

## **Buildings that Provide Tenant Services**

Buildings that provide tenant services (i.e. also referred to as Assisted Living, Independent Living, or Retirement Residences) are popular in Manitoba. They provide apartment-style living with added services and amenities for people who can live independently but want services such as meals, laundry, personal emergency response, recreation and wellness.

Tenancies in these types of buildings fall under *The Residential Tenancies Act*. Tenants pay rent and a tenant services charge. Tenancies with tenant services must have written tenancy agreements. The agreement must show the amounts – separately – that tenants pay each month for rent and tenant services. Landlords must tell tenants about the tenant services charges before a tenancy agreement is signed.

There is a 48-hour “cooling off” period before tenants take possession of rental units in a building that provides tenant services. This gives tenants an opportunity to think more about their tenancy agreement and allows them to change their mind, as long as they haven’t already moved in.

If tenants in these buildings have problems, they can ask the Residential Tenancies Branch (the branch) for help.

For example, if a tenant asks the landlord for repair services but doesn’t get them, the tenant could come to the branch for help in getting the work done. If the number of meals provided is reduced, the branch can investigate to make sure there is an appropriate reduction in the charge tenants pay. However, if the tenant has a problem with the type of food being served, the branch would not be able to help.

Landlords can charge up to half a month’s tenant services charge for a tenant service security deposit. This deposit can be used to cover any unpaid tenant services charges or other money owed that is related to a tenant service (ex: a tenant caused damage to a vehicle used for transportation and didn’t get it fixed).

The tenant services security deposit can increase or decrease if a new tenant is added to the tenancy or a tenant leaves the tenancy. For example, if a tenant marries, the tenant services charge may increase once the tenant’s spouse moves in. If the tenant services charge increases, the landlord can ask the tenant

to pay a higher tenant services security deposit – up to half of the new tenant services charge.

If you live in a building that includes tenant services and you have questions about your rights and responsibilities, or how the branch can help, contact the branch office nearest you or visit our website at [www.manitoba.ca/rtb](http://www.manitoba.ca/rtb).

**Note:**

It is important to note that some tenants may need additional supports, like home care or supportive housing services. These added supports are arranged through your local regional health authority and are **not** part of the tenancy agreement.