaware of the options open to them to ensure their Housing concerns are addressed. In an effort to ensure tenants are fully aware of their rights and are completely comfortable discussing Housing issues with staff, a Tenants' Bill of Rights has been published.

The Bill is being mailed to all tenants province-wide, and a copy will be verbally reviewed and provided to new tenants upon signing their lease. A media release has also been issued advising the public of this Bill, and it will be permanently posted on our website (www.nlhc.nl.ca). The Bill states:

Newfoundland Labrador Housing (Housing) Tenants' Bill of Rights

Housing is committed to providing safe, affordable housing for individuals and families in need. We believe that listening and treating others the way we would wish to be treated is the key to our success. We believe that fairness, equity and respect guide our interactions with our clients and each other. In this regard, we support the following Tenants' Bill of Rights.

As a client of Housing:

- ▶ YOU HAVE THE RIGHT to contact any office of Housing to discuss your concerns;
- ▶ YOU HAVE THE RIGHT to respectful service from our organization;
- ▶ YOU HAVE THE RIGHT to quiet enjoyment of your property;
- ▶ YOU HAVE THE RIGHT to receive accurate notice of eviction pursuant to the Residential Tenancies Act;
- ▶ YOU HAVE THE RIGHT to appeal to Housing and the Residential Tenancies Board regarding landlord and tenant matters;
- ▶ YOU HAVE THE RIGHT, after exhausting appeals, to complain to the Office of the Citizens' Representative regarding decisions taken against you that you think are unfair or contrary to law;
- ▶ YOU HAVE THE RIGHT to privacy of personal information held by Housing in accordance with applicable laws.

If you have any Housing issues you would like to discuss with our staff, please contact the regional offices closest to you.

Regional Office	Telephone Number
Avalon	(709) 724-3000
Corner Brook	(709) 639-5201
Gander	(709) 256-1300
Grand Falls-Windsor	(709) 292-1000
Happy Valley-Goose Bay	(709) 896-1920
Marystown	(709) 279-5375
Stephenville	(709) 643-6826