Rental Premises Standards of Maintenance Complaint Form

11995 Haney Place, Maple Ridge, BC V2X 6A9
Phone: 604-467-7311 Email: BuildingInquiries@mapleridge.ca

BEFORE YOU SUBMIT

The City of Maple Ridge can only investigate concerns that fall within the scope of the *Rental Premises Standards of Maintenance Bylaw No. 6550-2008*.

Issues outside the City's jurisdiction may be the responsibility of the Ministry of Housing and Municipal Affairs, which oversees the Residential Tenancy Branch.

To register a complaint with the City, please complete this form and submit it along with a copy of your dated **written** correspondence to your landlord identifying the deficiencies.

Incomplete forms or missing supporting documentation may result in delays or the complaint not being investigated.

The City cannot guarantee an immediate resolution. The City will work with both tenants and landlords to facilitate compliance.

If you require further information or clarification, please do not hesitate to contact the Planning and Building Department at 604-467-7311 during regular office hours Monday to Friday, 8:00 am to 4:00 pm (excluding statutory holidays).

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RENTAL PREMISES STANDARDS OF MAINTENANCE COMPLAINT FORM

THE FOLLOWING IS TO BE FILLED OUT IN FULL BY THE COMPLAINANT

PLEASE PRINT CLEARLY

Date: _____

TENANT INFORMATION

Name: _____

Street Address: _____

Unit Number: _____

Phone Number: _____

Email Address: _____

Time Duration of Rental: _____

How long has the issue(s) existed? _____

Have you advised the landlord, in writing, of the issue(s)? ☐ Yes ☐ No

Date the landlord was first notified:

Have you contacted the Residential Tenancy Branch about the issue(s)? ☐ Yes ☐ No

If yes, what date did you contact them? _____

LANDLORD INFORMATION

Name of Landlord OR
Property Management Company: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

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ATTACH COPY(IES) OF WRITTEN CORRESPONDENCE INCLUDING SUPPORTING DOCUMENTATION SENT TO THE LANDLORD/PROPERTY MANAGER ADVISING OF THE DEFICIENCY(IES)

I acknowledge that:

☐ I have requested the landlord to correct the deficiency(ies).

☐ I have reviewed the City's *Rental Premises Standards of Maintenance Bylaw*.

REQUIRED DOCUMENTATION TO ASSIST CITY STAFF ON ASSESSING CONCERNS

Before submitting this form, please attach:

☐ Copy of dated written request to landlord

☐ Additional correspondence between tenant and landlord

☐ Photos or videos of deficiency(ies)

☐ Additional supporting documents (optional)

☐ Description of how the issue affects the rental premises

SELECT APPLICABLE BYLAW DEFICIENCY(IES)

☐ Structural Integrity
☐ Foundations
☐ Exterior Walls
☐ Exterior Doors and Windows
☐ Roofing
☐ Stairs, Balconies and Porches
☐ Basement Conditions
☐ Floors
☐ Walls and Ceilings
☐ Plumbing and Plumbing Fixtures
☐ Gas Appliances and Systems
☐ Heating Systems
☐ Electrical System and Lighting
☐ Ventilation
☐ Interior Fire and Health Safety Hazards
☐ Maintenance of Services and Utilities

Details of Deficiency(ies):

_____

_____

_____

_____

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Applicant Declaration

I acknowledge that:

☐ The information provided is accurate to the best of my knowledge.

☐ I understand the City may only investigate matters within the scope of the Bylaw.

Important: Submission of this form does not guarantee that the City has jurisdiction to investigate the complaint. City staff will review the information provided and determine whether the reported issue falls within the scope of the *Rental Premises Standards of Maintenance Bylaw*.

Signature: _____

Date: _____

Personal information entered on this form is collected under the authority of Section 26(c) of the Freedom of Information and Protection of Privacy Act (FIPPA) for application purposes. All application information submitted is considered public records that may be available in various City publications or reports to Council or disclosed through information requests. If you have any questions or concerns about how your information will be used, contact the Legislative Services Department by calling 604-466-4300 ext. 5557 or by emailing FOI@MapleRidge.ca. For more information about FIPPA at the City, please visit our Freedom of Information page.