

Tenant Handbook

Information for people that
live in public housing in the
Northwest Territories



If you would like this information in another official language, call us.

English

Si vous voulez ces informations dans une autre langue officielle, contactez-nous.

French

Kĩspin ki nitawih̄tĩn ē nĩhĩyawih̄k ōma ācimōwin, tipwāsinān.

Cree

Tłıchq̄ yatı k'èè. Dı wegodı newq̄ dè, gots'ō gonede.

Tłıchq̄

ʔerih̄t'is Dēne Sų́lné yatı t'a huts'elkēr xa beyáyatı theᑭᑭ ʔat'e, nuwe ts'ēn yóftı.

Chipewyan

Edı gondı dehgáh got'ıe zhatıé k'éé edat'éh enahddhę nıde naxets'é edahfı.

South Slavey

K'áhshó got'ıne xadā k'é hederı ʔedıht'é yerııwę nıde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijāhch'uu zhit yınohthan jı', diits'āt ginohkhıi.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqłuta.

Inuvialuktun

ᑕᑦᑭᑦ ᑎᑎᑦᑭᑦ ᐱᑦᑭᑭᑦ ᐃᑦᑭᑦᑭᑦᑭᑦᑭᑦᑭᑦ, ᑭᑦᑭᑦᑭᑦᑭᑦᑭᑦᑭᑦ.

Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

Indigenous Languages:

867-767-9328

French:

867-767-9348

866-561-1664 Toll Free

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About this Handbook

This handbook is for people that rent and live in public housing in the Northwest Territories (NWT) and outlines the following:

TENANT RIGHTS AND RESPONSIBILITIES.

LANDLORD RIGHTS AND RESPONSIBILITIES.

Tenants pay rent and in return can live in a Housing NWT rental unit. Public housing provides rent subsidies for low-income tenants. People pay less than market value rent, based on total household income.

Housing NWT (formerly the NWT Housing Corporation) operates the public housing program.

In most communities, Housing NWT contracts the Local Housing Organization (LHO) to act as the landlord.

The rules for renting property in the NWT are governed by the *Residential Tenancies Act* and the Residential Tenancies Regulations.

Where there is a difference between your lease or this handbook and the *Residential Tenancies Act* or Residential Tenancies Regulations, the Act or regulations govern.

FORT RESOLUTION

Moving into a Public Housing Unit



ENTRY INSPECTION

Before the tenant moves in, the landlord and tenant should go together to inspect the condition and contents of the rental unit. This is called the entry inspection. A check-in report is filled out, pictures are taken of unit including any damaged areas.

The landlord and tenant should review the inspection report, make comments and both sign the report which identifies the condition of the unit. The landlord should give the tenant a copy of the report within five days of the inspection.

KEYS AND LOCKS

The landlord gives keys to the tenant when they move in. The tenant cannot replace or change any locks for any reason. If keys are needed for other occupants, the tenant needs to make the request through their landlord. The tenant may only be provided with one key for single unit, two keys for couples.

Lost Keys

If a tenant loses their keys, they must report it to the landlord. If the landlord needs to replace all the locks, the tenant pays:

- Cost of each new lock and key.
- Labour (minimum one hour service).
- 10% admin fee and GST.

Tenant Locked Out

If the landlord opens the unit for a tenant after hours, they charge the actual cost to open the unit, with a minimum of one hour service.

UTILITIES

The tenant is responsible to pay the electricity bill every month. When a tenant moves in, they must be able to open a power account.

TV AND INTERNET

Each tenant is responsible for their own TV and internet. Tenants must get written consent from the landlord to put up any antenna, tower, or satellite dish.

WATER

Depending on the type of water service, each unit is allowed to use:

- Up to 90 litres per day per person – trucked service.
- Up to 265 litres per day per person – piped service.

The tenants must pay for any extra amount they use.

TENANT INSURANCE

Tenants should purchase content insurance. This can cover damage to personal property and belongings.

The landlord is not responsible for a tenant's personal items.

PARKING

If a unit is provided a parking space, only that space is allowed for that tenant. If someone parks in another tenant's spot, the car can be towed away at the tenant's expense.

CHANGES OR RENOVATIONS

The tenant must get written permission from the landlord to make any changes to their unit. This includes any renovations to the inside or outside: additions, painting, redecorating, etc.

PETS

A tenant must have their landlord's consent to keep a pet in the unit. If a tenant has a pet, they are responsible for:

- Any damages caused to the rental unit or common areas.
- Any disturbances to other tenants, visitors, or service people.

If a pet causes problems, the landlord can ask the tenant to get rid of the pet, or move out.

PET SECURITY DEPOSIT

If a tenant has a pet, the landlord can charge a pet security deposit. The amount of the deposit is half the market rent value of the unit. If a tenant has more than one pet, they pay only one pet security deposit. The deposit will be used to cover any damages or extra cleaning required because of a pet, with the unused balance paid back to the tenant.

A tenant does NOT pay a pet security deposit if they:

- Are a person with a disability that uses a service animal.
- Have rented the unit since Sept. 1, 2010 or before, and the tenancy agreement says a pet is okay.

ADDING OCCUPANTS ON THE LEASE

All occupants in a household must be added to the lease through the local housing organization.

Rent and Security Deposits

RENT

The landlord calculates the rent subsidy once a year. It is based on total household income and the latest rent scale. If a tenant's income changes during the year, they should contact their LHO to be recalculated. The tenant is required to file their taxes with Canada Revenue Agency and provide consent to Housing NWT to have access. This information is used for the annual reassessment every July.

Before they move in, the tenant must pay the first month's rent. On the first day of each month, the tenant must pay the rent to the landlord. When the tenant pays the rent, the landlord must give them a receipt. If the tenant cannot afford the full amount, they must contact the landlord right away and a repayment plan can be arranged.

SECURITY DEPOSIT

The agreement also shows the amount of the security deposit. The tenant must pay at least half this amount before they move in. They must pay the other half within three months.

A security deposit is money a tenant pays ahead of time prior to moving into a unit. The amount is usually the same as one month's unsubsidized rent.

Money Held in Trust

The landlord keeps security deposits and interest separate from their other money. They hold it in trust for the tenant, until the tenancy ends.



Rights and Responsibilities

TENANCY AGREEMENT

When a tenant rents a public housing unit, they and the landlord sign a tenancy agreement. The agreement is a legal contract. It outlines the rules a tenant and landlord must follow – their rights and responsibilities according to the *Residential Tenancies Act*.

It is important that the tenant reads and understands the agreement before they sign it. The landlord and tenant each get a copy of the signed agreement.

Respect Other Tenants, the Landlord, the Laws

A tenant cannot disturb:

- Things that belong to other tenants or the landlord.
- The quiet and enjoyment of other tenants and the landlord.

A tenant may complain to the landlord if another tenant causes a problem. The landlord is responsible to deal with the problem.

Illegal Activities

A tenant cannot:

- Conduct or have anything to do with illegal activities in the unit.
- Allow another person to conduct illegal activities in the unit.



TENANT SUCCESS PLAN

If a tenant breaks the rules of the Tenancy Agreement, the landlord will go through a Tenant Success Plan with the tenant. The Tenant Success Plan is a checklist used by the landlord to ensure all has been done to avoid eviction, including client-centred counseling.

VITAL SERVICES

Vital services include heat, hot and cold water, electricity, and other public utilities. If these services are included in the tenancy agreement, the landlord is responsible to make sure that these services are available, for as long as the tenant lives there.

TENANT PRIVACY

The landlord can enter a rental unit only for certain reasons:

- Do work related to the laws and the tenancy agreement, such as repairs, checking the furnace or plumbing, etc.
- In order to complete annual preventative maintenance servicing of safety and heating appliances.
- Inspect the unit.
- Show the unit to possible new tenants if needed.

The landlord must give the tenant 24 hours written notice and it must be between the hours of 8am and 8pm. They must say why and when they plan to enter the unit. The tenant can suggest different days or times.

However, the landlord may enter the unit without notice for these reasons:

- An emergency – even if the tenant is not home.
- The tenant agrees.
- The landlord believes the tenant has abandoned the unit – moved out without notice.

DAMAGE

The tenant is responsible to:

- Tell the landlord right away about any and all damage to the unit.
- Pay for damages that they, or their visitors, cause. The landlord will send a bill and the tenant must pay within 30 days.

If someone other than the tenant or their visitors causes damage, the tenant needs to report it to the landlord and police because it is considered vandalism.

If the landlord believes the tenant caused damage to the unit, the tenant must pay for the repairs.

UNIT UNOCCUPIED

If a tenant is going to be absent from their unit:

- Between October 1 – April 30, the tenant must inform the landlord in writing if the unit will be empty for 24 hours
- Between May 1 – September 30, the tenant must inform the landlord in writing if the unit will be empty for seven days.
- Let the landlord know if another member of the household will be in the unit.

Care of your unit

MAINTENANCE AND REPAIRS

The landlord must keep all the systems in good repair. They must meet all health, safety, and other standards in the laws.

At least once a year, the landlord will require access to the unit to complete preventative maintenance on systems:

- Heating appliances, furnace, boiler and hot water tank
- Electrical system
- Plumbing
- Smoke and carbon monoxide alarms
- Fire extinguishers

They must give the tenant 24 hours' notice to enter the unit and it must be between the hours of 8am and 8pm. The tenant must let them enter.

If the tenant has problems with vital services or the services stop working for some reason, the tenant must tell the landlord immediately. The landlord must fix the issue as soon as possible.

A wide-angle photograph of a coastal landscape. In the foreground, there's a grassy hillside. In the middle ground, a small cluster of buildings is visible along the shoreline. The background features a large body of water (Sachs Harbour) under a blue sky with scattered clouds.

SACHS HARBOUR

MAINTENANCE AND GENERAL SAFETY

The tenant must keep the unit clean and safe and follow the rules.

For example, the tenant must **DO** the following:

- Regularly clean walls and floors, stairs and hallways, windows, fridge and stove, bathtub, toilet, sinks, kitchen counters, etc.
- Keep furnace heat vents clear. Do not block them with bags, furniture, or other objects.
- Keep inside and outside stairs clear. Do not pile things on them.
- Clear ice and snow from outside door frame and stairs.
- Keep safe and tidy all outside areas and the walkway from the road to the unit. Do not leave objects lying around. Clear away ice and snow.
- Close windows in cold weather.
- Children should not play in parking areas, halls or stairways, or any place where they may be in danger or disturb other residents.
- Contact the landlord with any questions or concerns about pests, including bedbugs and mice.
- Contact the landlord if there are lights, switches, or plugs that do not work, crackle when used or continues to trip breaker.

DO NOT:

- Leave children's toys or other items in doorways or shared hallways.
- Allow the unit to become overcrowded or allow people to live there not on the list or not approved.
- Put any type of sign on the front door.
- Use a waterbed without written consent from the landlord.
- Leave items in the yard that can leak oil or fuel.

AKLAVIK



PEST PREVENTION

- Clean up spills immediately. Do not leave pet water and food out 24 hours a day.
- Keep food in tightly sealed plastic or glass containers, rather than in paper or cardboard that pests can chew through and lay eggs in.
- Regularly clean dark and/or damp areas close to a food source (for example beneath and behind appliances).
- Store garbage in sealed plastic containers and dispose of it daily.
- Do not allow dirty dishes to pile up, especially overnight. If you cannot wash them immediately, leave them to soak in detergent and water.
- Vacuum often to help remove food particles and insect egg masses.
- Have the landlord wrap or insulate pipes that have excess condensation and repair leaky faucets and pipes.
- Ensure your bathroom fans are working and used to ventilate and dehumidify moist areas to reduce sources of water.
- Contact the landlord immediately if you think you have a pest problem.

FURNACE

The landlord is responsible for changing the furnace filter.

The tenant is responsible to call the landlord immediately if the heat stops working for any reason.

APPLIANCES

The landlord will provide a fridge and stove at the minimum, for each unit. Any other appliances included will be noted in your agreement.

BATHROOMS

The tenant must call the landlord right away if:

- The toilet, bathtub or any drain lines get plugged.
- The bathroom fan is noisy. (DO NOT disconnect it. The fan helps prevent problems with mould.)
- There is no hot water.

HOW TO REDUCE MOISTURE IN YOUR HOME

MOISTURE CAN RESULT IN MOULD.

To prevent future problems, you need to control where the moisture can come from.

- For detached homes, call your landlord if eavestroughs and downspouts need to be cleaned.
- Report plumbing leaks for prompt repair.
- Turn on exhaust fans and ventilation systems to vent moisture outdoors, particularly when cooking with high moisture and when showering.
- Adding a 15 minute timer to your fan or running your fan for 15 minutes can help to reduce moisture.

IF YOU SEE SOMETHING THAT YOU EXPECT IS MOULD, CALL YOUR LANDLORD.

GARBAGE AND RECYCLING

A tenant **must**:

- Put all garbage and recyclables in containers that the local government approves.
- Know the schedule for pick-up days.
- Remove any large garbage such as furniture, etc.

A tenant may **NOT**:

- Keep garbage and recyclables in the yard, or on steps or a balcony.

ENERGY CONSERVATION

To reduce costs and help the community and environment, tenants should pay attention to how they use heat, electricity, and water.

HOT WATER HEATER (BOILER)

- Is set at 49°C (120°F) or less and should not be changed.
- Contact the landlord about the water heater if you are absent longer than one day.

LIGHTS AND OTHER ELECTRIC ITEMS

- Turn on the lights only when needed.
- Use energy-saving bulbs.
- Unplug or turn off items when not using them.

WATER

- Use only what is needed.
- Turn off the tap when brushing teeth.
- Limit showers to 10 minutes or less.
- Contact the landlord right away about a leaky tap or toilet.

HEAT

- Keep the thermostat at 20°C (68°F).
- Wear sweaters and slippers in the house.
- Keep windows closed in the colder months.



JEAN MARIE RIVER

Safety

FIRE SAFETY, SMOKE ALARM, CARBON MONOXIDE (CO)

If there is a fire, the tenant is responsible to **DO** the following:

- Get everyone out of the unit.
 - Make a plan ahead of time that includes where everyone meets outside, away from the building.
- Call the fire department.
 - Keep emergency phone numbers nearby. It is recommended to leave and call from a safe location.
- Close all the doors and windows if possible.
- Cover the fire with a lid if it's in a pot on the stove.

DO NOT:

- Try to carry the item on fire outside.
- Try to put the fire out, unless it is in a small area and a fire extinguisher would work well.

PREVENTING FIRES

To help prevent fires, the tenant must **DO** the following:

- Properly extinguish all cigarettes
- Keep smoke and carbon monoxide (CO) alarms connected (do not cover them).
- Keep the furnace room free of all material that could start a fire.
- Always shut the door to the mechanical room and keep open the furnace air intake.
- Keep matches and lighters away from children.
- Properly use and maintain space heaters.
- Use light bulbs with the proper wattage for the fixture.
- Make sure all electric cords and plugs are in good condition (not broken, cracked, or frayed).
- Use extension cords for only one appliance at a time.

DO NOT:

- Extinguish cigarettes in planters or garbage cans
- Block the furnace air intake just because cold air comes in. The furnace needs the outside air to work properly.
- Use the furnace room for storage.
- Keep fuel or other materials that burn in or near the unit or property.
- Smoke in bed.
- Leave pots unattended on the stove. Take care when cooking with grease.
- Place extension cords across doorways or under rugs.

The tenant must contact the landlord if:

- They are aware of a worn or frayed wire, fuel oil leak, or problem with the furnace.
- A breaker trips in the electric panel.
- A smoke alarm is too sensitive (if it goes off all the time, even when cooking. Do NOT disconnect it.)



SMOKE AND CARBON MONOXIDE (CO) ALARMS

The landlord must provide each unit with smoke and CO alarms.

Carbon monoxide is a gas. It has no colour or odour and it's deadly to humans if we breathe it. Pay attention if the CO alarm starts beeping.

If a smoke or CO alarm beeps nonstop, everyone should leave the unit right away. Then call the landlord.

The landlord is responsible to maintain the alarms and change the batteries once a year. But if an alarm beeps just once in a while, it may need a new battery. Call the landlord.

**CARBON MONOXIDE IS A GAS.
IT HAS NO COLOUR OR ODOUR AND IT'S
DEADLY TO HUMANS IF WE BREATHE IT.
PAY ATTENTION IF THE CO ALARM
STARTS BEEPING.**



Moving Out of a Public Housing Unit

UNDER THE *RESIDENTIAL TENANCIES ACT*, THE TENANCY AGREEMENT CAN END FOR DIFFERENT REASONS, SUCH AS:

- The landlord and tenant agree in writing.
 - If this happens, the agreement can end on any day they choose.
- The tenant or landlord gives notice to the other.
- Abandonment of the unit.

TENANT ENDS THE AGREEMENT

If the tenant wants to end the agreement and move out, they must give 30-days written notice to the landlord.

The tenant can apply to the Rental Officer to end the agreement if the landlord:

- Does not do needed repairs.
- Does not provide vital services (e.g. heat, water, electricity) that has been agreed to in the tenancy agreement.
- Unfairly disturbs the tenant.

If a tenant experiences family violence, they can contact their LHO for assistance to end the agreement early. The landlord can then make a new agreement with one or more of the tenants if needed.



LANDLORD ENDS THE AGREEMENT

Certain rules apply if the landlord wants to end the agreement:

- The landlord must give the tenant 30 days written notice.
- If the agreement is for 31 days or less, it ends on that date.
- If the tenant does not qualify for public housing anymore, the landlord can apply to the Rental Officer to end the agreement.

The landlord can also apply to the Rental Officer to end the agreement within 10 days if the tenant or their guests:

- Constantly disturbed other tenants or the landlord.
- Damaged the unit and do not pay to fix it.
- Did not follow a Rental Officer decision.
- Made it impossible to follow the tenancy agreement.
- Did something to affect the safety of other tenants or landlord.
- Constantly failed to pay rent.

EVICTIION

Eviction is when the tenant gets a legal notice that they must move out on a certain date. A landlord can apply to the Rental Officer to get an eviction notice if a tenant breaks their tenancy agreement and the Tenant Success Plan hasn't been followed by the tenant. The landlord can evict the tenant for certain reasons, such as:

- Illegal activities.
- Allowing too many people or 'unapproved' people to live there.
- Seriously disturbing other tenants / landlord; risking their safety.
- Doing serious damage to the unit or property.

If a tenant is late with rent payments, the landlord may apply to the Rental Officer for an order to pay. If the Pay Order is not followed and all other collection opportunities have failed, eviction is possible.

EXIT INSPECTION

The landlord and tenant should go together to inspect the condition and contents of the rental unit just before the tenant moves out. This is the exit inspection.

The check in report from the entry inspection is used at the time of checkout. Photos are taken of the unit. Damages are taken off the damage deposit or charged back to the tenant. Normal wear and tear is not seen as damage.

The landlord and tenant review the exit inspection report, make comments and both sign the report. The landlord should give the tenant a copy of the report within five days of the inspection.

RETURNING SECURITY DEPOSITS / PAYING FOR DAMAGES

When the tenant moves out, the landlord is responsible to return their security deposit(s), with interest, within 10 days. The landlord can keep all or part of the deposit to cover unpaid rent or repairs.

If the landlord needs some, or all of the money, they must:

- Have on file the signed entry and exit inspection reports.
- Give the tenant copies of the two inspection reports.
- Within 10 days, show the tenant in writing how much money they're keeping and what it pays for (e.g. list of repairs, unpaid rent) – based on the inspection reports.
- Return to the tenant the rest of the money and the interest collected.
 - If the landlord has no contact info for the tenant and cannot locate them for one year or longer, the tenant may get no money back.

If there is a lot of damage and the landlord needs more time, they send a notice to the tenant with a cost estimate within 10 days. They may take up to 45 days to send a 'final' written notice.

If the tenant disagrees with the landlord's decision, they can apply to the Rental Officer.

TENANT ABANDONS THE UNIT

To abandon the unit means the tenant leaves without giving notice or telling the landlord. The tenancy ends on the day the landlord becomes aware the tenant has abandoned the unit. The landlord does an exit inspection, with or without the tenant, within a week of when the tenant leaves. The tenant must pay any outstanding rent and damages.

TENANT ABANDONS PERSONAL PROPERTY

When a tenant moves out, they may leave personal property behind. The landlord may get rid of any property that is worthless or unsafe.

The landlord makes a list of property they keep and gives it to the Rental Officer. If the landlord has the tenant's address, they send them the list.

The Rental Officer may allow the landlord to dispose of or sell abandoned property that costs more to store than it is worth. The landlord stores all the other property for at least 60 days.

Within those 60 days, the tenant can get their property back. They must pay the landlord the cost to remove and store it. After 60 days, the Rental Officer may allow the landlord to sell the property. The landlord may use the money to:

- Cover their costs to remove and store the property.
- Cover other tenant costs (e.g. unpaid rent or damages), that are part of an order from the Rental Officer or court.

The landlord writes a report to the Rental Officer about the sale. And they give the Rental Officer any leftover money. The Rental Officer keeps the money for one year for the tenant to claim. If they do not claim it, it goes to the GNWT.

About Housing NWT and Local Housing Organizations

HOUSING NWT IS AN AGENCY OF THE GNWT. HOUSING NWT OFFERS MANY DIFFERENT HOUSING PROGRAMS FOR NWT RESIDENTS, INCLUDING PUBLIC HOUSING. RENT IS BASED ON THE PUBLIC HOUSING RENT SCALE.

People must apply. Even if people are eligible, there is often a long waiting list.

LOCAL HOUSING ORGANIZATION (LHO)

At the community level, the LHO is the landlord for public housing. They act as the agent for Housing NWT.

Link to a list of LHOs:

<https://www.nwthc.gov.nt.ca/en/local-housing-associations>

LHO name: _____

LHO office address: _____

Community: _____

LHO phone #: _____

Office hours: _____

Maintenance phone # after hours: _____

NAHANNI BUTTE



EMERGENCY CONTACTS

An emergency is when something unexpected happens that is very serious and often dangerous.

Emergency (fire, police, ambulance): **911**

When you call emergency, be ready to give this information:

- Name and address.
- The problem.
- Number of people in the home.
- Any special needs, including people with a disability or injury.

RESOURCES TO HELP PREPARE FOR AN EMERGENCY

Prepare for an emergency	https://www.maca.gov.nt.ca/sites/maca/files/gnwt_7020_emergency_family_preparedness_brochure_wr_0.pdf	Municipal and Community Affairs, GNWT
Prepare for a flood	https://www.maca.gov.nt.ca/sites/maca/files/gnwt_7020_emergency_flood_brochure_wr_0.pdf	Municipal and Community Affairs, GNWT
Prepare pets and service animals	https://www.maca.gov.nt.ca/sites/maca/files/gnwt_7020_emergency_pet_brochure_wr_0.pdf	Municipal and Community Affairs, GNWT
Be ready for emergencies	https://www.maca.gov.nt.ca/en/BeReadyNWT	Municipal and Community Affairs, GNWT
Get prepared	https://www.getprepared.gc.ca/index-eng.aspx	Government of Canada
Emergency plan template	https://www.redcross.ca/crc/documents/How-We-Help/Emergencies-and-Disasters-in-Canada/emergency-plan.pdf	Red Cross

About the Rental Office

The Rental Office is part of the NWT Department of Justice. They are responsible to:

- Enforce the *Residential Tenancies Act* and Regulations.
- Provide information to tenants and landlords about the Act and Regulations.
- Solve problems between tenants and landlords.

If a landlord and tenant have a problem, the Rental Office encourages them to solve it themselves. If they cannot, either the landlord or tenant can apply to the Rental Office, to start a formal process.

Applying to the Rental Office:

- Fill out an application form. Print and sign three copies. <https://www.justice.gov.nt.ca/en/files/rental-agreement-dispute-resolution/Application%20to%20a%20Rental%20Officer.pdf>
- Attach three copies of any documents that support the claim.
- Pay a filing fee by mail, in person, by phone, by e-transfer: \$100 for a landlord. No fee for tenants in public housing.
- Mail or deliver the application package to: Rental Office, Department of Justice, Box 1920, Yellowknife, NT X1A 2P4
- Email: rentaloffice@gov.nt.ca
- Phone: Toll free: 1-800-661-0760 or 1-867-767-9254 (Yellowknife)
- Fax: 1-867-873-0489
- Website: <https://www.justice.gov.nt.ca/en/boards-agencies/rental-office/>

If the Rental Office decides there is a need, they can take action, such as:

- Make the tenant / landlord follow the rules and be responsible.
- Make the tenant / landlord pay, if that applies to the situation by issuing a Pay Order.
- Order the tenant to leave the unit on a certain date by issuing an Eviction Order.

The Rental Office decisions have the same force as a supreme court order. If a landlord or tenant disagrees with a decision, they can appeal to the judge of the supreme court within 14 days.



Community Contacts

MANY GOVERNMENT AND NON-GOVERNMENT GROUPS HAVE INFORMATION AND RESOURCES TO HELP PEOPLE DEAL WITH LIFE'S ISSUES AND PROBLEMS.

FAMILY VIOLENCE SHELTERS		
Alison McAteer House, Yellowknife	Crisis Line: (867) 873-8257 (Yellowknife) Toll-free: 1-866-223-7775	Shelter for women and children who experience family violence. Emergency Protection Order — emergency short-term no contact order to protect victims.
Sutherland House, Fort Smith	Toll-free: 1-877-872-5925 Crisis line: 867-872-4133 (Fort Smith)	Safety and support for women and children who experience family violence.
Family Support Centre, Hay River	Phone: 1-867-874-3311 (Hay River) Toll Free: 1-833-372-3311	Safety and support for women and children who experience family violence.
Inuvik Transition House	1-867-777-3877 (Inuvik)	Help and support for people that experience domestic abuse.
Aimayunga Women and Emergency Foster Care Shelter, Tuktoyaktuk	1-867-977-2000 (Tuktoyaktuk)	Help and support for people that deal with family violence.

PEOPLE WITH DISABILITIES

NWT Disabilities Council	867-873-8230 (Yellowknife) Toll Free: 1-800-491-8885 http://www.nwtcdc.net/	Educate, advocate, and support to enable self-determination.
Inclusion NWT	867-920-2644 https://inclusionnwt.ca	Lifelong support for people with disabilities.

COUNSELLING / MENTAL HEALTH

Kid's Help Phone	1-800-668-6868 Live chat at www.kidshelpphone.ca text 686868	Talk to someone about any concern or problem.
NWT Help Line	Toll free: 1-800-661-0844 https://www.facebook.com/NWTHelpLine	Support for any problem or concern, information and referrals.
Local community counsellor	Regional https://www.hss.gov.nt.ca/en/contact/community-counsellor	Help and support for mental health concerns, addictions recovery, family violence, etc.
First Nations & Inuit Hope for Wellness Help Line	Toll free 1-855-242-3310 (24/7)	Mental health counselling and crisis intervention



SENIORS

NWT Seniors Society	Information Line Toll Free: 1-800-661-0878 https://www.nwtseiorsociety.ca	Information, resources, and support for NWT seniors and elders.
Seniors Information Handbook	Seniors' Information Handbook (gov.nt.ca)	Programs and services to help seniors stay active and independent in their home communities.

OTHER RESOURCES

Home Maintenance Manual	Student Manual NWT Housing Corporation (gov.nt.ca)	NWT Housing
Energy Saving Tips	Energy Saving Tips - Arctic Energy Alliance (aea.nt.ca)	Arctic Energy Alliance



ULUKHAKTOK

LEGAL QUESTIONS AND ISSUES		
Legal Aid	1-867-767-9361 (Yellowknife) Toll free: 1-844-835-8050 https://www.justice.gov.nt.ca/en/legal-aid/	Department of Justice
Outreach Legal Aid Clinic	1-867-767-9384 (Yellowknife) Toll free: 1-844-497-1319 https://www.justice.gov.nt.ca/en/outreach-legal-aid-clinics/	Department of Justice
Court Workers	Regional https://www.justice.gov.nt.ca/en/community-court-workers/ for contact info	Help people involved with the justice system. <ul style="list-style-type: none"> • Find a lawyer. • Apply for legal aid. • Fill out legal forms. • Apply for protection order. • Apply for victim services.
Victim Services	Toll free 24-hour crisis phone: 1-888-459-1114 1-867-767-9261 (Yellowknife) https://www.justice.gov.nt.ca/en/victim-services/	Info, support, referrals re: <ul style="list-style-type: none"> • Court process. • Being a witness. • Shelters and safety. • Protection orders. • Etc.

