



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.

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

(see over)

- 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 or go to www.manitoba.ca/rtb.

**Winnipeg Office
Residential Tenancies Branch
1700 – 155 Carlton Street
Winnipeg MB R3C 3Y4
Telephone: 204-945-2476
Toll Free: 1-800-782-8403
Email: rtb@gov.mb.ca**

**Brandon Office
Residential Tenancies Branch
143-340 9th Street
Brandon MB R7A 6C2
Telephone: 204-726-6230
Toll Free: 1-800-656-8481
Email: rtbbrandon@gov.mb.ca**

**Thompson Office
Residential Tenancies Branch
113-59 Elizabeth Dr
Thompson MB R8N 1X4
Telephone: 204-677-6496
Toll Free: 1-800-229-0639
Email: rtbthompson@gov.mb.ca**

This information is available in multiple formats upon request.

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