

# Housing Complaints

Public Health Inspectors on the Environmental Health Team at the Middlesex-London Health Unit are involved in the management of housing complaints where health hazards may exist. Health Hazards are conditions, substances or things that are likely to have a harmful effect on the health of a person.

Examples of possible housing complaints include:

- Unsafe or lack of drinking water
- No supply of heat
- A major infestation of pests
- Sewage backing up into the home
- Lead paint
- Poor indoor air quality
- Bedbugs
- Mould

All housing complaints that are possible health hazards will be followed up by a Public Health Inspector in a timely manner.

What do I do if I have a housing concern?

- Notify the landlord both verbally and **in writing** of the problem
- Allow a reasonable time (up to two weeks) for response.
- Following refusal by the landlord or failure to respond within 2 weeks, contact the Middlesex-London Health Unit. A Public Health Inspector will follow-up with the tenant and landlord to help resolve the issue.
- If in a hotel, notify the hotel staff and contact the Health Unit. A Public Health Inspector will follow-up with the hotel in a timely manner.

## Contacting a Public Health Inspector

If you have questions or concerns about a possible housing complaint which can directly impact your health and want to speak to a Public Health Inspector on the Environmental Health Team, please call **519-663-5317 ext. 2300**.

For information on other health concerns, such as Mould, Bed Bugs, Radon, Lead, and more, visit <https://www.healthunit.com/health-hazards-housing>

March 22, 2017

[www.healthunit.com](http://www.healthunit.com)