

If You Have a Problem While Renting

...the following steps may help you.

Visit www.landlordandtenant.org for more information.

Step 1: Talk to your Landlord

If you have a problem while you are renting, you should contact your landlord and let them know about the problem. You may want to tell your landlord in writing so that you have a record of your concern. If the landlord has a complaint about something that you are doing, then you should also try to discuss this issue with the landlord.

By talking to the landlord, you may be able to come up with a solution between the two of you. You may want to write down the solution and then each keep a copy.



Step 2: Learn the Law

If you and your landlord cannot come up with a solution to the problem, then you should find out about the law in Alberta. You should be aware of your rights and responsibilities and you should be aware of the landlord's rights and responsibilities.

To find **legal information** about renting in Alberta:

Service Alberta: Consumer Contact Centre

www.servicealberta.ca/landlords_tenants.cfm

Email: service.alberta@gov.ab.ca

Edmonton Area: 780-427-4088

Alberta: 1-877-427-4088

Laws for Landlords and Tenants in Alberta

www.landlordandtenant.org

Email: info@cplea.ca

To find a lawyer to receive **legal advice**:

Lawyer Referral Service

1-800-661-1095

In Calgary: 403-228-1722

www.lawsociety.ab.ca/public/lawyer-referral/

You should **NOT** rely on this publication for legal advice. It provides general information on Alberta Law only.

Step 3: Talk to your Landlord Again

Now that you know about the law, you should talk to your landlord again. The landlord may not know the law, so by meeting with the landlord again, you may be able to quickly solve the problem.

You should bring copies of the legal information that you found with you when you meet with the landlord. Common examples of what you might take with you include a copy of legislation, regulation, or bylaws.

Step 4: Learn About Your Options

If you have not been able to solve the problem with your landlord through discussion, then you may want to know what services are available to assist you and your landlord to end your dispute.

Alberta Health Services

If you are having a problem with health or housing standards, public health inspectors may be able to conduct an investigation.

www.albertahealthservices.ca/4655.asp

HEALTHLink Alberta: 1-866-408-5465

Edmonton Landlord and Tenant Advisory Board

780-496-5959

https://www.edmonton.ca/programs_services/housing/landlord-and-tenant-advisory-board.aspx

Wood Buffalo Landlord and Tenant Advisory Board

780-743-7888

<https://www.rmwb.ca/living/Social-Support-Services/Landlord-and-Tenant-Advisory-Board.htm>

Residential Tenancy Dispute Resolution Service (RTDRS)

RTDRS is an alternative to going to Court and is available in most of Alberta.

You can find out if the service is available for your area by visiting the website:

<http://www.servicealberta.ca/rtdrs/>

Edmonton and Calgary offices:

310-0000 then 780-644-3000

Email: rtdrs@gov.ab.ca

Provincial Court

You could bring a claim against your landlord in the Provincial Court. See the Alberta Courts webpage for more information:

<https://albertacourts.ca/pc/areas-of-law/civil/residential-tenancies-process>



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