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# The Residential Tenancies Branch

## FACT SHEET

### Privacy

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

Tenants have the right to expect a certain amount of privacy when they enter into tenancy agreements. However, sometimes landlords need to go into a rental unit for good reason:

- to do repairs
- to do condition reports if the unit is being assigned or sublet, or if tenants are getting a pet in the unit
- to show units to buyers if they are for sale
- to allow mortgage or insurance inspections

If landlords need to enter for any of these reasons, they need to give tenants notice. They must give tenants a minimum of 24 hours and up to two weeks written notice.

The landlord must make sure the notice:

- is in writing
- says why the landlord needs to go in (the notice should include as many details as possible about the reason for entry)
- gives the time of the visit

If landlords know what time they will need to enter, they should put the specific time on the notice. When the exact time is not known, landlords should provide a reasonable window of time for entry.

A reasonable window of time may be different in certain situations:

- If landlords have control over the work being done (ex: the caretaker is coming in to measure the windows for new blinds), landlords should be specific about the time of entry.
- When landlords don't have control over the work being done (ex: the cable company is coming to upgrade cables) the notice should outline a reasonable window of time for entry.

Only landlords or their agents (ex: caretakers or maintenance staff) can enter on a notice. If landlords have hired outside contractors to do work in units, they should go with these people to let them in.

(see over)

Landlords should try to limit the amount of entries they make when carrying out repairs and other work. Landlords should also make reasonable efforts to limit the amount of entries they make for inspections of the rental unit.

If the time on a notice is not good for tenants, and there is a good reason that the landlord should not enter at that time, tenants can tell the landlord this. They must give the landlord a different time or date. Refusing access to landlords because the tenant will not be home is not a good reason.

Tenants may stay in the rental unit when the landlord is doing work. However, landlords can enter when the tenants are not at home.

There are certain times that a landlord may enter without giving notice:

- if there is an emergency
- if the tenants agree at that specific time
- to provide tenant services included in tenancy agreements (ex., housekeeping)
- if the tenants have been given notice to move out or they have given their notice, the landlord can show the unit to potential renters
- to do a move-out condition report the day tenants move out

Tenants may contact the Residential Tenancies Branch if they feel their landlord has invaded their privacy. Landlords may also call the branch if tenants refuse to give them reasonable access. The branch will explain the rights and responsibilities to both parties.

This fact sheet is only a brief explanation. For more information on **privacy**, contact the Residential Tenancies Branch.

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