



Welcome to your new home.

Here is some useful information to keep handy

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SOCIÉTÉ D'HABITATION
ET DE DÉVELOPPEMENT
DE MONTRÉAL

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Making a service request

Maintenance, repairs, emergencies, laundry: Which request to make and when?

Urgent service requests

For any situation requiring immediate attention, call 514 380-7436.

- Water damage or water leak
- Heating failure in winter
- Non-functioning toilet
- Major infiltration
- Etc.

This line is available 24/7 and allows for assistance even outside of regular office hours.

Non-urgent service requests

If your situation is not urgent, you can [submit your application online](#) at your convenience, easily and securely, from your computer, tablet, or smartphone.

- Administrative: for any questions about your lease, rent, Internet installation, parking requests, Relevé 31, laundry card, etc.
- Repairs: for any request requiring work in your rental unit to resolve issues with electricity, plumbing, door and window repairs, locks, building intercom, etc.
- Maintenance: for any request related to the cleanliness of common areas, hygiene of the premises, upkeep of outdoor spaces and snow removal, waste management (garbage or compost collection schedule), etc.
- Extermination: for problems with insect or pest infestations.



Laundry issues

If you experience any issues with the laundry, contact Coinamatic directly. Their offices are open Monday to Friday, from 8:00 AM to 8:00 PM.

Two ways to do this:

- By phone: 1-800-561-1972
- Online, [by filling out this form](#).

To obtain a new laundry card, you must contact the SHDM by [submitting an online request](#). A fee will be charged to replace a lost card.

How to submit and track your service request?

To submit your service request, complete the SHDM [service request form](#). Once received, our team will process it and follow up with you as soon as possible.

You will also receive an email confirmation that your request has been received, along with a tracking number that allows our teams to monitor the progress of your request.

Prefer to speak directly with our team? Call 514 380-7436. A member of our staff will answer you or return your call as soon as possible.



Paying your rent

The SHDM offers four options for paying your rent.

1/ By direct withdrawal

Authorize the SHDM to withdraw your rent on the 1st day of each month directly from your bank account.

Complete the [direct withdrawal enrollment form](#) available below and return it to the SHDM by mail or in person. Your bank will then authorize the withdrawal on the 1st day of each month.

2/ By online payment

Make a secure and reliable online payment through your financial institution.

Here's how:

- Visit your financial institution's website and log in to access online banking services.
- Add the SHDM as a bill payee by searching for "SHDM" and select "SHDM-loyer." If your institution asks for a category, choose "residences, housing, and rent."
- Enter your tenant number, which corresponds to the 11 digits listed on your lease (do not confuse it with the lease form number). Enter this number without spaces or hyphens.
- Once "SHDM-loyer" is added to your list of payees, you can make your monthly payment easily and securely.

Please note: It may take 24 to 72 hours for your financial institution to process the payment before the SHDM receives it. Therefore, payments should be made at least 72 hours before the 1st of the month.

Most financial institutions also allow you to schedule recurring automatic payments on a specific date.

Important: Online payment is only available through the SHDM's partner institutions, which are: BMO, Laurentian Bank, National Bank of Canada, RBC, Scotiabank, TD Bank, CIBC, Desjardins (Accès D), HSBC, Tangerine.



3/ By mail

You can make your payment by cheque or money order made out to the Société d'habitation et de développement de Montréal (SHDM) and send it by mail to the following address:

SHDM
800, boulevard De Maisonneuve Est, bureau 2200
Montréal (Québec) H2L 4L8

IMPORTANT: Please write your tenant number on the back of the cheque. This number corresponds to the 11 digits listed on your lease (do not confuse it with the lease form number).

Can't find your tenant number? Contact us at 514 380-7436.

4/ In person

You can make your payment in cash or by Interac by visiting the SHDM located at 800 De Maisonneuve Boulevard East, Suite 2200, Montreal, Quebec H2L 4L8.

PLEASE NOTE: The SHDM offices are open Monday to Friday, from 8:30 a.m. to 12 p.m. and from 1 p.m. to 4:30 p.m., except on public holidays.



Number of tenant _____

Direct withdrawal application form

Account holder(s)		
Surname and first name of holder(s)		Phone number
Address		
City, province		Postal code
Financial institution		Recipient organization
Name of the financial institution		Name of the organization Société d'habitation et de développement de Montréal
Institution number	Transit number	Phone number 514 380-7436
Address		Address 800, boul. De Maisonneuve Est, bureau 2200
City, province	Postal code	City, province Montréal, Québec Postal code H2L 4L8
Withdrawal authorization		
I, the undersigned, authorize the recipient organization to withdraw from my account number _____, at the financial institution above with the following regularity:		
<input type="checkbox"/> Monthly, the 1 st day of each month, for the monthly rental of an apartment. <input type="checkbox"/> Each withdrawal will correspond to a fixed amount of: \$ _____, which could be increased without further authorization on my part, as long as the recipient organization notifies me in writing within the legal delays.		
Moreover, I retain the right to revoke my authorization at any time by informing the recipient organization in writing. I release the financial institution of any responsibility should the revocation not be honoured unless it is due to gross negligence on its part.		
I will inform the recipient organization in writing within a reasonable time of any changes in the present dispositions.		
I agree that the financial institution where I have my account is not obligated to verify that the payment was deducted in accordance with my authorization.		
I recognize that surrendering the present authorization to the recipient organization is equivalent to giving it to the financial institution indicated above.		
Reimbursement		Agreement on the transfer of information
The financial institution will reimburse me, in the name of the organization, the amount withdrawn by mistake in the 90 days following the withdrawal in the case a private holder and within 10 days of the withdrawal for a business holder insofar as reimbursement is requested for one of the following reasons:		I agree that the information contained in my request for approval to direct withdrawal be made available to the financial institution to the extent that this information is directly related and necessary to the implementation of the rules applicable to preapproved withdrawals.
a) the withdrawal was not carried out as per my authorization; b) my authorization was revoked; c) I have not received a 10 days notice prior to the date of withdrawal.		Signature of the holder(s)
I understand that I will need to make a written declaration for reimbursement to the financial institution on a form furnished by them.		Signature of the account holder _____ Date _____
Finally, I recognize that a request for reimbursement deposited after the time limit indicated above should be settled between the organization and me, without responsibility or commitment on the part of the financial institution.		Signature of the second holder _____ (if a joint account for which two signatures are required) Date _____
IMPORTANT: Enclose a personal check marked « Cancelled » to avoid any error of transcription. Please advise the organization of any change in your account or financial institution.		



Installing an Internet connection

If you wish to have an Internet connection installed in your unit, your Internet provider's technician will need access to your building's technical room.

Follow these 2 steps:

- 1/ Schedule an appointment with your Internet provider's technician. The appointment must be between 8:00 a.m. and 4:30 p.m., Monday to Friday.
- 2/ Submit a [service request](#) to access the technical room by filling out the online form or calling us at 514-380-7436.

The service request must be submitted at least 72 hours before your appointment. On the day of the appointment, an SHDM employee will be on-site to provide the technician access to the technical room.

Please note: The SHDM cannot guarantee access to the technical room if the request is made less than 72 hours before the technician's appointment.

Programming your intercom

Some buildings have a main door that opens via an intercom connected to your telephone.

If this applies to your unit, you must contact us upon moving in so we can program the intercom to allow you to open the door when a guest or delivery person arrives.

Two options are available:

1. Submit a repair [service request online](#) or call us at 514-380-7436.
2. An SHDM employee will schedule an appointment with you to program the intercom on your phone.



Taking the right steps to prevent accidents

Despite all prevention efforts, a fire or water leak can occur. You can reduce the impact of an incident by taking a few simple steps.

1/ **Keep your smoke detector working**

Each tenant is responsible for checking that it functions properly and for replacing the batteries. Fire prevention services recommend changing the battery at least once a year, and it is prohibited to disable the detector.

2/ **Keep a fire extinguisher within reach**

Each tenant can obtain a multi-purpose personal ABC fire extinguisher for their unit.

3/ **Have tenant insurance**

In the event of an incident, the landlord is not responsible for replacing tenants' personal belongings (clothing, furniture, electronics, etc.). Home and liability insurance protects against unforeseen events and provides financial compensation in case of an incident.

Being properly insured is important!

Contact an insurance broker or company to obtain coverage that meets your needs. For more information, you can also visit the [Chambre de l'assurance de dommages](#) website or call 514-842-2591.



Finding the right support when facing difficulties

Are you experiencing challenges in your life and don't know where to find help? It is important not to face difficulties alone.

Financial challenges, physical or mental health issues, social support—here are some resources that can offer assistance and guidance.

- Information and referral service for community services: **211**
By calling 211 or [visiting their website](#), you can find the organization or service that suits your needs. This service acts as a single point of contact, bringing together all community services in Greater Montreal.

Please also consult this [list of resources](#) for support on specific issues (budget assistance, support for seniors, health and safety issues, referrals for mental or physical health issues, etc.).



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shdm.org