

TENANT SURVIVAL GUIDE



Being a tenant in Whitehorse can be frustrating if you don't know your rights and responsibilities and where to go for help.

You **do** have rights as a tenant.

Use this guide to help you find your way as a tenant and learn where to go for the help you need.

TENANT RIGHTS

1. You have the right to privacy. Your landlord has to give you written notice 24 hours before if they want to go in to your place, unless there is an emergency. They can only go in to your place between 8a.m and 9p.m. Call Consumer Services if you have questions about your right to privacy.
2. You have the right to have your place maintained by your landlord if anything breaks or needs to be serviced. You can find a Repair Request Form in the **Tenant Wisdom Workbook**.
3. Your landlord can't change the locks on you. You can't either.
4. You have the right to have visitors and guests and to meet with any political candidates that you choose to meet with.
5. Your landlord has to tell you in writing if they are going to increase your rent. They can't increase it in the first year that you live there and they have to give you notice 3 months before they increase it.

6. If you are renting a mobile home site you can't be asked to move in December, January or February. There are special terms for mobile home site renters. Check with Consumer Services for more info.

TENANT RESPONSIBILITIES

1. You have to pay your rent on time every month.
2. You have to honor any agreements that you have with your landlord, even if they are spoken agreements.
3. You have to keep your place clean and repair anything that you or your visitors break or damage. Take your garbage and compost out, do your recycling and pick up after your pets.
4. You are responsible for the noise that you and/or your guests and visitors make. It is your responsibility to keep the noise down so other people in the neighborhood or in the building aren't bothered.
5. You have to give your landlord notice a month ahead of time if you are moving out.

LANDLORD RIGHTS

1. Your landlord has the right to get the rent on time every month.
2. Your landlord has the right to let you run a business out of the home (or not).
3. Your landlord has the right to expect that you will take good care of their place, fix stuff you or your guests break and honor the Tenancy Agreement you signed when you moved in.

LANDLORD RESPONSIBILITIES

1. The landlord has to maintain the property so that it meets health, safety and occupancy standards. They have a responsibility to fix things when they break as long as the damage was not caused by you or your guests.
2. The landlord can't unreasonably refuse to let you sublet your place if you have a tenancy agreement of 6 months or longer.
3. The landlord has to have your written permission and a written report on the condition of the home upon move-in AND move-out (signed by you and the landlord) in order to use your security deposit to pay for damages that you or your guests caused. The landlord also has to pay interest on the security deposit either yearly or within 15 days after you move out. Call Consumer Services for more information about security deposits.

TIPS FOR TROUBLE-FREE RENTING

1. Take photos of the place before you move in and keep the photos. You may need them to prove the condition of the property if there is any dispute with your landlord later.
2. Fill-out a walk-through checklist with your landlord before you move in.
3. Don't sign any agreement you won't be able to honor. Smoking indoors and keeping pets are examples of things that may be part of a tenancy agreement
4. Keep a copy of any written communication between you and your landlord.
5. Get the Landlord and Tenant Act Handbook from Consumer Services: **2134-2nd Avenue, Whitehorse**

MONEY MATTERS

1. Your landlord may ask for a security deposit.
2. The security deposit can't be more than the cost of one month's rent.
3. Social Assistance may pay last month's rent but not a security deposit. Make sure you understand how it works.
4. Call Consumer Services and/or read the Landlord and Tenant Act for information about what the security deposit can be used for.
5. You are responsible for paying your rent on time and according to your tenancy agreement.
6. Social Assistance pays rent and utilities separately. Make sure you understand how much you are entitled to every month and what the terms of your rental agreement are.

Evictions

Your landlord doesn't have to have a reason to ask you to move out. They **do** have to give you 30 days notice. They can **evict** you with 14 days notice if you:

1. Don't pay your rent on time.
2. Are too noisy.
3. Don't honor your tenancy agreement.
4. Smoke indoors when your landlord doesn't allow it.
5. Damage the property.
6. Have pets without permission from your landlord.

WHAT TO DO IF YOU ARE EVICTED

1. Try to find out why. Knowing will help you understand what to do next and how to avoid eviction in the future.
2. If you think your rights are being violated, call the Neighborhood Law Centre and/or the Human Rights Commission for help. Their numbers are on the back.
3. Make sure you know when you are expected to move out.
4. Start looking for another place right away. Wait lists for housing are long and good rental units are hard to find.
5. Make sure you understand what will happen with your security deposit if you paid one. You may be able to use it for last month's rent or to cover any damages you are responsible for.

RESOURCES

Whitehorse Housing

667-5759

Grey Mountain Housing

633-4880

Landlord/Tenant Act

667-5111

Human Rights Commission

667-6226

Yukon Status of Women

667-4637

Blood Ties Four Directions

633-2437 ext. 25

Neighborhood Law Centre

667-5255 or 1-800-661-0408

Emergency Shelter

393-8322

Social Services (ASU)

667-5674

DIA

667-3399