

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, 9^e 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

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

Responsibilities of Landlords and Tenants

A landlord must:

- **make the rental unit available for the tenant on the date the tenant is to move in;**
- **provide a written receipt when rent is paid in cash (automatic debit or pre-authorized remittance are considered cash payments); the receipt must show the amount of rent received, the date it is received and the address of the rental unit and the residential complex;**
- **maintain the appearance of the rental unit in proper condition considering the length of time of the tenancy;**
- **do repairs and keep the unit in good condition;**
- **ensure the supply of essential services such as heat, gas, electricity, hot and cold water or other public utilities that the landlord is required to provide;**
- **not interfere with the supply of essential services;**
- **allow a tenant or a member of a tenant's household to enjoy the use of the rental unit and the residential complex for all usual purposes;**
- **investigate complaints of disturbance or endangering of safety as soon as possible and try to resolve the problem;**
- **provide and maintain sufficient doors and locks to make a rental unit reasonably secure.**

(see over)

A tenant must:

- **pay the rent on time;**
- **keep the rental unit and the residential complex clean;**
- **redecorate the rental unit or residential complex only with the written consent of the landlord;**
- **take reasonable care not to damage the rental unit and the residential complex, and if damage does occur, repair the damage properly within a reasonable period of time;**
- **not disturb others in the residential complex or neighbouring property;**
- **not endanger the safety of others in the building;**
- **not engage in criminal activity in the residential complex that:**
 - **causes damage to the complex or unit,**
 - **negatively affects the security, safety, health, or well-being of other tenants or people allowed in the complex, or**
 - **interferes with the enjoyment of the complex or a unit by other tenants or people allowed in the complex**
- **make sure that the people they allow into the rental unit or residential complex do not cause damage or disturb or endanger the safety of others;**
- **obey the landlord's reasonable rules and regulations;**
- **notify the landlord of necessary repairs.**

For more information

This fact sheet is only a brief explanation. For more information contact:

The Residential Tenancies Branch

This information is available in multiple formats upon request.