



**HAN
LIVING**

Human
Adapted
Next-Gen

Tenant Guide


2026





Table des matières

2. SAFETY 🔥	5
2.1 🔥 FIRE PREVENTION	5
BBQS PROHIBITED.	5
THESE RULES ARE INTENDED TO ENSURE BUILDING SAFETY, ESPECIALLY SINCE MANY TENANTS HAVE PHYSICAL LIMITATIONS. THEY ALSO COMPLY WITH MUNICIPAL REGULATIONS AND FIRE DEPARTMENT REQUIREMENTS THAT LOGEMENT HAN MUST FOLLOW.	5
2.2 FIRE SYSTEM AND INSPECTIONS 🚒	5
INSPECTIONS ARE CARRIED OUT EVERY YEAR TO ENSURE COMPLIANCE AND SAFETY.	5
THESE VISITS ARE CONDUCTED BY: • LOGEMENT HAN MAINTENANCE STAFF • EXTERNAL COMPANIES RESPONSIBLE FOR FIRE SYSTEM MAINTENANCE	5
THE VISIT IS USUALLY QUICK AND MAY INCLUDE PREVENTIVE MAINTENANCE, SUCH AS REPLACING SMOKE DETECTOR BATTERIES.	5
A MINIMUM OF 24 HOURS' NOTICE IS PROVIDED BEFORE A VISIT, UNLESS IT IS AN EMERGENCY.	5
THESE INSPECTIONS ARE MANDATORY. REFUSAL TO PROVIDE ACCESS MAY RESULT IN ADMINISTRATIVE OR LEGAL ACTION TO ENSURE BUILDING SAFETY.	5
2.3 DETECTORS AND SPRINKLERS 🔔	5
SMOKE DETECTORS AND SPRINKLERS ARE CONNECTED TO A CENTRAL MONITORING SYSTEM. ANY MODIFICATION OR DISCONNECTION IS AUTOMATICALLY DETECTED.	5
🚫 IT IS STRICTLY PROHIBITED TO REMOVE OR MODIFY A DETECTOR, WHETHER IN YOUR UNIT OR IN COMMON AREAS.	5
👉 REPORT ANY ISSUE IMMEDIATELY TO CUSTOMER SERVICE.	5
2.4 FIRE DOORS (CERTAIN BUILDINGS) 🚪	5
THESE DOORS MUST REMAIN CLOSED AT ALL TIMES. THEY MUST NEVER BE BLOCKED OPEN WITH A WEDGE OR ANY OTHER OBJECT.	5
2.5 CAMERAS AND ALARM SYSTEMS 📹	6
SOME BUILDINGS ARE EQUIPPED WITH CAMERAS AND ALARM SYSTEMS TO ENSURE THE SAFETY OF COMMON AREAS.	6
THESE SYSTEMS: • BELONG TO LOGEMENT HAN • MUST NEVER BE MODIFIED OR DISABLED • COMPLY WITH PRIVACY LAWS	6
ANY TAMPERING CONSTITUTES A SERIOUS BREACH OF THE LEASE.	6
2.6 INTERCOM (CERTAIN BUILDINGS) 📞	6
THE INTERCOM SYSTEM IS USED TO CONTROL ACCESS TO THE BUILDING.	6
👉 YOU ARE RESPONSIBLE FOR THE PEOPLE YOU ALLOW INSIDE. 👉 ANY DAMAGE CAUSED BY IMPROPER USE MAY BE CHARGED TO YOU.	6
3. OCCUPANCY STANDARDS 👤	6
4. RELOCATION POLICY 🚚	7
5. LIABILITY INSURANCE 📄	7
6. COMMERCIAL ACTIVITY AND SOLICITATION 🚫	7
7. YOUR LEASE AND PAYMENTS	8
7.1 THE LEASE ⚖️	8
7.2 RENT CALCULATION AND PSL PROGRAM 💰	8
7.3 RENT INCREASE	9
7.4 RENT PAYMENT 📅	9
7.5 PAYMENT DIFFICULTIES 🤝	9











8. YOUR UNIT AND YOUR RESPONSIBILITIES  10

8.1 MOVE-IN AND UNIT CONDITION 10
8.2 PERMITTED AND PROHIBITED MODIFICATIONS 10
8.3 ROUTINE MAINTENANCE 10
8.4 PAINTING 11
8.5 INSECTS, VERMIN AND PESTS 11
8.6 KEYS AND LOCKS  11

9. COMMUNITY LIVING AND RULES 12

9.1 CONFLICTS BETWEEN NEIGHBORS 12
9.2 PETS  12
EMOTIONAL SUPPORT DOGS 12
9.3 CORRIDORS, STAIRS AND ELEVATOR (CERTAIN BUILDINGS) 12
9.4 WASTE MANAGEMENT 13
9.5 PARKING  13
9.6 SNOW REMOVAL 14

10. LIVING IN YOUR UNIT: SAFETY, CLEANLINESS AND RESPONSIBLE USE 14

10.1 TOBACCO, CANNABIS AND ALCOHOL  14
10.2 CLUTTER AND CLEANLINESS  14
10.3 DOORS, WINDOWS AND VENTILATION  15
10.4 ELECTRICAL SYSTEM AND HEATING  15
10.4 AIR CONDITIONING  15
PORTABLE AIR CONDITIONER 15
WINDOW AIR CONDITIONER 15
10.5 HEAT PUMP AND AIR EXCHANGER 15
10.6 SURVEILLANCE CAMERAS AND ALARM SYSTEMS  16
10.7 INTERCOM (CERTAIN BUILDINGS)  16
11.1 REPAIRS AND ACCESS TO THE UNIT 16
REPAIRS PERFORMED BY LOGEMENT HAN 16
ACCESS TO THE UNIT 16
BATHROOM AND KITCHEN 17
12.1 RANGE HOOD  17
12.2 WASHER AND DRYER 17
12.3 ELECTRICAL SYSTEM – BREAKERS 17
12.4 PROVIDED APPLIANCES 17
12.5 WATER DAMAGE AND HUMIDITY PREVENTION 17
12.6 USE OF OUTDOOR AREAS AND WILDLIFE  18
12.7 BALCONY / TERRACE  18

1. GENERAL RULES


1.1 Office Hours

- Monday to Thursday: 9:00 a.m. to 4:00 p.m.
- Friday, Saturday, Sunday and statutory holidays: closed

1.2 Repair Calls or Service Requests


For any questions or repairs, contact Logement-HAN at 1-888-833-1244.

- Option 2: Estrie
- Option 3: Bas-Saint-Laurent and Gaspésie

 Messages are checked regularly (up to 48 business hours).

1.3 Emergency Service (Outside Office Hours)

This number must be used only for housing-related emergencies.

 1-888-833-1244

- Option 5: Estrie
- Option 6: Bas-Saint-Laurent and Gaspésie

When calling, provide:

- Your name
- Your full address
- A phone number to reach you
- A brief description of the issue

Situations considered emergencies:

- No heating during cold season
- Sewer or toilet overflow
- Major water leak
- Electrical issue or immediate danger

Important:

- In case of damage or malfunction, do not attempt to repair it yourself.
- Maintenance staff intervene only when the request has been submitted through Customer Service.
- They do not receive complaints or service calls directly.

2. SAFETY

2.1 Fire Prevention

BBQs (gas, charcoal or electric) are prohibited inside units, on balconies, and on the property.

The storage of flammable or pressurized materials (e.g., propane, gasoline, solvents) is also prohibited.

These rules are intended to ensure building safety, especially since many tenants have physical limitations.

They also comply with municipal regulations and fire department requirements that Logement HAN must follow.

 All our buildings are smoke-free.

2.2 Fire System and Inspections

Inspections are carried out every year to ensure compliance and safety.

These visits are conducted by:

- Logement HAN maintenance staff
- External companies responsible for fire system maintenance

The visit is usually quick and may include preventive maintenance, such as replacing smoke detector batteries.

A minimum of 24 hours' notice is provided before a visit, unless it is an emergency.

These inspections are mandatory.

Refusal to provide access may result in administrative or legal action to ensure building safety.

2.3 Smoke detectors and Sprinklers

Smoke detectors and sprinklers are connected to a central monitoring system.

Any modification or disconnection is automatically detected.

 It is strictly prohibited to remove or modify a detector, whether in your unit or in common areas.

 Report any issue immediately to Customer Service.

2.4 Fire Doors (Certain Buildings)

These doors must remain closed at all times.

They must never be blocked open with a wedge or any other object.

2.5 Cameras and Alarm Systems 📹

Some buildings are equipped with cameras and alarm systems to ensure the safety of common areas.

These systems:

- belong to Logement HAN
- must never be modified or disabled
- comply with privacy laws

Any tampering constitutes a serious breach of the lease.

2.6 Intercom (Certain Buildings) 📞

The intercom system is used to control access to the building.

- 👉 You are responsible for the people you allow inside.
- 👉 Any damage caused by improper use may be charged to you.

🗨️ Do you have a question or concern about your unit?
Contact the Customer Service team — we are here to help.

3. OCCUPANCY STANDARDS 👤

The unit is assigned to a specific household based on eligibility criteria.

Any change in household composition must be declared and approved before a new occupant moves in.

A person is considered a regular occupant when they: • sleep regularly in the unit; • keep personal belongings there; • organize their daily life at that address; • are present on a consistent basis over time.

In such cases, an official request must be submitted to Customer Service. Logement HAN will assess the situation based on: • occupancy standards for the unit; • subsidy program criteria (e.g., PSL); • rules from the Société d'habitation du Québec (SHQ) and the OMH.

Logement HAN reserves the right to approve or refuse the addition of an occupant in order to respect these standards and ensure fairness toward households on the waiting list.

Adding a person without authorization constitutes a non-compliant situation that may result in:

- a reassessment of eligibility for the unit or subsidy;
- administrative procedures;
- or, in some cases, legal action.

For any questions or before making a decision, contact Customer Service.

4. RELOCATION POLICY

If occupancy standards or unit criteria are no longer met, Logement-HAN may require a transfer in accordance with the Civil Code of Québec (art. 1990) and articles 52 and 53 of the lease.

A tenant may also request a relocation. The request must be submitted in writing (email or letter) and must be justified based on several criteria, including:

- health or safety concerns supported by professional documentation;
- the suitability of the unit to the current household situation;
- compliance with tenant obligations (rent payment, unit maintenance);
- availability of units.

Each request is reviewed by an internal committee, and a written response is provided to the tenant.

Fees may apply depending on the situation:

- Without recognized justification: a minimum flat fee of \$2,500 or actual costs if higher, plus administrative fees;
- With recognized justification: fees related to required work and applicable administrative fees.

Relocation timelines vary depending on unit availability and administrative processes.

If approved, an agreement to terminate the current lease must be signed before a new lease is issued.

5. LIABILITY INSURANCE

Each tenant must hold insurance of at least **\$1,000,000**, covering fire, theft, and civil liability.

You must provide proof of insurance **before receiving your keys** and at each lease renewal.

6. COMMERCIAL ACTIVITY AND SOLICITATION

No commercial, political, religious, or personal solicitation is permitted in Logement HAN buildings.

It is prohibited to ask neighbors for money, cigarettes, or personal items.

The unit must be used **for residential purposes only**.


7. YOUR LEASE AND PAYMENTS

7.1 The Lease

The lease is the official agreement between you and Logement HAN. It confirms your right to occupy the unit and specifies:

- the address and description of the unit
- the amount of rent and included services
- the lease term
- the registered occupants

By signing the lease, you also agree to the rules outlined in this guide, which form an integral part of the lease.

 The lease has the same value as a contract. Both you and Logement HAN are required to respect it.

7.2 Rent Calculation and PSL Program

Rent is calculated based on household income and number of occupants.

Under the **Rent Supplement Program (PSL)**, each household pays approximately **25% of its gross annual income**.

If your income decreases significantly, you may request a reassessment of your contribution.

The request must be made through your local OMH, while also informing Logement HAN.

Electricity may or may not be included, depending on the building and municipality.

 Each year, you must provide your OMH with:

- Notice of assessment
- T4 slips
- Income tax return
- Proof of income

 Without these documents, your OMH will suspend your rent subsidy.

7.3 Rent Increase

Rent Adjustment

Rent is reviewed annually in accordance with the rules of the Tribunal administratif du logement and housing programs.

If you receive a rent supplement (PSL):

- Rent is generally about 25% of household income
- If income increases → rent may increase
- If income remains stable → rent usually remains the same

Relevé 31

Tenants receiving PSL do not receive a Relevé 31, since their rent is already calculated based on income within this housing assistance program.

7.4 Rent Payment

Rent is due on the **1st day of each month**, by pre-authorized debit from your bank account.

Although the withdrawal is dated the 1st, it may appear a few days later depending on bank processing times or holidays (**3 to 5 business days**).

On your bank statement, the withdrawal may appear under the label **BSTK**, corresponding to the rental management platform used.

If there are insufficient funds, fees will be charged by both Logement HAN and your financial institution.

7.5 Payment Difficulties

If you experience payment difficulties, notify Logement HAN **as soon as possible**.

The earlier the situation is reported, the easier it is to find a suitable solution. We may collaborate with the OMH or other organizations to support you.

A minimum of **10 business days** is required for any changes to pre-authorized payments.

Fraud Warning

Logement-HAN will never request sensitive information (SIN, full banking details, passwords) via email, Messenger, text message, or social media.

If you receive such a request, it is likely a fraud attempt.

If in doubt, contact Customer Service directly before responding.

 Do not stay alone with the issue — contact us before a delay becomes a problem.

8. YOUR UNIT AND YOUR RESPONSIBILITIES 🏠

8.1 Move-in and Unit Condition

Upon moving into your unit, take the time to carefully check its condition.

👉 If you notice any issue (damage, defect, malfunction), report it promptly to Customer Service after your move-in.

8.2 Permitted and Prohibited Modifications

Major modifications (walls, flooring, plumbing, electrical systems, kitchen cabinets, etc.) are prohibited.

Light decorations (frames, mirrors, window coverings) are permitted as long as they do not damage the unit.

For window coverings, fixtures must be installed in the outer frame to prevent damage.

Any special installation (grab bars, railings, adapted shower, etc.) must be requested in writing.

Customer Service will review the request and confirm authorization before any installation.

⚠️ Any damage caused by unauthorized modifications will be repaired at the tenant's expense.

8.3 Routine Maintenance

Each tenant is responsible for keeping their unit clean, safe, and in good condition.

- Regularly clean floors, walls, windows, appliances, and ventilation systems
- Keep balconies or terraces clean and safe
- Use installations (heating, ventilation, hot water, etc.) properly and safely (See Appendix 2 – Use of Installations)

Proper maintenance contributes to safety, durability of the unit, and overall well-being.

👉 If you have difficulty maintaining your unit, cleaning assistance services are available. You can make a request through your CLSC.

8.4 Painting

Walls must be kept in good condition.
Repainting is generally allowed approximately every 5 years.

Before starting any work, contact Customer Service to obtain the proper procedure and required authorization.

👉 Ceilings must **never** be painted by tenants.
Fire sprinklers installed in ceilings are very sensitive and can be easily damaged.

⚠️ If a sprinkler is triggered or damaged due to unauthorized work, restoration costs may be charged to the tenant.

8.5 Insects, Vermin and Pests

If you notice a significant presence of pests (cockroaches, bed bugs, large numbers of ants, etc.), notify Logement HAN immediately.

Photos may be requested to verify and identify the issue.

Logement HAN will conduct the necessary inspections and, if required, arrange treatment by a specialized company.

Your cooperation may be required (unit preparation, washing bedding, providing access).

An infestation means a repeated or significant presence of insects.
An occasional insect is generally **not** considered an infestation.

💡 Good to know
Seeing an insect occasionally does not necessarily indicate an infestation.

⚠️ Failure to follow preparation instructions may result in a recurrence of the infestation, for which the tenant will be responsible.

8.6 Keys and Locks 🗝️

Keys provided by Logement HAN remain the property of the landlord.
If you make copies, you must recover all of them and return them upon departure.
If you lose your key, a replacement can be provided, but fees will apply.
It is strictly prohibited to change or modify a lock without written authorization from Logement HAN.

If you have an issue with your lock, contact Customer Service.
Any unauthorized modification will be corrected at the tenant's expense.

9. COMMUNITY LIVING AND RULES

9.1 Conflicts Between Neighbors

Tenants must maintain respect and a peaceful environment in the building.

In case of conflict, first attempt a calm and respectful discussion.

If you have a support worker, it is important to inform them of the situation.

If the situation persists, submit a written complaint to Logement HAN.

Interventions are based on documented facts.

Logement HAN cannot relocate a tenant due to a neighbor conflict.

In case of violent or criminal behavior, call **911 immediately**.

9.2 Pets

Only one pet is allowed per unit (cat, service dog, fish, or caged bird).

All animals must be declared to Customer Service to confirm authorization.

Aquariums larger than **75 liters** are prohibited.

All animals must be sterilized, vaccinated, and receive required antiparasitic treatments.

Municipal regulations apply at all times.

Service or emotional support animals must be accompanied by medical documentation and, where applicable, training certification.

Emotional Support Dogs

Emotional support dogs may be authorized following review by Logement HAN.

The following conditions apply:

- Maximum weight: **25 lb**
- Basic training required (sit, lie down, stay, controlled behavior)
- Compliance with internal and municipal rules
- Logement HAN reserves the right to approve or refuse the request based on evaluation

The tenant remains responsible for cleanliness in their unit and common areas.

Animal waste must be picked up immediately.

Any damage or cleaning caused by an animal will be charged to the tenant.

Animals belonging to visitors are not allowed, except for recognized service animals.

If an animal causes disturbances or affects peaceful enjoyment of the premises, Logement HAN may require its removal.

Dogs must be kept on a leash at all times in common areas.

9.3 Corridors, Stairs and Elevator (Certain Buildings)

Keep common areas clean and unobstructed.

Storage of bicycles, strollers, bags, or boxes is not permitted.

Avoid excessive noise, gatherings, or games.

9.4 Waste Management

Always dispose of garbage in sealed, durable bags and only in designated areas.

It is prohibited to leave garbage on balconies, in corridors, or in entrances.

Large items (furniture, appliances, hazardous materials, etc.) must be taken to the municipal eco-center.

If maintenance staff must remove improperly placed waste, fees will be charged to the responsible tenant.

Flatten cardboard boxes before placing them in recycling bins to save space.

During moving periods or high usage, bins may fill quickly.

Use them responsibly and avoid overloading them.

💡 Proper sorting contributes to cleanliness and safety.

9.5 Parking 🚗

Parking spaces are limited.

Requests for a reserved space must be made through Customer Service, which assigns spaces based on availability.

To obtain parking, the vehicle must:

- belong to a household member
- be registered
- be in working condition

Visitor spaces are primarily intended for support workers (healthcare, home assistance, etc.).

Occasional visitors may use them only if it does not interfere with these services. Otherwise, street parking is recommended.

Vehicle repairs and games are prohibited in parking areas.

Abandoned vehicles or those leaking oil may be towed at the owner's expense.

Emergency and adapted transport vehicles always have priority in drop-off zones.

Respecting these rules ensures smooth coexistence:

park within lines, do not block access, respect reserved spaces, and drive safely.

9.6 Snow Removal

Snow removal is carried out in two stages:

early morning clearing, followed by full cleaning later.

Vehicles must be moved when requested to allow effective snow removal.

A vehicle left in place may prevent proper clearing, create snow buildup, and increase the risk of falls.

Failure to cooperate may result in towing fees.

Sand or salt is generally available to reduce slippery surfaces.

Everyone's cooperation helps maintain a safe environment.

You are responsible for clearing snow from your balcony or terrace.

If your condition prevents you from doing so, you must arrange for someone to do it on your behalf.

10. LIVING IN YOUR UNIT: SAFETY, CLEANLINESS AND RESPONSIBLE USE

10.1 Tobacco, Cannabis and Alcohol

Smoking is prohibited in all buildings at all times.

Smoking is allowed outdoors only, at least **9 meters** away from doors, windows, and air intakes.

Smoke or odors may disturb other tenants.

If this occurs, move farther away.

The consumption of alcohol or drugs is prohibited in common areas, entrances, and parking areas.

10.2 Clutter and Cleanliness

Units, balconies, and common areas must remain clear.

Accumulation of objects may:

- affect hygiene
- increase fire risks
- compromise safety

A serious unsanitary situation may lead to procedures before the **Tribunal administratif du logement (TAL)**.

10.3 Doors, Windows and Ventilation

The recommended temperature is **20 to 22°C**.

In winter:

- keep doors and windows closed to prevent energy loss and water infiltration
- brief ventilation is allowed, but never prolonged

Any damage or unusually high energy consumption caused by improper use may be charged to the tenant.


10.4 Electrical System and Heating


Electric baseboards must remain clear (curtains, furniture, carpets).

Avoid overloading power bars and do not place objects in front of electrical panels.

If heating appears defective, notify Customer Service.

 The use of space heaters is strictly prohibited.

 For efficient heating, clean baseboards regularly with a damp cloth or vacuum.

 A well-maintained unit helps avoid costly repairs.

10.4 Air Conditioning

Portable Air Conditioner

- Two outlets are provided for this type of unit
- Ensure the hose is compliant and the correct diameter
- If an adapter is required, it must be provided by the tenant (hardware store)

Window Air Conditioner

- Installation must be approved in advance by Customer Service
- The unit must be securely installed without damaging the window or façade
- The unit must be removed at the end of the summer season

10.5 Heat Pump and Air Exchanger

Heat pumps and air exchangers help maintain comfort, air quality, and prevent humidity.

They must be used according to the instructions provided at move-in.

Devices must not be modified, unplugged, obstructed, or used improperly.

Keep equipment accessible for maintenance (e.g., filter cleaning).

Notify Customer Service immediately if you notice unusual noise, odor, water accumulation, or any issue.

Logement HAN handles major maintenance and repairs related to normal wear.

Damage caused by misuse or negligence may be charged to the tenant.

To prevent humidity and mold, ventilate your unit a few minutes each day.

10.6 Surveillance Cameras and Alarm Systems 📹

Some buildings are equipped with exterior cameras and alarm systems to ensure safety in common areas.

These systems belong to Logement HAN and must never be modified.

Any attempt to disable or alter them is considered a serious breach of the lease.

Cameras are limited to common areas and are used in accordance with privacy laws.

10.7 Intercom (Certain Buildings) 📞

Intercom systems are used to control building access.

- You are responsible for the people you allow inside
- Any damage caused by improper use will be charged to the tenant

11. PRACTICAL INFORMATION AND MAINTENANCE GUIDELINES

11.1 Repairs and Access to the Unit

Repairs performed by Logement HAN

All repairs, whether minor or major, are carried out by Logement HAN's maintenance team.

This includes:

- replacing light bulbs, fuses, and smoke detector batteries
- unclogging sinks, toilets, or bathtubs
- repairing locks, door handles, appliances, heating systems, plumbing, or electrical systems
- any other intervention necessary to ensure safety and proper functioning of the unit

Access to the Unit

When a repair is requested, it is essential to allow access to the unit.

Our team always schedules an appointment in advance, except in emergencies (water leaks, no heating, power outages).

Refusing access to maintenance staff prevents intervention and violates obligations under the lease and the Civil Code of Québec.

⚠️ Important reminder

Never attempt to carry out repairs yourself.

All work must be performed by authorized Logement HAN personnel to ensure safety and compliance.

12. UNIT MAINTENANCE AND USE OF INSTALLATIONS

Bathroom and Kitchen

- Use installations properly (sink, washbasin, bathtub)
- Never dispose of solid waste, grease, or hazardous products in drains
- In case of blockage or issue, contact Customer Service before taking any action
- Strong chemical products such as Draino are prohibited
- Blockages caused by misuse may be charged to the tenant

12.1 Range Hood

- Clean the filter regularly with hot soapy water
- A clogged filter reduces ventilation and causes odors
- If the filter is damaged, notify Customer Service

12.2 Washer and Dryer

- Installation must be performed by Logement HAN maintenance staff, either at move-in or during the lease
- An adapter for the dryer hose may be required (provided by the tenant)
- Any personal installation causing damage may result in charges

12.3 Electrical System – Breakers


- If power is partially lost, check the electrical panel
- Reset the breaker to "ON" if necessary
- If the issue persists, contact Customer Service

12.4 Provided Appliances

- Use them according to their intended purpose and clean them regularly
- Report any malfunction promptly
- Damage caused by misuse may be charged to the tenant

12.5 Water Damage and Humidity Prevention

- Report any leak, infiltration, or significant condensation immediately
- Use water-related appliances safely
- Wipe condensation on windows when necessary and ventilate daily
- Clean any mold quickly
- Some equipment requires prior authorization before installation
- Waterbeds are prohibited

 Need help with maintenance? Support services are available. Customer Service can guide you.

12.6 Use of Outdoor Areas and Wildlife 🐿️

You may use outdoor areas provided you remove your belongings immediately after use.

Semi-permanent installations are not permitted (e.g., leash anchors, tents, umbrellas, etc.).

It is strictly prohibited to feed animals or birds, as this attracts pests, spreads disease, and causes damage.

Any request for recreational installations (picnic table, garden, etc.) must be submitted in writing to Customer Service.

🗨️ In case of non-compliance, Logement-HAN reserves the right to remove items without notice.

12.7 Balcony / Terrace ☀️

Balconies must remain clear for safety reasons.

It is prohibited to store bulky furniture, tires, bicycles, or hazardous materials.

Barbecues (gas, charcoal, electric, portable BBQs) are prohibited.

In winter, remove snow and ice to prevent falls or water infiltration.

💡 If in doubt, contact Customer Service before making any modification or repair.