

# Why Choose a Certified Rental Building

For all, tenants and consumers alike, choosing a place to live and to call their home is an important decision in their daily lives. For rental-housing consumers selecting a multi-residential apartment building can be a guessing game when it comes to deciding whether or not the apartment building is well maintained and if the Property Manager managing the building is committed to providing the tenants of the building good quality service.

Tenants and prospective tenants across Ontario can now have peace of mind and rent with confidence when selecting their home in a building that has met the rigorous requirements of the *Certified Rental Building Program*. This includes a requirement that each Property Manager and the respective building staff have successfully demonstrated compliance with the programs Standards or Practice.

This includes the following:

- Strict adherence to regular building cleaning schedules
- Effective communication with tenants when building repairs are necessary
- Response to resident inquires within two business days
- Human rights responsibilities practiced to tenants and employees
- Properly maintained elevators
- Adherence to provincial fire and building codes
- Well-maintained heating and cooling equipment
- Annual site inspections
- Continuous education for program staff
- Tenant information stored in compliance with PIPEDA
- Interest on last month's rent paid to tenants
- Provision of emergency contract information to tenants



*Look for the Certified Rental Building Symbol as your quality assurance choice when selecting your apartment home. Ask the Property Manager and their staff at your prospective new apartment home if their buildings have successfully met the rigorous standards of the Certified Rental Building Program.*