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# The Residential Tenancies Branch

## FACT SHEET

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

## The Residential Tenancies Branch

### The Residential Tenancies Branch has four main roles:

- **Information/Education**
- **Investigation**
- **Mediation**
- **Adjudication**

### Information/Education

We give information to landlords and tenants on their rights and responsibilities under *The Residential Tenancies Act* and *The Life Leases Act* and our procedures. We provide information over the telephone, through walk-in interview or by letter.

We make presentations on our legislation to groups of landlords, tenants or other individuals. We offer seminars to educate people on landlords' and tenants' rights and responsibilities.

We have fact sheets on several topics of interest to landlords and tenants. These include: deposits, notices, subletting, right of entry, rights and responsibilities.

### Investigation

We investigate possible breaches of *The Residential Tenancies Act* and *The Life Leases Act* and provide background information to resolve disputes. Investigation officers contact the landlord and the tenant and any witnesses or other involved agencies (e.g. public health inspectors). The information we get during an investigation is available to the landlord and the tenant.

### Mediation

Our staff attempts to mediate most disputes between landlords and tenants (e.g. deposit claims, claims for compensation, notices of termination). A mediation officer works with the landlord and the tenant to help them to reach agreement satisfactory to both parties. Mediation is done by telephone and teleconference, face to face or in writing. Mediated agreements are always confirmed in writing. An agreement can be enforced if one party fails to live up to it.

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## **Adjudication**

**Adjudication is the decision-making process. Decisions are made either at a hearing or from the written information received from a landlord and a tenant during investigation. The landlord and the tenant can attend the hearing with their evidence and their witnesses. All decisions are issued in writing and reasons for the decision are given. All decisions are appealable to the Residential Tenancies Commission.**

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