

# LANDLORD DISPUTE RESOLUTION REPAIRS AND CLEANLINESS

## IMPORTANT

The contents of this information bulletin are for information purposes only and do not replace the legislation.

## DISPUTE RESOLUTION

This is the preferred dispute resolution process for landlords whose tenants do not comply with their obligations to keep the premises clean or to repair any damage caused by the tenants or their guests. The dispute resolution process follows these five steps:

Problems/Steps	Preferred Course of Action
<p style="text-align: center;"><b>Step 1 - Dialogue</b></p> <p>Repair or cleaning required</p>	<p><b>The landlord</b> should speak with the tenant about the repairs or cleaning that need to be done. See <a href="#">Landlord and Tenant Responsibilities: Repairs and Maintenance</a>.</p>
<p style="text-align: center;"><b>Step 2 - Written Complaint</b></p> <p>Repairs or cleaning not completed</p>	<p><b>The landlord</b> should <u>write</u> to the tenant, stating the problem and requesting the repairs or the cleaning be completed within seven days.</p> <p>The letter to the tenant should contain the following: date, landlord's and tenant's full name and address, specific details of the requested repairs and/or cleaning, time when the requested repairs and /or cleaning is to be completed and signature of the landlord.</p> <p>The landlord can give the written request directly to the tenant, by email (if both parties provided their email address in the lease agreement) or send it by mail. When sending it by mail, add three days to the time allotment. Keep proof that you sent it, such as a registered mail receipt, or ensure you have a witness with you when you deliver the written request.</p>
<p style="text-align: center;"><b>Step 3 - Landlord's Application for Assistance to the Residential Tenancies Tribunal</b></p> <p>Repairs or cleaning still not completed</p>	<p><b>The landlord</b> can submit an <a href="#">Application for Assistance</a>.</p> <p>The Residential Tenancies Tribunal will assign a Residential Tenancies Officer to investigate the case. The application will require the following evidence to fully describe your case and ensure that a Residential Tenancies Officer can start a proper investigation:</p> <p><b>Required evidence:</b> (The burden of proof lies with the landlord.)</p> <ul style="list-style-type: none"> <li>• a copy of the lease</li> <li>• a copy of the written complaint to your tenant (Step 2)</li> </ul> <p><b>Optional evidence:</b></p> <ul style="list-style-type: none"> <li>• a copy of the accommodation inspection report (if one was completed)</li> <li>• proof that you delivered the written request to your tenant</li> <li>• a professional estimate (if available)</li> <li>• any picture or other evidence that would help state your case</li> <li>• witnesses statement, including telephone numbers</li> </ul>

Problems/Steps	Preferred Course of Action
<p><b>Step 4 - Investigation</b></p>	<p>The <b>Residential Tenancies Tribunal</b> will contact your tenant and try to solve the repairs and cleanliness issue.</p> <p>The assigned Residential Tenancies Officer will investigate the tenancy dispute and is required to <u>establish the following facts</u>:</p> <ul style="list-style-type: none"> <li>• the validity or grounds of the claim based on the tenant’s obligations</li> <li>• the nature and level of work required</li> <li>• a determination of the tenant’s responsibilities in the dispute</li> </ul> <p>If required, a Residential Tenancies Officer will send a letter to the tenant on this issue. The tenant will have an opportunity to provide his/her point of view relating to the facts. The tenant has up to 7 days to reply (+ 6 days for mailing back and forth).</p> <p>During this investigation period, a Residential Tenancies Officer may conduct an inspection of the premises and advise other stakeholders, if required.</p>
<p><b>Step 5 - Dispute Resolution</b></p> <p>Tenant fails to comply with Residential Tenancies Officer’s Order</p> <p>Tenant fails to comply with Residential Tenancies Officer’s Notice to Quit</p>	<p>The assigned <b>Residential Tenancies Officer</b> will make a decision based on the law and the evidence provided by both the landlord and the tenant.</p> <p>The Residential Tenancies Officer may give a Compliance Order to the tenant stating what the tenant must do to sort out the issue. The landlord will receive a copy of this Compliance Order for his/her own information within 30 days of The Application for Assistance.</p> <p>If the tenant fails to comply with Residential Tenancies Officer’s Compliance Order, the landlord can submit another Application for Assistance. After further investigation, the Residential Tenancies Officer may give the tenant a Notice to Quit, which will specify a time when the tenant is required to move out of the premises. A Notice to Quit does <u>not</u> relieve tenants of their obligations under the lease.</p> <p>If the tenant fails to comply with the Residential Tenancies Officer’s Notice to Quit, the landlord can submit an Eviction Request to the Residential Tenancies Tribunal. After investigation, the Residential Tenancies Officer may serve the tenant with an Eviction Order. See <a href="#">Eviction Request</a>.</p>

**ADDITIONAL INFORMATION**

For additional information visit the Residential Tenancies Tribunal website, call the toll free telephone number, or send an email.

**Website:** [www.snb.ca/irent](http://www.snb.ca/irent)  
**Email:** [irent@snb.ca](mailto:irent@snb.ca)  
**Phone:** 1-888-762-8600