

Frequently Asked Questions (FAQS)

Can the City force my landlord to renovate or upgrade my unit?

No. The City's role is to enforce the maintenance and safety standards established by the bylaw. The City cannot require a landlord to modernize, renovate, remodel, or improve a rental unit if the existing conditions comply with the bylaw.

Will the City inspect my rental unit?

If a complaint falls within the scope of the bylaw, a City inspector may contact the tenant, review the information provided, contact the landlord or property manager, and conduct an inspection of the rental premises to assess compliance with the bylaw.

What happens if a bylaw violation is found?

Where deficiencies are identified, the City may issue a Notice to Comply requiring the landlord or property manager to correct the violation within a specified timeframe. Failure to comply may result in enforcement action.

Can I submit a complaint anonymously?

The City does not accept anonymous complaints as they may limit the City's ability to investigate and verify information. Tenants submitting a complaint should be prepared to provide contact information and cooperate with any inspection or investigation process. Every effort will be made to protect the identity of the complainant. It is possible that someone could file a Freedom of Information Act request, and the City's Legislative Services department could determine that the name could be released if the matter is subject to legal proceedings and before a court.

Does submitting a complaint guarantee enforcement action?

No. Submission of a complaint does not guarantee that the City has jurisdiction or that enforcement action will occur. City staff will review the complaint and determine whether the reported issue falls within the authority of the Rental Premises Standards of Maintenance Bylaw.