**Possible Mail Disruption**

There is a possibility of a Canada Post mail disruption.

**For rent payments, this means**:

* Landlords must tell tenants where to pay the rent in person.
* Tenants are responsible to pay their rent on time. Tenants who receive cheques from Employment and Income Assistance (EIA) must follow any instructions for cheque pick up from that office.

**NOTE:** Please visit [Province of Manitoba | Postal Disruption](https://www.gov.mb.ca/postaldisruption/) for information on where and how you may pick up a government issued cheque. Landlords who receive cheques directly from EIA for a tenant will need to pick that cheque up at the appropriate distribution centre.

If you have questions or concerns about mail or cheque pickup arrangements, please call the Government of Manitoba Citizen's Inquiry Line at 204-945-3744 in Winnipeg, 1-866-626-4862 (toll-free) or the government website at [Province of Manitoba | Postal Disruption](https://www.gov.mb.ca/postaldisruption/).

**For other documents:**

Sending documents by mail will not be an acceptable method for service.

* Landlords and tenants must ensure that they continue to serve documents in a way allowed under The Residential Tenancies Act. For example, instead of sending a claim by registered mail, it must be served in person or to an adult the party’s residence.
* If parties are sending evidence for a hearing by courier, they must make sure the recipient will be able to receive the documents using this method of service. All evidence must be received by both the Residential Tenancies Branch and other parties at least two business days before the date of the hearing.
* Tenants or landlord who need to file documents with the RTB during the mail service disruption can send their documents by courier, fax, email or may attend an RTB office in person.
* If you have any questions, please contact the RTB and speak to a Client Services Officer.

**Branch Offices:**

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| **Winnipeg Office:**1700-155 Carlton StreetWinnipeg, MB R3C 3H8Telephone: 204-945-2476Toll-Free: 1-800-782-8403Fax: 204-945-6273Email: rtb@gov.mb.ca | **Thompson Office :**113-59 Elizabeth DriveThompson, MB R8N 1X4Telephone: 677-6496Toll-Free: 1-800-229-0639Fax: 204-677-6415Email: rtbthompson@gov.mb.ca | **Brandon Office:**143-340 9th StreetBrandon, MB R7A 6C2Telephone: 204-726-6230Toll-Free: 1-800-656-8481Fax: 204-726-6589Email: rtbbrandon@gov.mb.ca |