

Renter Office - FAQ

Through its Renter Inquiry Line, the City of Vancouver's Renter Office primarily connects Vancouver renters to appropriate City departments for inquiries on the City's policies and programs and to community organizations that can help with legal advice, sourcing housing and other tenancy matters.

The Province and [Residential Tenancy Branch \(RTB\)](#) have jurisdiction over the following tenancy issues:

- Evictions
- Conflicts between you and your landlord
- Repair and maintenance issues with your rental unit
- Your tenancy rights under the Residential Tenancy Act
- Dispute resolution proceedings.

At the Renter Office, we can provide resources and information on these issues and we encourage you to connect directly with the organizations. Follow the links below for community organizations that may be able to help in these matters.

Questions about evictions & renter rights

While the Renter Office can help you find information through our enquiry line, issues concerning evictions, your rights as a renter under the Residential Tenancy Act, and taking legal action for dispute resolution hearings are the jurisdiction of the Province and Residential Tenancy Branch. We encourage you to connect directly with the organizations below for advice and assistance

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

For Community Legal Advocacy and Assistance

- [Tenant Resource and Advisory Center \(TRAC\)](#)
- [Access ProBono's Residential Tenancy Program](#)
- [First United Church Legal Advocacy](#)
- [UBC Law Students' Legal Advice Program](#)
- [Seniors First BC - Legal Programs](#)
- [Community Legal Assistance Society \(CLAS\)](#)

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

The Renter Office can review your specific situation with you, connect you with the appropriate City departments to help you find out information on your case.

In addition, we encourage you to consider getting legal advice or assistance on your tenancy and your eviction notice from a professional legal advocate trained in provincial tenancy law. Refer to [the list above](#) for community organizations that provide legal advice.

2. I am being evicted because my landlord says they are renovating the building and/or due to material upgrades. What can I do?

According to the updated Provincial legislation [updated on July 1, 2021](#), the Residential Tenancy Act has new rules around stopping illegal renovations. Visit [the RTB website](#) to learn about these updates and how they apply to you.

We also recommend getting legal advice on your tenancy and your eviction notice from a professional legal advocate trained in provincial tenancy law at the organizations listed above. Learn about your tenancies and renter rights through the [Residential Tenancy Branch](#).

Get in touch with the Renter Office if you need help to look up the planned permits for the building/unit. If you are being displaced by major renovations, you may also qualify for protections under the [Tenant Relocation and Protection Policy](#).

Questions about City permits and Standards of Maintenance

3. 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 a permit that has been issued and the scope of work through [the City database](#). Contact the Development and Building Services Centre 24/7 through the [online form](#). All enquiries received through the form will receive a reference number, where you'll get real-time status updates by calling 3-1-1.

4. 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](#). To check the eligibility requirements, contact the Development and Services Center 24/7 through the [online form](#). All enquiries received through the form will receive a reference number, where you'll get real-time status updates by calling 3-1-1.

5. There are some major maintenance issues in my rental unit/building and I have health and safety concerns about it, what should I do?

If you have health and safety 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.

The City is responsible for inspecting properties and determining whether they are safe for occupancy. The City's Standards of Maintenance By-law requires 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](#). You can find more information on this by-law [here](#) or if you further questions, contact infoVBBL@vancouver.ca.

Questions about finding housing

6. Where can I find affordable housing in Vancouver?

The Renter Office is not able to provide direct assistance for people who are looking for housing or wanting to apply for a specific housing project. If you are looking for affordable rental housing, here are some resources that may help:

- [BC Housing](#) - Subsidized and affordable housing listings
- [Co-Operative Housing Federation of BC](#) - Co-op housing listings
- [City-owned market housing](#) - Connect with the team at 604-873-7990 for additional information.
- [Non-market housing](#) - Inventory of non-market housing in Vancouver

If you are experiencing or at risk of homelessness, connect with the City's Homeless Outreach Team at carnegie.outreach@vancouver.ca or 604-665-3318.

Questions about the City's Tenant Relocation and Protection Policy

If you are in a rental building/unit that is being redeveloped or undergoing major renovations, the City has additional renter protections through 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 administered by the Planning, Development and Sustainability team and is implemented through the development process as a condition for an applicant to obtain development approvals and permits. You can reach out to them if you have questions about the TRPP or whether you qualify for assistance at trp@vancouver.ca.

Learn about your [renter rights and relocation assistance](#) due to redevelopment/renovations under this [Policy](#).