



Canadian Consumer Handbook

Home Renovations

This content has moved to the [Home renovations](#) page on the Office of Consumer Affairs website.

Contacts For This Topic

Canada Mortgage and Housing Corporation

Head Office

700 Montreal Road
Ottawa, Ontario K1A 0P7
Telephone: 613-748-2000
Toll Free: 1-800-668-2642
Phone (TTY): 613-748-2447
Fax: 613-748-2098
Email: chic@cmhc-schl.gc.ca
Website: www.cmhc-schl.gc.ca

Prairie and Territories

Suite 200
1000-7 Avenue SW

Calgary, Alberta T2P 5L5
Telephone: 403-515-3000
Toll Free: 1-888-841-4975
Fax: 403-515-2930

British Columbia

200-1111 West Georgia Street
Vancouver, British Columbia V6E 4S4
Telephone: 604-731-5733
Phone (TTY): 1-800-309-3388
Fax: 604-737-4139
Website: www.cmhc-schl.gc.ca/en/corp/cous/cous_007.cfm

Atlantic

9th Floor
Barrington Tower
1894 Barrington Street
PO Box 9315
Station A

Halifax, Nova Scotia B3K 5W9
Telephone: 902-426-3530
Fax: 902-426-9991

Ontario

Suite 300,
100 Sheppard Avenue East

Toronto, Ontario M2N 6Z1
Telephone: 416-221-2642
Toll Free: 1-800-309-3388
Fax: 416-218-3310
Website: www.cmhc-schl.gc.ca/en/corp/cous/cous_005.cfm

Quebec

1st Floor
1100 René Lévesque
Boulevard West

Montréal, Quebec H3B 5J7
Telephone: 514-283-2222
Toll Free: 1-888-772-0772
Website: www.cmhc-schl.gc.ca/en/corp/cous/cous_004.cfm

Canadian Housing Information Centre

C1-200, 700 Montreal Road
Ottawa, Ontario K1A 0P7
Telephone: 613-748-2367
Toll Free: 1-800-668-2642
Fax: 613-748-4069
Email: chic@cmhc-schl.gc.ca
Website: www.cmhc-schl.gc.ca/en/corp/li/index.cfm

Better Business Bureaus

Better Business Bureau of Mainland B.C.

788 Beatty Street, Suite 404
Vancouver, British Columbia V6B 2M1
Telephone: 604-682-2711
Fax: 604-681-1544
Email: contactus@mbc.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-mainland-bc

Better Business Bureau of Vancouver Island

220-1175 Cook Street
Victoria, British Columbia V8V 4A1

Telephone: 250-386-6348
Toll Free: 1-877-826-4222
Fax: 250-386-2367
Email: info@vi.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-vancouver-island

Better Business Bureau of Southern Alberta and East Kootenay

#5, 1709 8 Avenue NE
Calgary, Alberta T2E 0S9
Telephone: 403-531-8784
Fax: 403-640-2514
Email: info@calgary.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-southern-alberta-and-east-kootenay

Better Business Bureau of Central and Northern Alberta

16102 100 Avenue NW
Edmonton, Alberta T5P 0L3
Telephone: 780-482-2341
Toll Free: 1-800-232-7298
Fax: 780-482-1150
Email: info@edmonton.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-central-and-northern-alberta

Better Business Bureau of Saskatchewan

980 Albert Street
Regina, Saskatchewan S4R 2P7
Telephone: 306-352-7601
Toll Free: 1-888-352-7601
Fax: 306-565-6236
Email: info@sask.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-saskatchewan

Better Business Bureau Serving Manitoba and Northwestern Ontario

1030 B Empress Street
Winnipeg, Manitoba R3G 3H4
Telephone: 204-989-9010
Toll Free: 1-800-385-3074
Fax: 204-989-9016
Email: accreditation@manitoba.bbb.org
Website: www.bbb.org/bbb-directory/ca/mb

Better Business Bureau Serving Western Ontario

206-190 Wortley Road
London, Ontario N6C 4Y7
Telephone: 519-673-3222
Toll Free: 1-877-283-9222
Fax: 519-673-5966
Email: info@westernontario.bbb.org

Website: www.bbb.org/local-bbb/bbb-serving-western-ontario

Better Business Bureau Serving Central Ontario

903 - 30 Duke Street West
Kitchener, Ontario N2H 3W5
Telephone: 519-579-3080
Toll Free: 1-800-459-8875
Fax: 519-570-0072
Email: info@mwco.bbb.org
Website: www.bbb.org/local-bbb/bbb-serving-central-ontario

Better Business Bureau of Eastern, Northern Ontario and the Outaouais

505-700 Industrial Avenue
Ottawa, Ontario K1G 0Y9
Telephone: 613-237-4856
Toll Free: 1-877-859-8566
Fax: 613-237-4878
Email: info@ottawa.bbb.org
Website: www.bbb.org/local-bbb/bbb-of-eastern-and-northern-ontario-and-the-outaouais

Better Business Bureau Serving the Atlantic Provinces

7071 Bayers Road, Suite 279
Halifax, Nova Scotia B3L 2C2
Telephone: 902-422-6581
Fax: 902-429-6457
Email: info@ap.bbb.org
Website: www.bbb.org/local-bbb/better-business-bureau-serving-the-atlantic-provinces

Canadian Association of Home and Property Inspectors

PO Box 13715
Ottawa, Ontario K2K 1X6
Telephone: 613-839-5344
Toll Free: 1-888-748-2244
Fax: 1-866-876-9877
Website: www.cahpi.ca

Canadians for Properly Built Homes

3659 Richmond Road
PO Box 11032
Station H

Ottawa, Ontario K2H 7T8

Fax: 613-248-4691
Email: info@canadiansforproperlybulthomes.com
Website: www.canadiansforproperlybulthomes.com

Homeowner Protection Centre

170 Sheppard Ave E Suite 202
Toronto, Ontario M2N 3A4

Telephone: 416-961-3487
Fax: 416-975-8819
Email: mail@homeownerprotection.ca
Website: www.homeownerprotection.ca

Provincial and Territorial Consumer Affairs Offices

Alberta

Service Alberta, Consumer Contact Centre

Commerce Place 3rd Floor
10155 102nd Street

Edmonton, Alberta T5J 4L4
Telephone: 780-427-4088
Toll Free: 1-877-427-4088
Email: service.alberta@gov.ab.ca
Website: www.servicealberta.ca

British Columbia

Consumer Protection BC

321-3600 Uptown Blvd
PO Box 9244

Victoria, British Columbia V8W 9J2
Telephone: 604-320-1667
Toll Free: 1-888-564-9963
Fax: 250-920-7181
Email: info@consumerprotectionbc.ca
Website: www.consumerprotectionbc.ca

Manitoba

Consumer Protection Office, Manitoba Justice

302-258 Portage Avenue
Winnipeg, Manitoba R3C 0B6
Telephone: 204-945-3800
Toll Free: 1-800-782-0067

Fax: 204-945-0728
Email: consumers@gov.mb.ca
Website: www.manitoba.ca/consumerinfo

New Brunswick

Financial and Consumer Services Commission

200-225 King St
Fredericton, New Brunswick E3B 1E1
Toll Free: 1-866-933-2222
Fax: 506-444-4494
Email: info@fcnb.ca
Website: fcnb.ca/financialconsumer.html

Newfoundland and Labrador

Service NL

PO Box 8700
St. John's, Newfoundland and Labrador A1B 4J6
Telephone: 709-729-2600
Toll Free: 1-877-968-2600
Fax: 709-729-6998
Email: consumeraffairs@gov.nl.ca
Website: www.servicenl.gov.nl.ca/consumer/consumer_affairs

Northwest Territories

Consumer Affairs, Department of Municipal and Community Affairs

600-5201 50th Ave
Yellowknife, Northwest Territories X1A 3S9
Telephone: 867-767-9161 ext 21022
Fax: 867-873-0309
Email: consumer_affairs@gov.nt.ca
Website: www.maca.gov.nt.ca/en/services/consumer-affairs

Nova Scotia

Public Enquiries, Service Nova Scotia

Mail Room 8 South
Maritime Centre
1505 Barrington Street

Halifax, Nova Scotia B3J 3K5
Telephone: 902-424-5200
Toll Free: 1-800-670-4357
Fax: 902-424-0720
Email: askus@novascotia.ca
Website: novascotia.ca/sns/access/individuals/consumer-awareness.asp

Nunavut

Consumer Affairs, Department of Community and Government Services

3090 9th St

P.O. Box 440

Baker Lake, Nunavut X0C 0A0

Telephone: 867-793-3303

Toll Free: 1-866-223-8139

Fax: 867-793-3321

Email: consumerprotection@gov.nu.ca

Website: www.gov.nu.ca/community-and-government-services/information/consumer-affairs

Ontario

Consumer Protection Ontario, Ministry of Government and Consumer Services

Box 450

1201 Wilson Ave Station A

Toronto, Ontario M3M 1J8

Telephone: 416-326-8800

Toll Free: 1-800-889-9768

Phone (TTY): 416-229-6086

Phone (TTY) 2: 1-877-666-6545

Fax: 416-326-8665

Email: consumer@ontario.ca

Website: www.ontario.ca/page/consumer-protection-ontario

Prince Edward Island

Consumer Services, Department of Justice and Public Safety

Shaw Building 4th Floor

95 Rochford Street

PO Box 2000

Charlottetown, Prince Edward Island C1A 7N8

Telephone: 902-368-4580

Toll Free: 1-800-658-1799

Fax: 902-368-5283

Website: www.princeedwardisland.ca/en/topic/consumer-services

Quebec

Office de la protection du consommateur

450-400 Jean-Lesage Blvd

Québec, Quebec G1K 8W4

Telephone: 418-643-1484

Toll Free: 1-888-672-2556

Fax: 418-528-0976

Website: www.opc.gouv.qc.ca

Yukon

Consumer Services, Department of Community Services

307 Black Street

Whitehorse, Yukon Y1A 2N1

Telephone: 867-667-5111

Toll Free: 1-800-661-0408 ext. 5111
Fax: 867-667-3609
Email: consumer@gov.yk.ca
Website: www.community.gov.yk.ca/consumer/cp.html

Provincial and Territorial Departments or Ministries of Housing

Alberta

Alberta Municipal Affairs and Housing, Housing Support Programs

18C Commerce Place
10155-102 Street

Edmonton, Alberta T5J 4L4
Telephone: 780-427-2732
Fax: 780-422-1419
Email: comments@gov.ab.ca
Website: www.municipalaffairs.gov.ab.ca

Alberta

Housing Support Programs, Alberta Municipal Affairs and Housing

18C Commerce Place
10155-102 Street

Edmonton, Alberta T5J 4L4
Telephone: 780-427-2732
Fax: 780-422-1419
Email: comments@gov.ab.ca
Website: www.municipalaffairs.gov.ab.ca

British Columbia

Office of Housing and Construction Standards

PO Box 9844
Stn Prov Govt

Victoria, British Columbia V8W 9T2
Telephone: 250-356-6633
Fax: 250-356-9377
Website: www.housing.gov.bc.ca

Manitoba

Manitoba Finance, Residential Tenancies Branch

302-254 Edmonton Street
Winnipeg, Manitoba R3C 3Y4
Telephone: 204-945-2476
Toll Free: 1-800-782-8403
Fax: 204-945-6273
Email: rtb@gov.mb.ca

Website: www.gov.mb.ca/finance/cca/rtb

Manitoba

Manitoba Housing Authority

Central Office
Main Floor
185 Smith Street

Winnipeg, Manitoba R3C 3G4
Telephone: 204-945-4663
Toll Free: 1-800-661-4663
Fax: 204-948-2013

New Brunswick

Rentalsman and Consumer Affairs, Department of Justice and Consumer Affairs

Room 649
Kings Place
440 King Street

Fredericton, New Brunswick E3B 5H8
Telephone: 506-453-2659
Fax: 506-444-4494
Website: www.gnb.ca/0062/Rentalsman/index-e.asp

New Brunswick

Department of Social Development

Sartain MacDonald Building
2nd Floor
551 King Street
PO Box 6000

Fredericton, New Brunswick E3B 5H1
Telephone: 506-453-2001
Fax: 506-453-5768
Website: www.gnb.ca/0017/Housing

New Brunswick

Department of Social Development

Sartain MacDonald Building
2nd Floor
551 King Street
PO Box 6000

Fredericton, New Brunswick E3B 5H1
Telephone: 506-453-2001
Fax: 506-453-5768
Website: www.gnb.ca/0017/Housing

Newfoundland and Labrador

Newfoundland and Labrador Housing Corporation

Sir Brian Dunfield Building
2 Canada Drive
PO Box 220

St. John's, Newfoundland and Labrador A1C 5J2
Telephone: 709-724-3000
Fax: 709-724-3250
Website: www.nlhc.nl.ca

Northwest Territories

Northwest Territories Housing Corporation

PO Box 2100
Yellowknife, Northwest Territories X1A 2P6
Toll Free: 1-866-956-9842
Website: www.nwthc.gov.nt.ca

Nova Scotia

Community Services, Nova Scotia Department of Community Services

Nelson Place
5675 Spring Garden Road
PO Box 696

Halifax, Nova Scotia B3J 2T7
Telephone: 902-424-6830
Toll Free: 1-877-424-1177
Fax: 902-424-0661
Website: www.gov.ns.ca/coms/housing/index.html

Nunavut

Nunavut Housing Corporation

PO Box 480
Arviat, Nunavut X0C 0E0
Telephone: 867-857-3000
Fax: 867-857-3040
Website: www.nunavuthousing.ca

Ontario

Ministry of Municipal Affairs and Housing

17th Floor
777 Bay Street

Toronto, Ontario M5G 2E5
Telephone: 416-585-7041
Toll Free: 1-866-220-2290
Phone (TTY): 416-585-6991
Email: mininfo.mah@ontario.ca
Website: www.mah.gov.on.ca

Prince Edward Island

Office of the Director of Residential Rental Property, Island Regulatory and Appeals Commission

Suite 501
134 Kent Street
PO Box 577

Charlottetown, Prince Edward Island C1A 7L1
Telephone: 902-892-3501
Toll Free: 1-800-501-6268
Fax: 902-566-4076
Website: www.irac.pe.ca/rental

Québec

Ministère des Affaires municipales, du Sport et du Loisir

5th Floor
10 Pierre-Olivier-Chauveau Street

Québec, Quebec G1R 4J3
Telephone: 418-691-2019
Fax: 418-643-7385
Email: communications@mamrot.gouv.qc.ca
Website: www.mamrot.gouv.qc.ca/

Québec

Société d'habitation du Québec

3rd Floor
Aile Saint-Amable
1054 Louis-Alexandre-Taschereau Street

Québec, Quebec G1R 5E7
Toll Free: 1-800-463-4315
Fax: 418-643-4560
Website: www.shq.gouv.qc.ca/en/index.html

Saskatchewan

Saskatchewan Housing, Department of Social Services

6th Floor
Victoria Tower
1855 Victoria Avenue

Regina, Saskatchewan S4P 3T2
Telephone: 306-787-4177
Toll Free: 1-800-667-7567
Website: www.socialservices.gov.sk.ca/housing

Yukon

Yukon Housing Corporation

410H Jarvis Street

Whitehorse, Yukon Y1A 2H5
Telephone: 867-667-5759
Toll Free: 1-800-661-0408
Toll Free 2: Local 5759
Fax: 867-667-3664
Email: ykhouse@gov.yk.ca
Website: www.housing.yk.ca
