



OpenDoors

Manitoba Hydro Offers Landlords and Tenants a Way to Save

Energy efficient upgrades can sound like major expenses to landlords.

However, with Manitoba Hydro's Affordable Energy Program, qualifying landlords can receive:

- A free in-home energy efficiency review of their rental property and
- Free energy-saving items for their rental property, such as a low-flow showerhead, faucet aerators and energy efficient lighting.

Based on the review, their rental property may also qualify for:

- Free insulation upgrades and installation worth thousands of dollars, and/or a new high-efficiency natural gas furnace (installed for only \$9.50 a month, over a five-year term, when replacing a standard efficiency natural gas furnace). The total cost to a landlord is \$570.
- A \$3,000 rebate towards a qualifying high efficiency natural gas boiler
- A free drain water heat recovery system for electric water heaters.

How does a property qualify?

Tenants living in the rental unit must meet the income levels set out by Manitoba Hydro listed below, and they must be willing to send in their income verification documents to Hydro (ex: their income tax return, or another document that meets Hydro's needs). If a landlord owns a property with multiple tenants (ex: a rooming house), Manitoba Hydro adds up the yearly incomes for all tenants.

Income levels:

One person:	\$30,410
Two people:	\$37,858
Three people:	\$46,543
Four people:	\$56,508
Five people:	\$64,090
Six people:	\$72,283
Seven or more people:	\$80,476

Getting the upgrades

If a rental property qualifies, an energy advisor will arrange to come to the property for an energy efficiency review. Landlords must make sure tenants in the rental unit get proper notice of the visit.

The energy advisor may suggest adding insulation to the attic, basement, crawlspace and/or wall cavity areas or upgrading to a high-efficiency natural gas furnace. Based on the review, landlords can choose which qualifying upgrades they would like to do.

If the tenant pays the Hydro bill and the landlord wants to upgrade the furnace, Manitoba Hydro will create a second bill for the landlord with the furnace charge on it.

What if the landlord sells the rental property?

Manitoba Hydro treats the value of the upgrades as a forgivable loan. If the rental property is sold within one year of the energy upgrades being completed, the landlord will need to pay back the remainder of the forgivable loan to Manitoba Hydro.

If you have any questions about the terms and conditions of this program, you can contact Manitoba Hydro at:

Phone: 1-855-360-3643 (toll-free) or
Email: affordableenergy@hydro.mb.ca



Reminder – Prevent the Spread of Bed Bugs

It's summer and yard sales are plentiful. Prevent the spread of bed bugs by searching any items you buy for bed bugs before bringing them into your home. For more information on bed bug prevention, go to the Manitoba government's bed bug page at: gov.mb.ca/bedbugs/. If you think you have bed bugs in your home, contact your landlord right away.

Moving into a Unit

Are you a tenant moving into your first place, moving to a new apartment or other type of rental unit? Are you a landlord with a new tenant moving into a unit? Regardless of your role, you may want to know the following to enjoy a surprise-free move:

Tenancy Agreements

Landlords may ask successful applicants to sign a tenancy agreement. Tenancy agreements show things like what the rent will be, when it is due, and what other things a tenant may need to pay (parking, storage, utilities etc). The tenancy agreement may also include rules that the landlord requires tenants to follow (for example, no smoking, no barbecues on the balcony, etc). It is very important that tenants understand the entire document before signing it. Tenants must get a copy of the tenancy agreement within 21 days of signing it and should be sure to keep their copy.

Landlords must give all new tenants a **Notice to New Tenant** form. This form gives information on the complex, the services included in the rent and the rent history (the previous rent, the current rent and any proposed rent increase). A copy of this form must be sent to the branch.

Deposits

Landlords may collect:

- A security deposit. Some landlords ask for this when a person fills out a rental application; some collect this at the time a tenancy agreement is signed. This deposit can be no more than half a month's rent.
- A pet damage deposit from tenants who have a pet in their unit (make sure to check that pets are allowed before signing a tenancy agreement). If pets are allowed in a unit, the landlord can charge a deposit of up to one month's rent (in addition to a security deposit). Service animals are not pets. Landlords cannot collect a pet damage deposit from tenants with service animals.

- A tenant services security deposit, when someone is moving into a building where tenant services are provided. The landlord can charge up to half a month's tenant services charge as a deposit (in addition to a security deposit and pet damage deposit, if applicable).

Landlords are allowed to keep these deposits until the end of a tenancy. At the end of the tenancy, if the landlord has no claim against the deposit(s), these deposit(s), plus interest, must be returned to the tenant(s).

Rental Unit Condition Report

The branch recommends that landlords and tenants always do a move-in and move-out condition report. This is a detailed form that a tenant and landlord use to go through a rental unit and note any repairs or problems in the unit (stains on carpet, marks on walls, scratches on cupboards). This report can be used as evidence if there are questions about damage to the unit at the end of a tenancy. Be sure to keep a copy of the condition report.

There are certain things for which tenants **cannot** be charged. They include:

- A fee to process a rental application
- Keys and garage door openers (landlords may charge for replacements, if a tenant loses the first set.)
- An original rent receipt when a tenant pays for rent or deposit(s) with cash
- A charge before gas, water or hydro service will be hooked up
- Charges for having a visitor stay for an extended time (tenants need to get their landlord's approval for extended-stay visitors.)

For more information on the rights and responsibilities of tenants and landlords, call or visit the Residential Tenancies Branch office nearest you or visit the branch website at manitoba.ca/rtb.



Moving out of a Rental Unit

Whether a tenant decides to move out (see our fact sheet Giving Notice – Information for Tenants manitoba.ca/cca/rtb/resource_list/givingnotice_t.pdf), or a landlord gives a tenant a Notice of Termination (a notice to move out), here are some important steps to make the move as smooth as possible.

Cleaning

When tenants move out of a rental unit, the unit must be left reasonably clean. This means the tenant must:

- Wipe or vacuum to remove dirt and dust:
 - air conditioners
 - baseboard heaters
 - fans and vents.
- Shampoo or steam the carpets if the tenant has dirtied or stained them.
- Clean the following appliances (and underneath, if they are on rollers):
 - stovetop, elements and oven
 - refrigerator and freezer (defrost if necessary)
 - microwave
 - dishwasher
 - in-suite washer and dryer.
- Wipe out all cabinets and cupboards.
- Clean the whole bathroom (this includes the cabinets and all fixtures).
- Wash all the floors that are not carpeted.
- Wash scuffmarks, fingerprints, food and any tar build-up from smoking off walls.

- Leave the curtains clean if they have been stained or dirtied (ask the landlord how they should be cleaned).
- Clean the inside panes of sliding windows, including the tracks. Tenants on the main floor are required to wash the outside window panes as well.

Repairs

If tenants, their pet, or their guests have caused any damage to the unit, the tenants are responsible to repair the damage or pay to have the damage repaired.

Completing a Rental Unit Condition Report

When it is time to move out of a rental unit, the Residential Tenancies Branch (the branch) recommends that tenants and landlords go through and check the unit together and complete a move-out rental unit condition report. If a move-in rental unit condition report was completed at the beginning of a tenancy, use the move-out portion of the same report. This report can help landlords and tenants agree on deposit(s) refunds.

Tenants should remember to:

- speak to their landlord before moving day to book an elevator if needed
- take all of their belongings
- give the landlord a forwarding address (they will need this to return any deposit(s))
- return any keys and garage remotes/swipe cards.

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(Moving out of a Rental Unit - continued)

Returning a deposit

Sometimes, at the end of a tenancy, landlords and tenants come to an agreement about who should get the deposit and interest. Landlords have 14 days to return any deposit plus interest to a tenant if the landlord doesn't have a claim against the deposit.

If a landlord has a claim against a deposit, they must send the tenant a written notice of the claim. If the tenant and landlord don't agree on the charges against the deposit(s), either one can ask the branch to make a decision on who should get the deposit(s). The branch tries to use mediation to settle the claim. If that doesn't work, an officer will decide who should get the deposit and interest. The decision is made by reviewing all the information the tenant and landlord provide.

To calculate how much interest is owed on a deposit, landlords or tenants can:

- visit **manitoba.ca/rtb** and go to the Interest Calculator
- call our information unit at 204-945-2476 in Winnipeg or toll free at 1-800-782-8403 and follow the options on the automated phone service to calculate the interest on a deposit.

If you are moving out and you have questions, please visit our website, call or come into the branch office nearest you.



Need information?

Winnipeg
302-254 Edmonton Street
or call 204-945-2476

Brandon
143-340 9th Street
or call 204-726-6230

Thompson
113-59 Elizabeth Drive
or call 204-677-6496
Toll free 1-800-782-8403

Online: manitoba.ca/rtb
Offline: in person or by phone
Visit your branch office
Monday to Friday
from 8:30 a.m. to 4:30 p.m.

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Residential Tenancies Branch
c/o Unit 7 - 1715 St. James Street
Winnipeg, MB R3H 1H3