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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.