

## Branch Offices:

1700 - 155 Carlton St.  
Winnipeg MB R3C 3H8  
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)

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)

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)

## Bureaux de la Direction :

155, rue Carlton,  
bureau 1700  
Winnipeg (Manitoba)  
R3C 3H8  
Tél. : 204-945-2476  
Sans frais : 1 800 782-8403  
Télécopieur : 204-945-6273  
courrier électronique :  
[rtb@gov.mb.ca](mailto:rtb@gov.mb.ca)

340, 9<sup>e</sup> rue, bureau 143  
Brandon (Manitoba)  
R7A 6C2  
Tél. : 204-726-6230  
Sans frais : 1 800 656-8481  
Télécopieur : 204-726-6589  
courrier électronique :  
[rtbbrandon@gov.mb.ca](mailto:rtbbrandon@gov.mb.ca)

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

# The Residential Tenancies Branch

## FACT SHEET

### Changing Orders and Decisions

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

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.

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

*This information is available in multiple formats upon request.*