

Information for tenants

Q: Why is the City making this information available?

Council passed a motion in January 2012 to establish an online, searchable database of residential rental buildings and their history of compliance with bylaws around health and safety.

The initiative has two objectives, to:

1. motivate landlords and operators to keep their residential rental properties in good condition, and
2. assist renters in making more informed decisions about rental properties in the city.

This initiative helps fulfill Council's commitment, as outlined in the Housing and Homelessness Strategy (2012), to provide strong leadership and support to partners to enhance housing stability, including support to renters.

Q: Why aren't you including the names of property owners?

Most of the buildings on the list include the names of the property owners. For cases where the owner is listed as a corporation or a numbered company, the BC Registry of Services — Corporate Online at <https://www.corporateonline.gov.bc.ca>, contains information of the owner's name. Their hotline is 1-800-663-6102.

Q: Why are you not including basement or secondary suites?

The focus at this time is on larger residential buildings. Other types of rental properties may be considered at a future date.

Q. My building isn't on the list — what does that mean?

The only buildings listed on the database are licensed residential rental buildings with five or more units that have an issue that has been identified through an inspection in the past year. If your building is not on the list, it has not had or may not have an identified issue.

Q. Once an issue has been reported to the City, when will it appear on the database?

It may take up to 2 to 6 weeks for the issue to appear on the database, depending on when the City official has been able to gain access to the building and determine that there is a bylaw violation.

Q: What was the process used to notify owners of the database before it was launched?

Owners and operators of buildings with identified issues were notified by registered mail in August 2012. This notification was part of a pre-launch phase to provide owners and landlords with an opportunity to address outstanding issues prior to the public launch of the database on January 22, 2013.

Q. What does the City do if a building owner does not comply with city bylaws?

The City works with the owner of a building to comply with our bylaws and ensure safety and maintenance of the building. For property owners who repeatedly ignore or delay making proper upgrades, the City may seek court action to force the owner to comply.

Q. What does “standards of maintenance” mean?

The Standards of Maintenance Bylaw covers a wide range of building maintenance issues and sets standards for rental accommodations within the City of Vancouver. If a building on the list has a ‘standards of maintenance’ issue, it could be one of a number of things, including:

- inadequate heat and hot water
- pest infestation
- malfunctioning smoke alarms
- trip hazards on stairs and hallways
- leaks in pipes, sinks and roof
- broken doors or windows
- broken appliances

The database does not yet include a breakdown of the details of a ‘standards of maintenance’ issue. If your building has a ‘standards of maintenance’ issue and you want more information, please contact 3-1-1.

NOTE: If this is an emergency that requires immediate action from the police, ambulance, or fire: if someone’s health, safety, or property is in jeopardy or if a crime is in progress, please contact 9-1-1.

Q: I am a tenant and live in a building that I think has serious health and safety concerns, but see that my building isn’t on the list. Who do I call if I think it should be on the list?

NOTE: If this is an emergency that requires immediate action from the police, ambulance, or fire: if someone’s health, safety, or property is in jeopardy or if a crime is in progress, please contact 9-1-1.

If there is a compliance issue with health and safety bylaws in your building you should phone 3-1-1 who will report the issue to the appropriate department to coordinate an inspection. If the inspection finds that there is a violation of a city bylaw, your building will be added to the list.

You should also familiarize yourself with the Provincial Residential Tenancy Act which governs the landlord-tenant relationship. You can visit www.rto.gov.bc.ca or contact the Residential Tenancy Office at 604-660-1020 for more information. TRAC, the Tenant Resource & Advisory Centre, also produces a [Tenant Survival Guide](#) to give tenants a basic understanding of residential tenancy law in British Columbia in English, traditional Chinese and Spanish.

Q. If my building has an “open” issue — does that mean my building is unsafe?

Not necessarily. There is a wide range of issues that buildings on the list can have, ranging from minor to major repairs. If you would like more information about the issue, please call 3-1-1.

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Q. My building has an open issue. How soon will it get fixed?

Your landlord is the first person to speak to in regards to how long an issue will take to be fixed, as landlords are responsible for maintaining their buildings.

The City's inspectors and fire officials work closely together to inspect properties ensuring property owners comply with City bylaws in a timely manner.