



Open Doors



Buildings that Provide Tenant Services

Buildings that provide tenant services (i.e. also referred to as Assisted Living, Independent Living, or Retirement Residences) are popular in Manitoba. They provide apartment-style living with added services and amenities for people who can live independently but want services such as meals, laundry, personal emergency response, recreation and wellness.

Tenancies in these types of buildings fall under *The Residential Tenancies Act*. Tenants pay rent and a tenant services charge. Tenancies with tenant services must have written tenancy agreements. The agreement must show the amounts – separately – that tenants pay each month for rent and tenant services. Landlords must tell tenants about the tenant services charges before a tenancy agreement is signed.

There is a 48-hour “cooling off” period before tenants take possession of rental units in a building that provides tenant services. This gives tenants an opportunity to think more about their tenancy agreement and allows them to change their mind, as long as they haven’t already moved in.

If tenants in these buildings have problems, they can ask the Residential Tenancies Branch (the branch) for help.

For example, if a tenant asks the landlord for repair services but doesn’t get them, the tenant could come to the branch for help in getting the work done. If the number of meals provided is reduced, the branch

can investigate to make sure there is an appropriate reduction in the charge tenants pay. However, if the tenant has a problem with the type of food being served, the branch would not be able to help.

Landlords can charge up to half a month’s tenant services charge for a tenant service security deposit. This deposit can be used to cover any unpaid tenant services charges or other money owed that is related to a tenant service (ex: a tenant caused damage to a vehicle used for transportation and didn’t get it fixed).

The tenant services security deposit can increase or decrease if a new tenant is added to the tenancy or a tenant leaves the tenancy. For example, if a tenant marries, the tenant services charge may increase once the tenant’s spouse moves in. If the tenant services charge increases, the landlord can ask the tenant to pay a higher tenant services security deposit – up to half of the new tenant services charge.

If you live in a building that includes tenant services and you have questions about your rights and responsibilities, or how the branch can help, contact the branch office nearest you or visit our website at manitoba.ca/rtb.

It is important to note that some tenants may need additional supports, like home care or supportive housing services. These added supports are arranged through your local regional health authority and are **not** part of the tenancy agreement.



What Manitoba Landlords Need to Know

The branch has a new brochure of interest to all landlords – whether they own a rooming house, a single family home, or multiple apartment complexes.

It includes information about finding the right tenant, starting a tenancy, deposits and rent increases, filing a claim, ending a tenancy and more.

The branch encourages new landlords to call and make an appointment to meet individually with a branch client services officer who will go over information important to landlords. This will include information on:

- rights and responsibilities – for both landlords and tenants
- branch policies – on raising rent, giving a Notice of Termination, deposits, rehabilitation programs and more
- forms – which forms to use, how to fill them out, which ones you must send to the branch
- how to use the branch's mediation service to settle disputes
- hearings – what you will need to bring, what happens at a hearing, why we hold hearings

At the end of the meeting, landlords will be given an information package, including forms, fact sheets and branch contact information.

If you are a landlord in Manitoba or are thinking about becoming a landlord, you can get a copy of this brochure by contacting your nearest branch or visiting our website at manitoba.ca/rtb.



The Residential Tenancies Act and Rooming Houses?

When most people think about the Residential Tenancies Branch (the branch) and the acts we administer, they think of apartments in large buildings, a rented house, duplex or triplex. But *The Residential Tenancies Act* also applies to rooming houses.

Rooming houses are usually large, multi-storey homes with several private rooms, each with keyed locks on the doors. Tenants share common areas of the house, such as kitchens and washrooms. Some rooming houses have onsite caretakers, while others do not.

Tenants and landlords of rooming houses are often not aware that they can come to the branch for help. The branch can help tenants in rooming houses with issues including:

- getting repairs done
- making sure rent increases are valid
- information about the rights and responsibilities of tenants and landlords
- eviction prevention

The branch can help landlords of rooming houses with issues such as:

- damage to rental units
- tenants not paying their rent
- information about the rights and responsibilities of landlords and tenants

If you have questions or concerns, visit the branch's website at manitoba.ca/rtb or contact the branch office nearest you.

Increases to Rent Assist – Does this mean rent is going up?

In December, the provincial government announced increases to the Rent Assist benefit. Families and individuals receiving this benefit will see it increase to 75 per cent of the Median Market Rent making housing more affordable for many low-income Manitobans.

What does this mean for landlords and tenants?

An increase in this benefit **does not** mean an increase in the rent that tenants pay. Rent can increase only once in a 12-month period. In most cases, landlords can increase rent only by a percentage set by the Manitoba government. This amount is called the annual rent increase guideline (the guideline). It applies to most, but not all, rental units.

The 2016 guideline increase is set at 1.1 per cent. This means a unit renting for \$600 per month could increase to \$606.60 (rounded to \$607) per month if tenants have received three months' written notice of the rent increase.

If landlords want to increase the rent more than the

guideline, they must apply to the branch. When a landlord applies, the branch will send tenants in the landlord's building a letter to let them know.

Where can I get more information?

Landlords and tenants with questions about rent increases or other tenancy-related matters should contact the branch office nearest them or visit our website at manitoba.ca/rtb.



Avoiding Rental Scams

You need a new place to live. You see an online ad for an apartment and it sounds perfect. Be careful – if it sounds too good to be true, it probably is.

Some warning signs that an ad might be a scam:

- a landlord who is willing to rent to you without meeting you or doing a background check on you
- an ad that shows only the outside of the property
- a landlord who claims to be out of the country and wants you to wire a security deposit before giving you a key
- an ad that shows a monthly rent much cheaper than it is for other units in the area

What can you do to make sure you don't fall victim to one of these scams?

- Make sure you speak directly to the landlord or property manager. They are the only ones who can enter into a tenancy agreement with you.
- Never give deposits, post-dated cheques or cash to anyone other than a landlord or property manager.
- Check out rental rates in the area where you want to live. Most places with the same types of services will be close in price. If it sounds too good to be true, it probably is.
- Whenever possible, visit the unit you will be renting. Not only will you know it exists, you can also make sure it is in good condition. Be suspicious if you aren't allowed to see the unit.

If you are ever in doubt about an ad, call the landlord or property management company directly. Make sure the unit is actually for rent by them and that the ad information is true.

Need information?

Winnipeg
302-254 Edmonton Street
or call 204-945-2476

Brandon
143-340 9th Street
or call 204-726-6230

Thompson
113-59 Elizabeth Drive
or call 204-677-6496
Toll free 1-800-782-8403

Online: manitoba.ca/rtb
Offline: in person or by phone
Visit your branch office
Monday to Friday
from 8:30 a.m. to 4:30 p.m.

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