



Changing Orders and Decisions

The Residential Tenancies Branch (RTB) makes decisions for landlords and tenants and they also issue legal orders. Sometimes these decisions and orders need to be changed (updated or adjusted) to fix a mistake. Sometimes they need to include something that wasn't in the first one. The Residential Tenancies Act says that if no one has appealed an order or decision, the RTB can change or amend (adjust or fix) it, without holding a formal hearing.

There are two ways an order can be changed.

- The RTB can decide to correct or adjust an order or decision if it is needed.
- Anyone who is affected by an order can fill out a request form to have the order changed.

The Act says an order can be changed for any of these reasons.

- There's a spelling or grammar mistake that needs to be fixed (ex: your name is spelled wrong).
- There's a math error that needs to be fixed (ex: the amount owed to you is wrong).
- A part might be added to deal with an issue that came up at a hearing, but wasn't written into the original decision. For example, if part of the hearing was about the security deposit and it wasn't written into the decision, there could be a change.
- The decision or order was unfair to either person and that unfairness was noticed later.

If you want to apply to have an order or decision changed, you must do it within the appeal period. The appeal period is written on the bottom of the original order. In most cases, you do not have to notify the other people involved in the order or decision, but RTB staff will tell you if you need to let anyone else know.

The RTB has the authority to stay (suspend or stop) the order or decision while the change process is going on. For example, an order may have said that a landlord owed a former tenant money. The tenant asked the RTB to change the order to show the correct dates that they lived in the rental unit. This changed the amount of money owed to the tenant. The order would be stayed (this means that the landlord does not have to pay any money back to the tenant) until the amended (changed) order was sent out. The new corrected order would then be in effect.

The RTB will only change or correct an order if it is fair and reasonable to do it. The RTB's decision to change or correct an order is final.

(see over)

For more information:

This fact sheet is only a brief explanation. For more information about changing orders and decisions, contact the Residential Tenancies Branch.

**Winnipeg Office
Residential Tenancies Branch
1700 – 155 Carlton Street
Winnipeg MB R3C 3Y4
Telephone: 204-945-2476
Toll Free: 1-800-782-8403
Email: rtb@gov.mb.ca**

**Brandon Office
Residential Tenancies Branch
143-340 9th Street
Brandon MB R7A 6C2
Telephone: 204-726-6230
Toll Free: 1-800-656-8481
Email: rtbbrandon@gov.mb.ca**

**Thompson Office
Residential Tenancies Branch
113-59 Elizabeth Dr
Thompson MB R8N 1X4
Telephone: 204-677-6496
Toll Free: 1-800-229-0639
Email: rtbthompson@gov.mb.ca**

This information is available in multiple formats upon request.

Cette information existe également en français. Composez le 204-945-2476.