

## **NOTICE TO THE RESIDENTS OF THE CARE CENTRE HEATING AND HOT WATER**

The City of Cornwall received notice from Cornwall District Heating on June 10, 2020, that they disconnected heating and hot water services to The Care Centre at 5:10 p.m. on June 10, 2020.

### **Why were heat and hot water disconnected?**

Heat and hot water services were disconnected because The Care Centre's landlord has not contracted Cornwall District Heating for heat and hot water.

The City arranged with Cornwall District Heating to reconnect services to The Care Centre temporarily. Services were reconnected at 6:05 p.m. on June 10, 2020. The building continues to have heat and hot water. However, this is only a temporary connection. Heat and hot water will not be provided after August 17, 2020.

### **Why is the City involved?**

The City of Cornwall's Vital Services By-Law requires landlords to provide vital services like heating and hot water. The services must be adequately and suitably supplied to each part of their buildings that are rented or leased as a dwelling.

If a landlord fails to provide these vital services, the City is empowered to:

1. Issue a notice to the landlord setting out that the landlord is required to provide the adequate and suitable vital services, and specify a time frame for compliance;
2. Arrange directly with the suppliers for the provision of the vital services to provide temporary service; and
3. Recover the costs of providing the vital services from the landlord.

### **What has happened so far?**

Previously, in February of 2020, the City was forced to reconnect heating and hot water services to The Care Centre as it had been disconnected by Cornwall District Heating.

This situation recurred in June 2020. On June 10, the City arranged with Cornwall District Heating to provide heating and hot water services temporarily to The Care Centre.

On June 11, the City sent a notice to The Care Centre's landlord requiring it to provide vital services to The Care Centre. The landlord was given 24 hours to comply. So far, the landlord has not provided adequate and suitable vital services to The Care Centre.

### **What happens next?**

The City's provision of heat and hot water is only a temporary measure. It will expire on August 17, 2020.

On August 17, 2020, heat and hot water will no longer be provided to The Care Centre, unless the landlord of The Care Centre is able to provide the adequate and suitable supply of heat and hot water to the building.

### **I have questions. Who can I talk to?**

If you would like to know more about your rights as a tenant, you can contact the Legal Clinic at 613-932-2703.

If you require assistance with finding alternate accommodations, please contact the Social & Housing Services Department at 613-933-6282.

Chantal Blanchard                      ext. 2519

Angela Matthews                      ext. 3148

Respectfully,



Charles Bray, CBCO, CRBO  
Acting Chief Building Official

cc.        John Robinson, Senior Licensed Paralegal, JR Legal for The Care Centre  
            Maureen Adams, Chief Administrative Officer, Corporation of the City of Cornwall