

# **POSSIBLE MAIL DISRUPTION**

There is a possibility of a Canada Post mail disruption.

## **For rent payments, this means:**

- Landlords must make reasonable arrangements for the collection of rent (for example, tell tenants where to pay the rent in person).
- Tenants are responsible to pay their rent on time. Tenants who receive cheques from Employment and Income Assistance (EIA) must pick up their cheque from one of the offices listed in the link below.
- Landlords who receive rent directly from EIA need to pick up the cheques at the appropriate office. Landlords cannot send tenants to pick up cheques that are payable to landlords. If landlords don't pick up their cheques, they can't give tenants notice to move for non-payment of rent and they cannot charge tenants late payment fees.
- A list of EIA cheque pick-up locations is posted at <http://news.gov.mb.ca/news/index.html?archive=&item=38330> , under Background Information on the top right side of the page.

Cheques will be ready for pick-up beginning on Monday, June 20 at these offices. The offices will be open Monday to Friday between 8:30am-4:30pm.

You must bring proper identification to pick up your cheque. If you are unable to pick up your cheque, call your caseworker to make other arrangements.

**NOTE:** Cheques will not be sent through the mail until the postal service situation is resolved.

If you have questions or concerns about mail service or cheque pickup arrangements please call Manitoba Government Inquiry at 1-866-626-4862 (toll-free) or visit the government website at [www.manitoba.ca](http://www.manitoba.ca).

## **For other documents:**

- Sending documents by mail will not be an acceptable method for service.
- Landlords and tenants must make sure that they use a different way of serving documents to each other and to the Residential Tenancies Branch (RTB). If sending by courier, you must make sure that the recipient will be able to receive the documents using this method of service, otherwise use a different method for serving the documents.
- If you want to file documents with the RTB during the mail service disruption, you can send your documents by courier, or you may file in person at one of the branch offices. As well, you can send your documents by fax to an RTB office.
- If you have any questions, please contact the RTB and speak to a Client Services Officer.

## **Branch Offices**

### **Winnipeg**

302-254 Edmonton St.  
Winnipeg MB R3C 3Y4  
Tel. 204-945-2476  
Toll-free: 1-800-782-8403  
Fax: 204-945-6273  
E-mail: [rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

### **Brandon**

143-340 9<sup>th</sup> Street  
Brandon MB R7A 6C2  
Tel. 204-726-6230  
Toll-free: 1-800-656-8481  
Fax: 204-726-6589  
E-mail: [rtbbrandon@gov.mb.ca](mailto:rtbbrandon@gov.mb.ca)

### **Thompson**

113-59 Elizabeth Dr.  
Thompson MB R8N 1X4  
Tel. 204-677-6496  
Toll-free: 1-800-229-0639  
Fax: 204-677-6415  
E-mail: [rtbthompson@gov.mb.ca](mailto:rtbthompson@gov.mb.ca)

Internet at:

[www.manitoba.ca/rtb](http://www.manitoba.ca/rtb)