

COVID-19 NOVEL CORONAVIRUS

Information for Tenants

The Manitoba government is temporarily postponing non-urgent eviction hearings until May 31. Rent increases are also temporarily frozen from April 1 to May 31. These timelines are being monitored and may be updated during the overall COVID-19 response.

Do I have to pay my rent if my income has been affected by COVID-19 and I can't be evicted?

A tenant is still obligated to pay their rent in full and on time. If rent is not paid on time a landlord may charge late fees. The ability to charge late fees must be included in your tenancy agreement. If a tenant has not paid their rent, a landlord may still initiate an application for an Order of Possession. The hearing will be scheduled once the suspension is lifted.

If you can't pay your rent on time, talk to your landlord right away to see if alternative payment arrangements can be made. Try to come up with a payment plan that you both agree with and set out the agreement in writing. Try to keep supporting documentation, like a Record of Employment or proof of EI claim in case it is needed.

Are there any financial relief measures available for tenants to pay rents?

Rent increases will be suspended from April 1 until May 31, to support tenants experiencing economic hardship due to COVID-19.

The federal government has announced a comprehensive COVID-19 economic response plan for individuals, families, seniors and students. This includes work sharing, wage subsidy, employment insurance, mortgage support, community support fund, tax credits, deferring tax payments, moratorium on loan payments and more. For more information, please visit: www.canada.ca/en/department-finance/economic-response-plan.html

Who can I call on for assistance?

The Residential Tenancies Branch remains available over the phone, by email and by appointment for urgent matters. We are not taking in-person appointments at this time.

Can I still appeal an order issued by the Residential Tenancies Branch?

The Residential Tenancies Commission office continues to receive appeals and leave to appeal applications. If you have any questions regarding filing an appeal or leave to appeal application you can contact the Commission at 204-945-2028 or rtc@gov.mb.ca.

When will my appeal hearing be scheduled?

Non-urgent appeal hearings are not being scheduled at this time. This includes orders of possession for non-payment of rent. Appeal hearings to deal with urgent eviction orders involving immediate health and safety matters will proceed by teleconference or in person with social distancing measures in place. Parties are encouraged to participate by teleconference if possible. Urgent issues could include a landlord illegally shutting off utilities or locking tenants out of their rental unit, or a tenant conducting illegal activities from their rental unit.

Contact us:

Residential Tenancies Branch:

<https://www.gov.mb.ca/cca/rtb/index.html>

Residential Tenancies Commission:

<https://www.gov.mb.ca/cp/residtc/index.html>

Residential Tenancies Branch - Winnipeg

1700 - 155 Carlton Street
Winnipeg, Manitoba R3C 3H8
Telephone: 204-945-2476
Toll Free in Manitoba: 1-800-782-8403
FAX: 204-945-6273
Email: rtb@gov.mb.ca

Residential Tenancies Branch - Brandon

143 - 340 9th Street
Brandon, Manitoba R7A 6C2
Telephone: 204-726-6230
Toll Free in Manitoba: 1-800-656-8481
FAX: 204-726-6589
Email: rtbbrandon@gov.mb.ca

Residential Tenancies Branch – Thompson

Temporarily Closed
Contact Winnipeg office

Residential Tenancies Commission

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