People's Law School

4 THINGS TO KNOW WHEN DEALING WITH REPAIRS

You don't have to live with a broken furnace or a leaky faucet. **Here are key things tenants need to know to navigate a repair dispute.**

WEAR AND TEAR IS OK

Some things (carpets or walls for example) don't require immediate repair. **Landlords and tenants should be reasonable here.**

DOCUMENT, ASK, FOLLOW UP

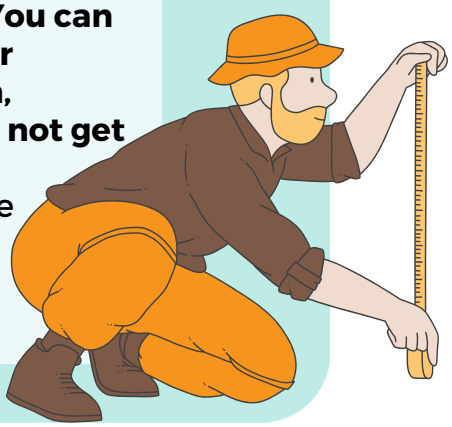
Gather photos, send a written request by letter and text, and follow up until it's done. **Don't be intimidated if they ignore you or push back.** If it isn't done, you can apply to the Residential Tenancy Branch for an order.

URGENT REPAIR? GET ENGAGED

No heat, broken windows, mould or bed bugs? **Be persistent and give firm deadlines to your landlord.** Let them know you'll go to the Residential Tenancy Branch if they don't act.

CAREFUL IF YOU D.I.Y.

Get quotes and support for what your hourly rate is worth. **You can ask the RTB for compensation, but you might not get reimbursed,** especially if the repair isn't considered urgent.



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