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

143-340 9th 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

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

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

340, 9e 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

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

The Residential Tenancies Branch

FACT SHEET

Repairs

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

A landlord must make sure that a rental unit is in a good state of repair and meets health, building, maintenance and occupancy standards.

A tenant must repair damage they cause or damage caused by anyone the tenant allows in the unit or complex.

What if the landlord won't do the repairs?

A tenant should ask the landlord, in writing, to do the repairs that are needed. If the landlord refuses to do necessary and reasonable repairs, a tenant should not hold back the rent. But, they can ask the Residential Tenancies Branch for help.

Tenants should write down all the important information and send a copy to the landlord and one to the Residential Tenancies Branch. The Branch will get in touch with the landlord about the repairs and may inspect the rental unit. If repairs are needed, the landlord will be given a reasonable amount of time to do the work. If the repairs aren't done, the Branch will order the landlord to finish the repairs by a certain date.

A landlord who disagrees with the Residential Tenancies Branch Order has the right to an appeal. In an appeal, the landlord asks the Residential Tenancies Commission to review the Residential Tenancies Branch decision.

If the landlord still refuses to do the repairs the Residential Tenancies Branch has the right to hire a contractor to do the work. The tenant then sends the rent to the Branch and the money is used to pay the contractor. Tenants should send money to the Branch only when asked.

Compensation for Unreasonable Delay in Making Repairs

If a landlord causes an unreasonable delay in making necessary repairs, the tenant may file a claim for compensation with the Branch. The tenant must specify a dollar amount that they are seeking for compensation for the delay. The tenant can claim a lump sum or an amount to be set-off against the rent each month until the repair is made.

A tenant may claim compensation for loss of use of part of a rental unit or loss of use of a service or facility that the landlord provides (e.g. appliances, parking, laundry facilities, air conditioning). A tenant may also claim compensation for any additional expenses incurred because of a delay in repairing an item (e.g. increased water bill because of a landlord's failure to repair a dripping tap or a running toilet).

(see over)

The tenant must pay a filing fee of $50.00. The Branch will hold a hearing to decide if the landlord must pay compensation and, if so, how much.

The tenant may apply for compensation only if the landlord fails to act on a request to repair. Tenants should put the request in writing and give it to the landlord, not just the on-site caretaker.

A tenant must show that the repair is necessary and that they are not the cause of the problem.

For more information

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

This information is available in multiple formats upon request.