

**Project Title:** Concordia Students- Know your Renter's Rights

**Module Title:** Module 5: What the Landlord is not able to ask or do

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**Date:** November 14, 2018

**Notes:**

**Duration:** Approximately 10 minutes

**Narration:** Woman narrator, early 20s, speaking in a cheerful and bubbly manner

**Visuals/Animation:** Created by the instructional designers

**Navigation on each slide:** Key pointing to left button takes you to the previous slide,, house button takes you to home page, key pointing to right button takes you to the next page. Bolt button leads to pop up for settings. Double arrows at top left opens the table of contents.

**Font information:** Tahoma (text) and Segoe UI (scenarios) fonts, size to vary depending on content

**Color codes:** Top and bottom toolbar (dark blue) #2d3a6c, background (light blue) #c4d5fd, background (light grey) #dedede, top and bottom toolbar (dark grey) #494949, background box (light blue) #8eb7ff, buttons (medium blue) #4573fa, navigation buttons (white) #ffffff, navigation buttons (yellow) #f8e335, text (black) #000000, title text (white) #ffffff

**Interaction:** Sequence of elements to appear on screen is indicated by numbers within square brackets. For example, [0] means that the content should be already on screen and [1], [2], etc. indicates that the content will appear sequentially linked to the narration or on mouse click.

Content provided in [square brackets] is for informational purposes.

**Visuals:**



**On Screen Content:**

**[0]** Concordia Students: Know your Renter's Rights

**Image source:**

[https://cdn.pixabay.com/photo/2015/04/27/17/12/homes-742290\\_960\\_720.jpg](https://cdn.pixabay.com/photo/2015/04/27/17/12/homes-742290_960_720.jpg)

**Navigation changes:** Key pointing to left button takes you to the previous slide (inactive), house button takes you to home page (inactive).

**Narrator Script:**

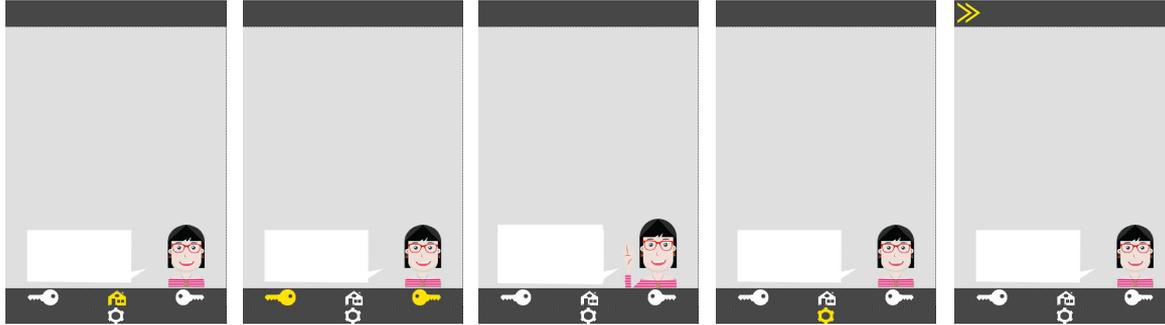
**[1]** Hi I'm tammie the tenant! I'm going to be your guide throughout this course. I have a lot of experience when it comes to renting and the horror stories to back it up. I want to help you learn about your renter's rights so you don't have to go through the same experiences I went through. Are you ready? Let's start!

**Media Information:**

**[0]** Add title as fade in and movement to top toolbar

**[1]** Add narrator on the bottom right

### Visuals:



### On Screen Content:

- [0] Home navigation button
- [0] Left facing key and right facing key buttons
- [0] Narrator figure
- [0] Settings button
- [0] Module button

### Narrator Script:

[0] Before we begin, let's go over a few things so you know how to navigate through the course. [1] The home button lets you go directly back to the homepage. [2] The two key buttons on the bottom indicate that you can move backwards and forwards. [3] On the bottom right, you'll get to see me! [4] You can also add or remove the close caption on the right bottom corner of each page by clicking on the settings button. [5] On the top left side of your screen, you will be able to see what module you are on.

### Media Information:

- [0] Narrator appears and dialogue begins
- [1] Add highlight to home button centered on bottom of page
- [2] Add highlight to left facing and right facing key buttons on each side of home button
- [3] Make narrator wave
- [4] Add highlight to settings button
- [5] Add highlight to module button

**Visuals:**

Concordia Students: Know your Renter's Rights

**By the end of this course, you will be able to**

- Identify the rights and obligations that apply when entering a lease agreement.
- Identify what are the tenant responsibilities that come with a lease agreement.
- Identify what are tenant rights.

Key, House, Gear icons

**On Screen Content:**

[0] By the end of this course: identify the rights and obligations that apply when entering a lease agreement.

- [1] Identify what are the tenant responsibilities that come with a lease agreement
- [2] Identify what are tenants rights

**Narrator Script:**

[0] Take a look at the course objectives and what you will learn about by the end of the course.

**Media Information:**

[0] Narrator dialogue

[1, 2] Appear one at a time

**Visuals:**



**On Screen Content:**

- [0] Module 1: Defining a Lease Agreement
- [0] Module 2: Rental Agreements
- [0] Module 3: Obligation of Tenants
- [0] Module 4: Obligation of the Landlord
- [0] Module 5: What the Landlord is not able to Ask or Do

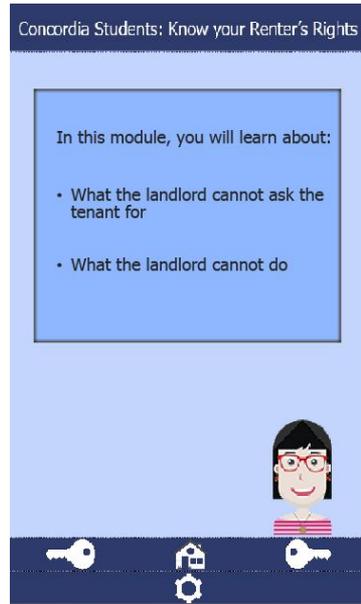
**Narrator Script:**

- [1] Now, let's look at Module 5- What the landlord cannot ask for or do.
- [2] Click on the module to begin.

**Media Information:**

- [0] Make Modules 1-4 greyed out
- [1] Narrator appears on screen
- [2] Make Module 5 clickable button

**Visuals:**



**On Screen Content:**

- [0] In this module, you will learn about:
- [1] What the landlord cannot ask the tenant for
  - [2] What the landlord cannot do

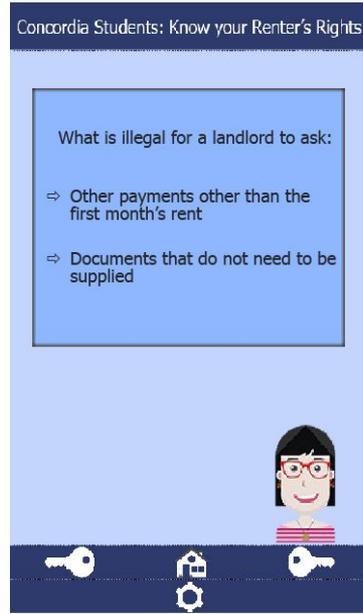
**Narrator Script:**

[0] This module covers [1] what the landlord is not permitted to ask for and [2] what the landlord cannot do before and during the lease agreement. We'll take a look at each one of these in detail.

**Media Information:**

[0] Narrator pops up  
[1, 2] Appear one at a time

**Visuals:**



**On Screen Content:**

- [0]** What is illegal for a landlord to ask:  
**[1]** Other payments other than the first month's rent  
**[2]** Documents that do not need to be supplied

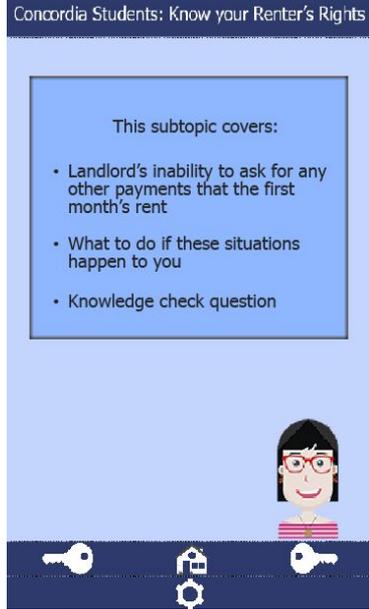
**Narrator Script:**

**[0]** Now let's look at what is illegal for the Landlord to ask.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2]** Appear one at a time

**Visuals:**



**Narrator Script:**

**[0]** This subtopic will look at **[1]** the landlord's inability to request payments other than the first month's rent, **[2]** what to do in the event that these situations happen to you, and **[3]** a knowledge check question.

**On Screen Content:**

**[0]** This subtopic covers:

- **[1]** Landlord's inability to ask for any other payments than the first month's rent
- **[2]** What to do if these situations happen to you
- **[3]** Knowledge check question

**Media Information:**

**[0]** Narrator dialogue

**[1, 2, 3]** Appear one at a time

**Visuals:**



**On Screen Content:**

**[0]** A landlord cannot ask for any other payments than the first month's rent such as:

- **[1]** Post-dated cheques
- **[2]** Deposits (e.g., keys)
- **[3]** Full amount of rent

**Narrator Script:**

**[0]** One important thing you should know before renting is that your landlord can't ask for all kinds of payments. Trust me, that happened to me, and I lost a lot of money! If they start to demand that rent be paid by **[1]** post-dated cheques or **[2]** demands deposits or **[3]** the full amount of rent if you fail to pay one installment, you have every right to say no. Your landlord should only ask for your monthly rent payments and is not permitted to ask for a security deposit.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2, 3]** Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

Here's what you can do:

- ⇒ Recognize that statements about these rental payment issues in your lease are not valid
- ⇒ Do not abide by these statements
- ⇒ Contact the Régie du Logement and file a court document



**On Screen Content:**

[0] Here's what you can do:

- [1] Recognize that statements about these rental payment issues in your lease are not valid.
- [2] Do not abide by these statements.
- [3] Contact the Régie du logement and file a court document.  
<https://www.rdl.gouv.qc.ca/en/your-application-online/filing-an-application-to-the-court>

**Narrator Script:**

- [0] If the previous situation happens to you, here's what you can do.
- [1] Any statements about these rental payment issues in your lease are not valid.
- [2] You do not need to abide by these statements.
- [3] You can contact the Régie du logement and file a court document, using the link.

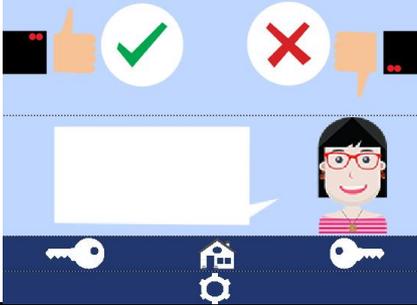
**Media Information:**

- [0] Narrator dialogue
- [1, 2, 3] Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

The landlord can request you to pay five months ahead using post-dated cheques?



**On Screen Content:**

[1] The landlord can request you to pay five months ahead using post-dated cheques?

True  
False

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

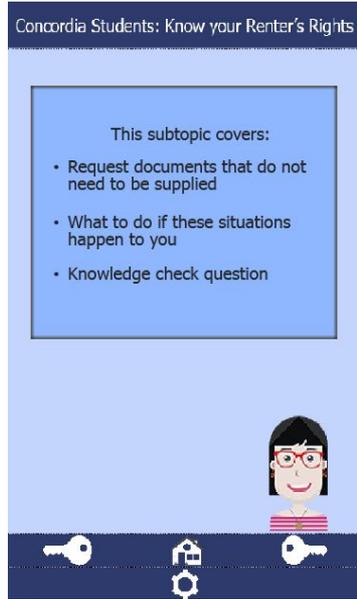
**Narrator Script:**

[0] Now it's time for a short question! You will find these along the way while you complete the course. They are there to check your understanding. Is this statement true or false?

**Media Information:**

[2] Feedback to appear after selection:  
[True] That is not correct. Your landlord cannot ask you to pay for more than one month's rent and cannot force you to provide post-dated cheques..  
[False] That is correct! Your landlord can only ask you to pay for one month's rent and cannot force you to provide post-dated cheques..

**Visuals:**



**On Screen Content:**

[0] This subtopic covers:

- [1] Request documents that do not need to be supplied
- [2] What to do if these situations happen to you
- [3] Knowledge check question.

**Narrator Script:**

[0] This subtopic will look at [1] Request documents that do not need to be supplied, [2] what to do in the event that these situations happen to you, and [3] a knowledge check question.

**Media Information:**

[0] Narrator appears  
[1,2,3] Appear one after the other

**Visuals:**

Concordia Students: Know your Renter's Rights



**On Screen Content:**

**[0]** Title

- **[1]** Passport image, Social insurance image, and Credit card image
- **[2]** Driver's License image and Medicare Card image

Image sources:

[https://commons.wikimedia.org/wiki/File:SIN\\_card.jpg](https://commons.wikimedia.org/wiki/File:SIN_card.jpg)

<https://commons.wikimedia.org/wiki/File:Canadian-passport-front-cover.jpg>

<https://pixabay.com/en/credit-card-credit-card-mastercard-3643710/>

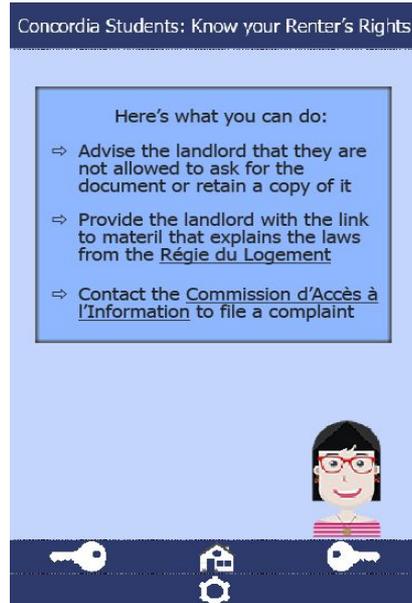
**Narrator Script:**

**[0]** One important thing to know is what type of document you need to present when you are renting for the first time. A landlord is not permitted to ask for **[1]** your passport number, your social insurance number or request credit card information. A landlord does not need any of these documents. All they really need is **[2]** a photo ID from you, and you are on your way!

**Media Information:**

**[0]** Title: Documents not required to show & Documents permitted to show  
**[1, 2]** Appear one at a time

**Visuals:**



**On Screen Content:**

[0] Here's what you can do:

- [1] Advise the landlord that they are not allowed to ask for the document or retain a copy of it.
- [2] Provide the landlord with material that explains the laws from the Régie du logement  
[https://www.rdl.gouv.qc.ca/en/signing-a-lease/the-lease-and-protection-of-personal-information?fbclid=IwAR0TEu7tt0FkteS-aYDW376lbJm\\_KtXCKcT0hpo3qoLKUvkXuSZq4URSSuM](https://www.rdl.gouv.qc.ca/en/signing-a-lease/the-lease-and-protection-of-personal-information?fbclid=IwAR0TEu7tt0FkteS-aYDW376lbJm_KtXCKcT0hpo3qoLKUvkXuSZq4URSSuM)
- [3] Contact the Commission d'Accès à l'Information to file a complaint  
[Commission d'accès à l'information](https://www.cai-ai.com/)

**Narrator Script:**

[0] If the previous situation happens to you, here's what you can do.

[1] Advise the landlord that they are not allowed to ask for the document or retain a copy of it.

[2] Provide the landlord with the link to material that explains the laws from the Régis du logement indicated here.

[3] Contact the Commission d'accès à l'information du Quebec to file a complaint at the link

**Media Information:**

[0] Narrator dialogue

[1, 2, 3] Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

Which one of these documents can a landlord request when renting?



**On Screen Content:**

**[0]** Which one of these documents can a landlord request when renting?

- Passport image
- Credit card image
- Photo ID image
- Social insurance number image

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

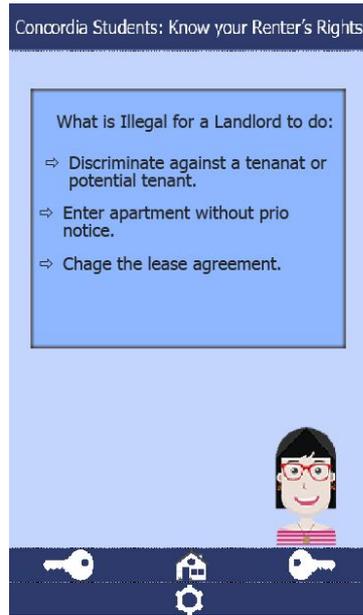
**Narrator Script:**

None.

**Media Information:**

**[1]** Feedback to appear after selection:  
[Photo ID] That is correct! A landlord can only ask you for a photo ID.  
[Passport, credit card, social insurance number ] That is not correct. A landlord does not need your social insurance number, passport number or your credit card information.

**Visuals:**



**On Screen Content:**

- [0]** What is Illegal for a Landlord to do
- **[1]** Discriminate against a tenant or potential tenant
  - **[2]** Enter apartment without prior notice
  - **[3]** Change the lease agreement

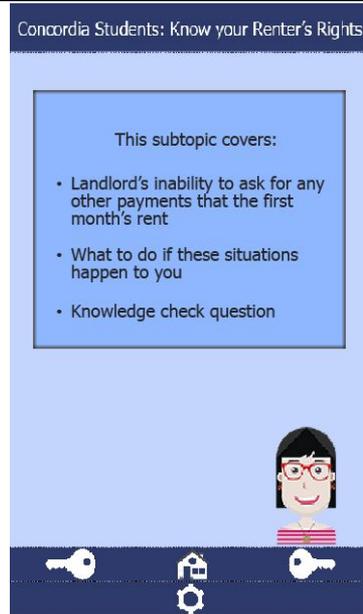
**Narrator Script:**

**[0]** Now let's look at what is illegal for the Landlord to do.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2, 3]** Appear one at a time

**Visuals:**



**On Screen Content:**

**[0]** This subtopic covers:

- **[1]** Landlord discriminating against a tenant
- **[2]** What to do if these situations happen to you
- **[3]** Knowledge check question

**Narrator Script:**

**[0]** This subtopic will look at **[1]** the landlord's inability to discriminate against a tenant, **[2]** what to do in the event that these situations happen to you, and **[3]** a knowledge check question.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2, 3]** Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

What you need to know:

- ⇒ A landlord cannot refuse to rent based on discrimination.
- ⇒ A landlord can only refuse to rent if the tenant:
  - has a criminal record
  - has not respected their responsibilities in the past
  - cannot pay rent
- ⇒ Learn more on the Quebec Human Rights and Freedom Charter website



**On Screen Content:**

[0] What you need to know:

- [1] A landlord cannot refuse to rent based on discrimination.
- [2] A landlord can only refuse to rent if the tenant:
  - has a criminal record
  - has not respected their responsibilities in the past
  - cannot pay rent
- [3] Learn more on the Quebec Human Rights and Freedom Charter website
- [3] Screenshot of website for Quebec Human Rights and Freedom Charter <http://www.cdpcj.qc.ca>

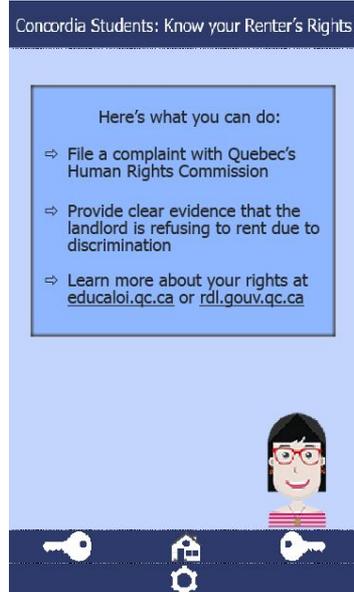
**Narrator Script:**

[0] It is important that you know what to do if you are faced with a landlord who is refusing to rent to you based on one of several possible reasons. [1] A landlord cannot refuse to rent to a tenant based on sexual orientation, race, religion or any other form of discrimination [2] A landlord can refuse to rent if there is a valid reason. [3] You can access more information on the Quebec Human Rights and Freedom Charter website.

**Media Information:**

[0] Narrator appears on screen  
[1, 2, 3] Appear one at a time  
[3] Add screenshot

**Visuals:**



**On Screen Content:**

**[0]** Here's what you can do:

- **[1]** File complaint with Quebec's Human Rights Commission
- **[2]** Provide clear evidence that the landlord is refusing to rent due to discrimination
- **[3]** Learn more about your rights - [educaloi.qc.ca](http://educaloi.qc.ca) or [rdl.gouv.qc.ca](http://rdl.gouv.qc.ca)

**Narrator Script:**

**[0]** If any of the previous situations happen to you, here's what you can do.

**[1]** File a complaint with Quebec's Human Rights Commission

**[2]** Provide clear evidence that the landlord is refusing to rent due to discrimination

**[3]** Learn more about your rights using the link provided

**Media Information:**

**[1, 2, 3]** Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

Select the correct answer.  
**When can a landlord refuse rent?**

- Sexual orientation
- Based on the race
- If a tenant has a criminal record, cannot pay rent or has a history of not respecting his responsibilities
- Any other form of discrimination



**On Screen Content:**

**[0]** Select the correct answer.

**[1]** When can a landlord refuse rent?

- Sexual orientation
- Based on the race and color
- If a tenant has a criminal record, cannot pay rent or has a history of not respecting his responsibilities
- Any other form of discrimination

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

**Narrator Script:**

None.

**Media Information:**

**[0]** Multiple choice question

**[1]** Feedback:

[a] That is correct! If a tenant has a criminal record, cannot pay rent or has a history of not respecting his responsibilities, the landlord can refuse to rent.

[b, c, d] That is not correct. A landlord cannot refuse to rent in regards to any kind of discrimination.

Concordia Students: Know your Renter's Rights

This subtopic covers:

- Making changes to the lease agreement after it's been signed
- What to do if these situations happen to you
- Knowledge check question



**On Screen Content:**

**[0]** This subtopic covers:

- **[1]** Making changes to the lease agreement after it's been signed
- **[2]** What to do if any of these situations happen to you
- **[3]** Knowledge check question.

**Narrator Script:**

**[0]** This subtopic will look at **[1]** making changes to the lease agreement after it's been signed, **[2]** what to do in the event that these situations happen to you, and **[3]** a knowledge check question.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2, 3]** Appear one at a time

**Visuals:**



**On Screen Content:**

**[0]** A landlord:

- **[1]** Must provide a 24-hour notice before being able to enter your apartment
- **[2]** Is only permitted to enter your apartment unannounced in the event of an emergency

**Narrator Script:**

**[0]** A landlord is not permitted to enter your apartment without giving you a heads up. **[1]** They must send out a notice 24 hours notice to let you know that they are stopping by. Sometimes landlords need to stop by for renovations so do not be alarmed! **[2]** However, the only time a landlord is permitted to show up unannounced is if there is an emergency.

**Media Information:**

**[1, 2]** Appear one at a time

**Visuals:**



**On Screen Content:**

**[0]** Here's what you can do:

**[1]** Talk to the landlord

**[2]** Send the landlord a letter asking them to respect the laws

**[3]** File a request with the Régie du Logement

**[4]** Keep records

- Copies of communication
- Times of visits
- Names of witnesses

**Narrator Script:**

**[0]** If any of the previous situations happen to you, here's what you can do.

**[1]** You can discuss the situation with the landlord. **[2]** If this doesn't work, you can send the landlord a letter asking to respect the laws. **[3]** If the situation continues, you can file a request with the Régie du logement to limit the landlord's access to your apartment and ask for a reduction in rent, money to compensate you or cancellation of your lease. **[4]** It is a good idea to keep copies of the letters you send, to record the times your landlord visits and to write down the names of any witnesses.

**Media Information:**

**[0]** Narrator dialogue

**[1, 2, 3, 4]** Appear one at a time

**Visuals:**

Concordia Students: Know your Renter's Rights

Drag the correct answer to complete the following sentence.

**A landlord is able to\_\_\_\_\_.**

Access your apartment without giving a 24-hour notice

Enter your apartment unannounced when there is an emergency

Show up unannounced to do repairs when no one is home



**On Screen Content:**

**[0]** Drag the correct answer to complete the following sentence.

**[1]** A landlord is able to\_\_\_\_\_.

- Access your apartment without giving a 24-hour notice
- Enter your apartment unannounced when there is an emergency
- Show up unannounced to do repairs when no one is home

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

**Narrator Script:**

None.

**Media Information:**

**[0]** Appears first on screen

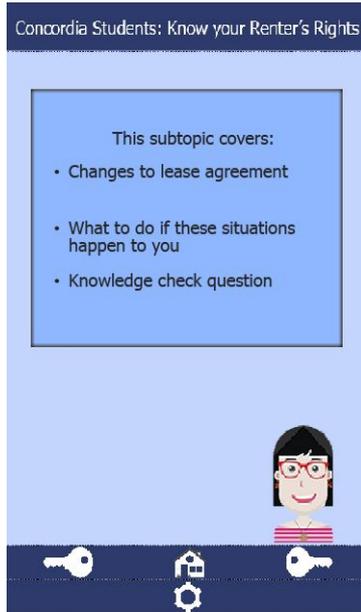
**[1]** Appear one after the other

**[2]** Feedback: Correct: Enter your apartment when there is an emergency unannounced.

Not correct: Access your apartment without giving a 24-hour notice.

Not correct: Show up at your apartment to do repairs when you aren't home with no prior notice.

**Visuals:**



**On Screen Content:**

**[0]** This subtopic covers:

- **[1]** Changes to lease agreement
- **[2]** What to do if these situations happen to you
- **[3]** Knowledge check question

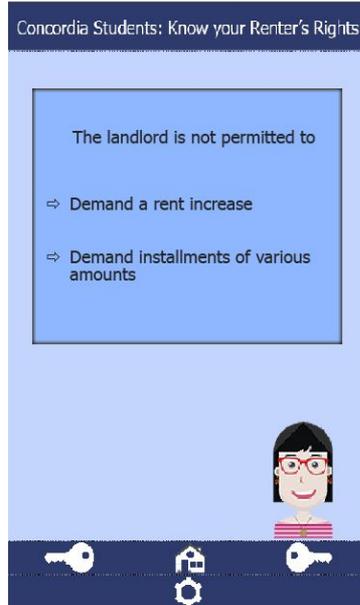
**Narrator Script:**

**[0]** This subtopic will look at **[1]** a landlord changing the lease agreement, **[2]** what to do in the event that any of these situations happen to you, and **[3]** a knowledge check question.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2, 3]** Appear one at a time

**Visuals:**



**On Screen Content:**

- [0]** The landlord is not permitted to:
- **[1]** Demand a rent increase
  - **[2]** Demand installments of various amounts

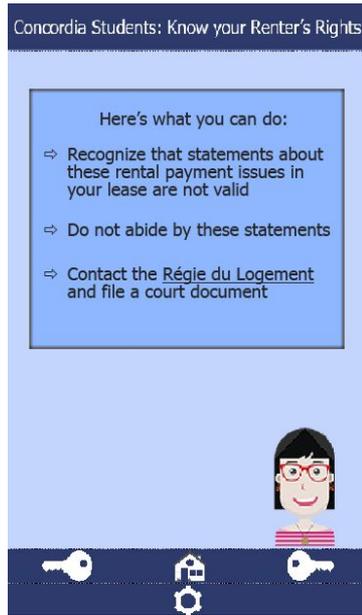
**Narrator Script:**

**[0]** One last important piece of information is about your lease. A landlord is not allowed to change your lease during the contract. **[1]** That means that he or she cannot increase rent during the course of your lease or **[2]** demand for instalments of different amounts every month.

**Media Information:**

**[0]** Narrator dialogue  
**[1, 2]** Appear one at a time

**Visuals:**



**On Screen Content:**

[0] Here's what you can do:

- [1] Recognize that statements about these rental payment issues in your lease are not valid
- [2] Do not abide by these statements
- [3] Contact the Régie du logement and file a court document  
<https://www.rdl.gouv.qc.ca/en/your-application-online/filing-an-application-to-the-court>

**Narrator Script:**

[0] If any of the previous situations happen to you, here's what you can do.

[1] Any statements about these rental payment issues in your lease are not valid, even if you've signed it.

[2] You do not need to abide by these statements.

[3] You can contact the Régie du logement and file a court document, using the link.

**Media Information:**

[0] Narrator appears

[1,2,3] Appear one after the other

**Visuals:**

Concordia Students: Know your Renter's Rights

The landlord can ask you for different installments each month. For example, it is okay to request 500\$ for the first month and 530\$ for the following months.



**On Screen Content:**

**[0]** Is the following statement true or false?

The landlord can ask you for different installments each month. For example, it is okay to request 500\$ for the first month and 530\$ for the following months.

True

False

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

**Narrator Script:**

None.

**Media Information:**

**[2]** Feedback:

[True] That is not correct. Your landlord cannot ask you to pay different amounts than those agreed upon in the lease agreement.

[False] That is correct! Your landlord can only ask you to pay for the installments agreed upon in the lease agreement.

**Visuals:**

Concordia Students: Know your Renter's Rights

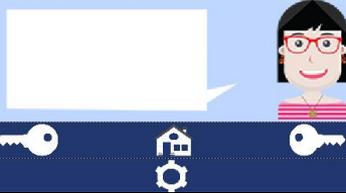
Scenarios



Jeff the  
Tenant



Raffi the  
Tenant



**Narrator Script:**

**[0]** We will now look at two scenarios relating to the topics covered thus far.

**On Screen Content:**

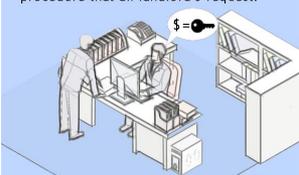
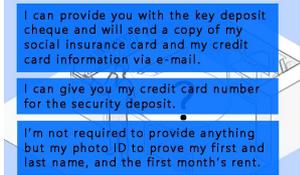
**[0]** Scenarios

- Jeff the Tenant
- Raffi the Tenant

**Media Information:**

**[0]** Go directly to scenario 6.1 Jeff the Tenant

## Visuals:

Concordia Students: Know your Renter's Rights	Concordia Students: Know your Renter's Rights	Concordia Students: Know your Renter's Rights	Concordia Students: Know your Renter's Rights
<p>Jeff has found an apartment and is ready to rent. Phil the landlord has requested for Jeff to provide a 10,00\$ deposit to make the key for his apartment. He mentions to Jeff that this is a mandatory procedure that all landlord's request.</p>	<p>Mr. Phil also asks for post-dated cheques for the first six months rent. He explains to Jeff that all tenants need to provide post-dated cheques for security purposes. In the past, he's had tenants not pay their rent on time so he's made it a requirement.</p>	<p><b>How should Jeff respond?</b></p>	<p><b>How should Jeff respond?</b></p>
			
			
			

## On Screen Content:

[0] See notes section for scenario description

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

## Narrator Script:

[0] Read the following scenario and answer the question.

## Media Information:

[1] See notes section for questions

[2] See notes section for feedback after response selected

## Visuals:

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The tenant Raffi is had problems with his sinks in the kitchen and bathroom. He has addressed this issue to the landlord, Mr.Phil, several times, and although it is not an emergency, he wanted it to be repaired.



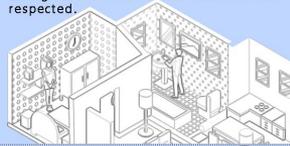
Concordia Students: Know your Renter's Rights

Mr.Phil wanted to come by with a worker during the week; however, Raffi is not home during the day and due to religious customs, Raffi's wife could not be alone with another man without the presence of her husband. Therefore, Raffi requested by e-mail several times that he come by during the weekend.



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Mr.Phil disregards Raffi's request and showed up unannounced to Raffi's apartment during the week when his wife was alone. His wife hid in her bedroom and called Raffi to let him know that the landlord came in unannounced. Raffi feel that his rights have been violated after asking several times for his customs to be respected.



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### What should Raffi do?

Raffi should keep quiet and not say anything to the landlord to avoid conflict.

Raffi should speak to the landlord to express his frustrations about him showing up unannounced. Raffi will also need to pay the rent increase.

Raffi needs to file a complaint for the violation of privacy & discrimination. The landlord must respect the lease agreement and cannot increase the rent.

Raffi can discuss his issue with his landlord, but cannot file a complaint because the landlord was simply doing his job.



## Narrator Script:

[0] Let's take a look at another scenario together. Read the following scenario and answer the question.

## On Screen Content:

[0] See notes section for scenario description

**Navigation changes:** Key pointing to right button takes you to the next page (inactive until question is answered)

## Media Information:

[1] See notes section for questions

[2] See notes section for feedback after response selected

**Visuals:**



**On Screen Content:**

[0] Congratulations! You have completed the course!

Image source:

[https://www.clipartmax.com/middle/m2i8m2K9m2m2i8Z5\\_gold-seal-with-gold-ribbon-png-clipart-image-gold-banner-ribbon-png/](https://www.clipartmax.com/middle/m2i8m2K9m2m2i8Z5_gold-seal-with-gold-ribbon-png-clipart-image-gold-banner-ribbon-png/)

**Narrator Script:**

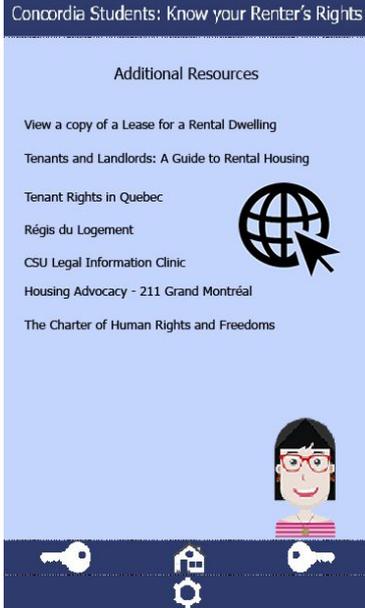
[0] Congratulations! You have completed the final module and the course. I hope that you now feel more comfortable knowing what your rights are when it comes to renting an apartment.

**Media Information:**

[0] Narrator dialogue

[0] Add image and text as pop up

## Visuals:



## On Screen Content:

[0] Additional Resources

-View a copy of a Lease for a Rental Dwelling:

[http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3\\_EN\\_005\\_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1](http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3_EN_005_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1)

-Tenants and Landlords: A Guide to Rental Housing:

<https://www.educaloi.qc.ca/en/tenants-and-landlords-guide-rental-housing>

-Tenant Rights in Quebec:

<http://tenantrights.ca/facts/quebec>

-Régis du Logement:

<https://www.rdl.gouv.qc.ca/en>

-CSU Legal Information Clinic:

<https://www.csu.qc.ca/services/lic/>

-Housing Advocacy - 211 Grand Montréal:

<https://www.211qc.ca/en/material-assistance-and-housing/housing-advocacy>

-The Charter of Human Rights and Freedoms:

[http://www.cdpcj.qc.ca/Publications/Charte\\_simplifiee\\_EN.pdf](http://www.cdpcj.qc.ca/Publications/Charte_simplifiee_EN.pdf)

Image source:

<https://pixabay.com/en/www-icon-website-world-web-upload-1632431/>

## Narrator Script:

[0] Here are some additional resources you might find useful.

## Media Information:

[0] Provide hyperlinks for each entry

**Visuals:**

Concordia Students: Know your Renter's Rights

Satisfaction Survey

Please answer the questions about the Know your Renter's Rights course you completed.

1. Using only one word, I would say this online course was:

2. How would you rate this online course?

1	2	3	4	5
Terrible		Average		Outstanding

3. How much did you know about renters' rights before taking this course?

1	2	3	4	5
Nothing		Some		A lot

How about after completing the course?

1	2	3	4	5
Nothing		Some		A lot

4. How likely are you to use some or all of the skills taught in this course when you are looking for an apartment to rent?

1	2	3	4	5
Nothing		Some		A lot

5. In your opinion, the best part of this course was:

6. According to you, one thing that could improve this course is:

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**On Screen Content:**

[0] Satisfaction Survey and its content

**Navigation info:** Key pointing to right button takes you to the next page (inactive).

**Narrator Script:**

[0] Please take a few minutes to complete this satisfaction survey. It will help improve the course.

**Media Information:**

For question 1, 5, 6 add a box to type in answer.

**Visuals:**

Concordia Students: Know your Renter's Rights

References

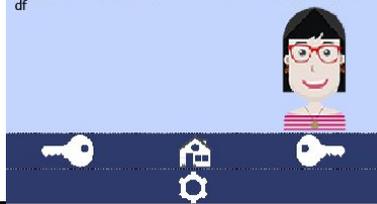
Lease-and-rental-agreements. (2018, March 31). Retrieved November 12, 2018, from <https://www.cmhc-schl.gc.ca/en/rental-housing/i-want-to-rent/lease-and-rental-agreements>

Tenant rights and landlord rights in quebec. Retrieved November 12, 2018, from <http://tenantrights.ca/facts/quebec>

Tenants and landlords: A guide to rental housing. Retrieved November 12, 2018, from <https://www.educaloi.qc.ca/en/tenants-and-landlords-guide-rental-housing>

Lease of a dwelling. Retrieved November 12, 2018, from [http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3\\_EN\\_005\\_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1](http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3_EN_005_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1)

The charter of human rights and freedoms. Retrieved November 12, 2018, from [http://www.cdpedj.qc.ca/Publications/Charte\\_simplifiee\\_EN.pdf](http://www.cdpedj.qc.ca/Publications/Charte_simplifiee_EN.pdf)



**On Screen Content:**

**[0] References**

- Lease-and-rental-agreements. (2018, March 31). Retrieved November 12, 2018, from <https://www.cmhc-schl.gc.ca/en/rental-housing/i-want-to-rent/lease-and-rental-agreements>
- Tenant rights and landlord rights in quebec. Retrieved November 12, 2018, from <http://tenantrights.ca/facts/quebec>
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- Lease of a dwelling. Retrieved November 12, 2018, from [http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3\\_EN\\_005\\_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1](http://legisquebec.gouv.qc.ca/en/resource/cr/R-8.1R3_EN_005_002.pdf?langCont=en&digest=FCD9136FB9F60314E31EC6F4149C94F1)
- The charter of human rights and freedoms. Retrieved November 12, 2018, from [http://www.cdpedj.qc.ca/Publications/Charte\\_simplifiee\\_EN.pdf](http://www.cdpedj.qc.ca/Publications/Charte_simplifiee_EN.pdf)

**Narrator Script:**

None.

**Media Information:**

**[0]** Format according to in-house style guide, provide hyperlinks for each entry