

This brochure outlines just a few of the rights and responsibilities of both landlords and tenants. Please ask for a copy of "A Guide for Landlords and Tenants in British Columbia" for more detailed information on the Residential Tenancy Act.

Visit [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca) for the complete Residential Tenancy Act and Regulation, forms and publications, and dispute resolution proceedings.

**You can also:**

Call an Information Officer or listen to our 24 Hour Recorded Information Line:

Lower Mainland: 604-660-1020

Victoria: 250-387-1602

Elsewhere in BC: 1-800-665-8779

**Visit the RTB office nearest you:**

Burnaby: 400-5021 Kingsway

Victoria: Suite 101 – 3350 Douglas Street

Kelowna: 305-478 Bernard Avenue

9:00 a.m. to 4:00 p.m., Monday to Friday.

*Residential Tenancy Branch*  
Ministry of Public Safety and Solicitor General



## What Every Landlord and Tenant Needs to Know

### A Glance at the Residential Tenancy Act and Regulation



#### BEGINNING OF THE TENANCY

##### Tenancy Agreement

A tenancy agreement must be made in writing.

A copy of the agreement must be given to the tenant within 21 days of entering into the agreement.

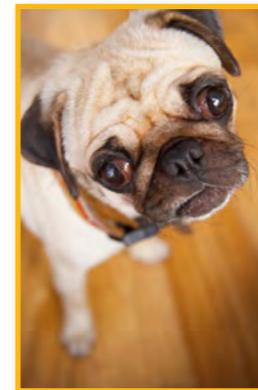
Changes to the tenancy agreement can only be made by mutual consent and should be documented in writing.

##### Security and Pet Damage Deposits

Neither the security deposit nor the pet damage deposit can be more than one half a month's rent.

A landlord can only ask for one pet damage deposit no matter how many pets are allowed.

A pet damage deposit can be requested if written permission to have a pet is given after the start of the tenancy.



##### Moving In Condition Inspection

The landlord and tenant must do a condition inspection together before the tenant moves in or when a pet is allowed during the term of a tenancy.

They must both sign a condition inspection report listing all damages that exist when the tenant moves in.

The report will be used as a reference if a claim for damage is made at the end of a tenancy.

The landlord must give a copy of the condition inspection report to the tenant.

The landlord must provide clean premises with appliances in good working order at the time the tenant moves in.

##### Safety

If requested by the tenant, the landlord must change the locks when a tenancy starts.

The landlord must provide the tenant with a 24 hour emergency contact name and phone number.

The landlord and the tenant must not change the locks during the tenancy unless they both agree in writing or have an Order to do so.



