

604-433-3344 (867)

Whitehorse  
405 Ogilvie St  
Blood Ties Four Directions



## GUIDE SURVIVAL TENANT

### RESOURCES

Whitehorse Housing

667-5712

Grey Mountain Housing

633-4880

Residential Tenancies Office

667-5944

Human Rights Commission

667-6226

Yukon Status of Women

667-4637

Blood Ties Four Directions

334-4790

Neighborhood Law Centre

667-5255

Emergency Shelter

393-8322

Income Support

667-5674

DIA / INAC

667-3888

## Notes

### Being a Tenant in Whitehorse

Finding a place to live in Whitehorse can be frustrating if you don't know your rights and where to go for help.

You **do** have rights as a tenant.

Knowing your rights makes it easier to find and keep a place to live.

Use this guide to help you find your way as a tenant and learn where to go for the help you need.



## MONEY MATTERS

1. Your landlord may ask for a security deposit.
2. The security deposit can't be more than the cost of one month's rent.
3. SA pays damage deposits (up to their max. amount), and you repay the deposit over time, at \$20-\$25 per month
4. Call Consumer Services for information about what the security deposit can be used for.
5. You are responsible for paying your rent on time and according to your tenancy agreement.
6. Social Assistance pays rent and utilities separately. Make sure you understand how much you are entitled to every month.

## YOUR RIGHTS

1. You have the right to privacy. Your landlord has to give you written notice 24 hours before if they want to go in to your place, unless there is an emergency. They can only go in to your place between 8 am and 9 pm. Call Residential Tenancies Office if you have questions about your right to privacy.
2. You have the right to have your place maintained by your landlord if anything breaks or needs to be serviced.
3. Your landlord can't change the locks on you. You can't either.
4. You have the right to have visitors and guests and to meet with any political candidates that you choose to meet with.
5. Your landlord has to tell you in writing if they are going to increase your rent. They can't increase it in the first year that you live there and they have to give you notice 3 months before they increase it.
6. If you are renting a mobile home site you can't be asked to move out December, January or February.

## Evictions

Your landlord needs to give you two full months' notice to vacate (on a month-to-month rental). However, they can **evict** you with 14 days notice if you:

1. Repeatedly don't pay your rent on time, or don't pay your security deposit within 30 days of the date on the lease.
2. Are too noisy.
3. Don't honor your tenancy agreement, for example, by smoking indoors or having a pet.
4. Don't repair damages in a timely manner.

Among others! See page 30 of the Landlord Tenant Act for more details.

## TIPS

1. Take photos of the place before you move in and keep the photos. You may need them to prove the condition of the property if there is any dispute with your landlord later.
  2. Fill-out a walk-through checklist with your landlord before you move in.
  3. Don't sign any agreement you won't be able to honor. Smoking indoors and keeping pets are examples of things that may be part of a tenancy agreement.
  4. Keep a copy of any written communication between you and your landlord.
- Get the Landlord and Tenant Act Handbook from:  
**Residential Tenancies Office**  
307 Black St.  
667-5944

## YOUR RESPONSIBILITIES

1. You have to pay your rent on time every month.
2. You have to honor any agreements that you have with your landlord, even if they are spoken agreements.
3. You have to keep your place clean and repair anything that you or your visitors break or damage.
4. You have to tell your landlord if anything in your place needs maintenance.
5. You have to clean up after yourself, your kids, and your pets. Take your garbage and compost out, do your recycling and pick up after your pets.
6. You are responsible for the noise that you and/or your guests and visitors make. It is your responsibility to keep the noise down so other people in the neighborhood or in the building aren't bothered.
7. You have to give your landlord notice a full month ahead of time if you are moving out. Make sure you understand what will happen with your security deposit if you are moving.

## WHAT TO DO IF YOU ARE EVICED

1. Find out why.
2. If you think your rights are being violated, call the Neighborhood Law Centre and/or the Human Rights Commission for help. Their numbers are on the back.
3. Make sure you know when you are expected to move out.
4. Start looking for another place right away. Wait lists for housing are long and good rental units are hard to find.
5. Make sure you understand what will happen with your security deposit if you paid one. You may be able to use it for last month's rent or to cover any damages you are responsible for.