



# Landlord and Tenant Fact Sheet

RTB-115

## Condition Inspections and Reports

*s. 23 Residential Tenancy Act*

There are two times when a landlord and tenant must inspect the condition of the rental unit together:

- at the start of the tenancy, and
- at the end of the tenancy.

For each inspection, a written report must be completed that documents the condition of the rental unit. For example, is the carpet ripped? Have the walls been freshly painted?

Comparing the move-in and move-out condition reports may help the landlord and tenant determine whether the tenant is responsible for damages that occurred during the tenancy. This helps determine whether the landlord may keep all or some of a deposit at the end of the tenancy.

A sample Condition Inspection Report is available online at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca) or from Residential Tenancy Branch (RTB). A different form may be used as it complies with all laws and rules, including being easy to understand and read, with all text being at least 8 point in size or larger (this is an example of 8 point type). The report may also include any item agreed to by the landlord and tenant.

### Move-in condition inspection

The move-in condition inspection report is a written record of the unit's condition at the start of the tenancy.

The move-in inspection should be done when the unit is vacant before the tenant moves in. Both landlord and tenant must sign the completed Condition Inspection Report. The landlord must give a copy to the tenant within seven (7) days.

If a tenant finds a problem after the Condition Inspection Report is completed, they should immediately notify the landlord in writing. Where a repair is required to comply with the tenancy agreement, the landlord must fix the problem. If the landlord does not make the repair, the tenant may apply for dispute resolution, asking for an order to force the landlord to make the repair.

Where the problem does not need repair, the landlord and tenant should retain the written notification with their copies of the Condition Inspection Report.

The condition inspection report and notices of problems may be submitted as evidence if there is ever a dispute about the rental unit's condition.

### Move-out condition inspection

Before the move-out condition inspection, the tenant should:

- clean the rental unit
- remove all belongings
- repair all damage caused by the tenant, a guest of the tenant, or the tenant's pet.

Landlords and tenants must inspect the rental unit together before the incoming tenant takes possession. The move-out report should describe the general condition and state of repair of the rental unit and include an itemized list of any damage. The landlord and tenant must both sign and date the report. The landlord must give the tenant a completed copy within 15 days.

### Condition inspection before a pet moves in

A landlord who lets an existing tenant get a pet may require the tenant to pay a pet damage deposit. Before receiving the pet deposit *and* if the landlord and tenant did not take part in a condition inspection at the start of the tenancy, the landlord and tenant must conduct a condition inspection of the unit. The landlord must give the tenant the Condition Inspection Report within seven days.

### Scheduling the condition inspection

The landlord is responsible for scheduling the move-in and move-out condition inspection.

The landlord must offer a tenant an opportunity to schedule the condition inspection by proposing one or more dates or times. If none of the times are suitable, the tenant may suggest alternate times to the landlord. If the times are not suitable, the landlord must offer the tenant a second opportunity using the form "Notice of Final Opportunity to Schedule a Condition Inspection".

The landlord may make the inspections and complete the Condition Inspection Report without the tenant if the landlord has offered the tenant at least two (2) opportunities to complete an inspection, as required, and the tenant does not participate on either occasion. If the tenant does not take part in a condition inspection, the tenant loses the right to the return of the security or pet damage deposit at the end of the tenancy.

A tenant who is not able to attend an inspection may ask someone else to attend on the tenant's behalf. The tenant must inform the landlord and provide the name of that agent or representative before the inspection.

### When there is no condition inspection or report

A landlord gives up the right to claim any of the security deposit or pet damage deposit if the tenant was not given the required opportunities to do a move-in or move-out inspection or if an inspection was completed but the landlord did not give the tenant a copy of the report within the required timelines. This requirement does not apply when the tenant abandons the rental unit.

Where a tenancy began before January 1, 2004, when an inspection report was not required or may not have been completed, the landlord and tenant should attempt to come to agreement regarding any proposed deductions.

### For more information ...

#### Office Locations:

Burnaby: 400-5021 Kingsway

Victoria: Suite 101 – 3350 Douglas Street

Kelowna: 305-478 Bernard Avenue

Hours: 9:00 am – 4:00 pm, Monday - Friday

(Closed on government holidays)

#### Public Information Lines:

1-800-665-8779 (Toll free)

Vancouver: 604-660-1020

Victoria: 250-387-1602

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

Website: [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)