

## Renter Office - FAQ

The Renter Office is here to provide you with a first point of contact to answer your questions on City policies and permits and refer you to community organizations that can help.

Below are answers to some of the common questions we've received from renters in Vancouver. Email us if there is a question not addressed here: [renteroffice@vancouver.ca](mailto:renteroffice@vancouver.ca) and we would be happy to address it.

### Questions Related to COVID-19

1. I have been impacted by COVID-19 and am worried that I may be evicted or might struggle to pay my rent, what supports are available to me?

The COVID-19 pandemic is an unprecedented situation and we know that it has put a major strain on renters across Vancouver who are already dealing with the ongoing housing crisis

The Province has updated certain measures for renters and landlords during the COVID-19 emergency. These updated measures include:

- An eviction ban on non-payment of rent will be lifted ahead of September 1 and implementing a rent repayment plan.
- Landlords can now issue evictions notices for landlord-purchaser use; for cause; demolition, renovation or conversion of a rental unit; and when a rental unit needs to be vacated to comply with a provincial, federal or municipal order.
- An existing notice issued before the moratorium will come into effect and orders filed in court will be enforceable.
- A rental supplement to help with rent payments, payable to the landlord in place until August 31, 2020.
- A freeze on any new rental increase until December 2020.

Find out more about the protections and changes to the Residential Tenancy Act (RTA) during the Provincial State of Emergency on [the RTB website](#).

There are also financial supports available to renters and landlords from the federal and provincial governments for the duration of the state of emergency. [Review these supports here](#). We will update you on post-emergency measures and supports when information becomes available.

### Questions about City Permits and Standards of Maintenance

2. My landlord has applied for a permit to upgrade the plumbing system in our building. Where can I find information on the permit, such as the scope of its work and how long the permit is valid for?

Basic permit information is available on the City's website. Find more information on an issued permit and the scope of work through [the City database](#).

The timing of a permit depends on the type of permit and its scope. Contact the [Development and Building Services](#) team at [csg.enquirycentre@vancouver.ca](mailto:csg.enquirycentre@vancouver.ca) for further information.

3. How can I get a copy of a permit to support my dispute resolution claim against an eviction notice for renovation?

You can obtain a copy of a permit or other documents related to a permit application through the City's Development and Building Services Centre. Learn about the steps for requesting copies [here](#). For more information and eligibility requirements, contact Development and Building Services Centre at [csg.enquirycentre@vancouver.ca](mailto:csg.enquirycentre@vancouver.ca).

4. I am being evicted because I was told my rental unit in Vancouver is illegal/uninhabitable. What should I do?

You can contact the Renter Office where staff can review your specific situation with you and help you find information and/or refer you to further support or services as needed.

You may also want to consider getting legal advice on your tenancy and your eviction notice from a professional legal advocate trained in provincial tenancy law. Organizations in Vancouver that provide legal advice on tenancy issues include:

- [Tenant Resource and Advisory Centre](#)
- [Access Pro Bono](#)
- [Community Legal Assistance Society](#)
- [First United Legal Advocacy](#)

Learn about your tenancies and rights through the [Residential Tenancy Branch](#).

5. How do I know if my rental premises meets the Standards of Maintenance required by the City?

The City is responsible for inspecting properties and determining that they are safe for occupancy. The City's Standards of Maintenance By-law advises certain standards for the maintenance and occupancy of buildings and units to ensure they are free from hazard. Learn more about the different types of [property use and maintenance issues](#).

If you have concerns about your building or unit, phone 3-1-1 or use our app [VanConnect](#) to report a property concern. If the issue calls for an inspection, our inspectors will try to schedule an inspection within a week.

### **Questions about the City's Tenant Relocation and Protection Policy**

6. What is the Tenant Relocation and Protection Policy (TRPP)?

The City's TRPP is a policy that is intended to protect renters in Vancouver by mitigating the impacts of displacement due to redevelopment or major renovations. The policy is implemented through the development process as a condition for an applicant to obtain development approvals and permits. Learn more about [the Policy](#).

## 7. When does the TRPP apply?

The Policy only applies to rezoning and development permit applications that involve existing tenants being displaced from rental housing types such as primary rental housing, non-profit social and co-op housing, and secondary rental stock where there is a proposal for new multiple dwellings of five or more units involving the consolidation of two or more lots. Learn more about [when the TRPP applies](#).

## 8. How does the City ensure that a landlord or developer will abide by the City's Tenant Relocation and Protection Policy?

The City ensures compliance with the TRPP by working closely with applicants (landlords or developers). Before a Development Permit can be issued, applicants must provide a compliant Tenant Relocation Plan (TRP) to City staff for approval. Applicants must then fulfill the obligations of that TRP before the City issues an Occupancy Permit for the new project.

Find out more about the tenant relocation requirements [for owner and developers](#), and find [resources for renter protections](#).

## 9. What does a Tenant Relocation Plan (TRP) cover?

For projects proposing market housing, the plan must provide the following to each eligible renter:

- Early communication with tenants on applications for redevelopment
- Compensation based on tenure
- Moving expenses
- Assistance with relocation
- Right of First Refusal
- Sufficient notice to end a tenancy.

Applicants applying to renovate or redevelop existing non-profit social or co-op housing must follow a separate set of policy requirements under the Tenant Relocation and Protection Policy for Non-Market housing. Learn more about the tenant relocation plan requirements for [market and non-market rental housing developments](#).

If you have further questions about the TRPP after reading this FAQ and reviewing the policy details, contact us at the Renter Office Enquiry Line at 604-673-8291 or [renteroffice@vancouver.ca](mailto:renteroffice@vancouver.ca). We will try our best to provide you information or answer your questions.

## Questions about Finding Housing

### 10. Where can I find affordable housing in Vancouver?

The Renter Office primarily focuses on providing assistance with specific building information, connecting renters to resources to support their tenancies, and providing information on the Tenant Relocation and Protection Policy.

If you are looking for affordable rental housing, here are some organizations to contact:

- [BC Housing](#) - Subsidized and affordable housing listings
- [Co-Operative Housing Federation of BC](#) - Co-op housing listings
- [City of Vancouver Housing](#) - social, co-op and market housing listings in Vancouver.
- [Homeless Outreach Teams](#) - assist people who are homeless find housing in different neighbourhoods of Vancouver