

Branch Offices:

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

157-340 9th Street
Brandon MB R7A 6C2
Tel. (204) 726-6230
Toll-free: 1-800-656-8481
Fax: 726-6589
E-mail:
rtbbrandon@gov.mb.ca

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

**Bureaux de la
Direction :**

254, rue Edmonton,
bureau 302
Winnipeg (Manitoba)
R3C 3Y4
Tél. : (204) 945-2476
Sans frais : 1 800 782-8403
Télécopieur : 945-6273
courrier électronique :
rtb@gov.mb.ca

340, 9^e rue, bureau 157
Brandon (Manitoba)
R7A 6C2
Tél. : (204) 726-6230
Sans frais : 1 800 656-8481
Télécopieur : 726-6589
courrier électronique :
rtbbrandon@gov.mb.ca

59, promenade Elizabeth
bureau 113
Thompson (Manitoba)
R8N 1X4
Tél. : (204) 677-6496
Sans frais : 1 800 229-0639
Télécopieur : 677-6415
courrier électronique :
rtbthompson@gov.mb.ca

The Residential Tenancies Branch

FACT SHEET

Bed Bugs - Rights and Responsibilities of Landlords and Tenants

Bed bugs are becoming a common problem in Manitoba. Knowing your rights and responsibilities and acting quickly on them will help stop the spread of the bug.

Who is responsible when a bed bug infestation is discovered in a rental unit?

If tenants have, or think they may have a problem with bed bugs, they should immediately tell their landlord. Once landlords have been told, it is their responsibility to make sure their units are pest-free. However, tenants are responsible for cooperating with the landlord's plans to control the bed bugs.

When can a landlord enter to inspect a rental unit?

Landlords have the right to enter rental units to do inspections, treatment, and maintenance. They must give tenants a minimum of twenty-four hours and a maximum of two weeks written notice of entry.

Who's responsible for getting a rental unit ready for treatment?

Getting ready for bed bug treatment takes time and work. Landlords should give tenants written directions on how to prepare for the pest control treatment. Tenants are responsible to follow the directions from the landlord or the exterminator to prepare for the treatment. Landlords must give tenants enough notice so that they have time to get everything done. Some tenants (especially the elderly and those with special needs) may need help getting their unit ready. Landlords should work with their tenants to make sure they have the support they need to prepare properly. This will help to reduce costs and the need for repeated treatments.

Will other units need treatment?

If the exterminator believes there may be a need to treat other apartments, landlords will need to inspect those units as well. Once landlords have given the tenants in other units twenty-four hours written notice, the exterminator can inspect those units.

Who pays for pest control costs?

Landlords are responsible for the costs of pest control treatment. Landlords can file a claim with the Residential Tenancies Branch if they feel tenants caused them extra costs (for example, not allowing a exterminator in at a scheduled time, or not preparing their unit for the treatment). Landlords may also file a claim for the entire cost of treatment if they can prove that a tenant caused an infestation (for example, if they can prove that a tenant brought in an infested mattress etc.). The branch will hold a hearing and hear both sides to decide on the issue.

What if landlords won't take action?

If landlords refuse to help when tenants tells them of a bed bug problem, tenants may get in touch with the branch for information on whom to contact. Tenants in Manitoba can e-mail the Provincial Bed Bug address at bedbugs@gov.mb.ca or call the Provincial Bed Bug Call Centre at 1-855-362-2847. This will make sure that a bylaw officer or public health inspector is told of the problem and that the problem is addressed. If tenants feel that they have to throw out property or belongings because their landlord didn't treat the bed bugs, they may file a claim at the Residential Tenancies Branch for damages. Tenants must be able to prove that the landlord was negligent (didn't treat the bugs) and caused them a loss (for example, a couch or mattress).

What if tenants don't prepare their units for pest control treatment?

If tenants refuse to cooperate and do what is required, landlords may refuse to treat the unit. If this leads to further infestation and costs, landlords may give tenants notice to end the tenancy and file a claim against the tenant for costs. A hearing would be held at the branch to decide if the tenancy would end and if the tenant would be responsible for the landlord's costs.

See our fact sheet **Bed Bug Removal – Information for Tenants** for information about detection and prevention. Copies can be picked up at any branch office or go online to www.manitoba.ca/rtb.

For more information on bed bugs, visit the Manitoba provincial website at www.gov.mb.ca/bedbugs.