

If You Have a Problem While Renting

...the following steps may help you.

Step 1: Talk to your Landlord

If you have a problem while you are renting, you should contact your landlord and let them know about the problem. You may want to tell your landlord in writing so that you have a record of your concern. If the landlord has a complaint about something that you are doing, then you should also try to discuss this issue with the landlord.

By talking to the landlord, you may be able to come up with a solution between the two of you. You may want to write down the solution and then each keep a copy.

Step 2: Learn the Law

If you and your landlord cannot come up with a solution to the problem, then you should find out about the law in Alberta. You should be aware of your rights and responsibilities and you should be aware of the landlord's rights and responsibilities.

To find legal information about renting in Alberta, try the following resources:

Laws for Landlords and Tenants in Alberta

CPLEA's plain language website with everything landlords and tenants need to know about renting law in Alberta.

Website: www.landlordandtenant.org

Email: info@cplea.ca

Service Alberta's Consumer Contact Centre

Provides landlord and tenant information that relates to living situations only covered by the *RTA*, and is a resource for more general information and referrals relating to landlord and tenant matters.

Website: www.servicealberta.ca

Toll Free: 1-877-427-4088

Phone: 780-427-4088

Step 3: Talk to your Landlord

Now that you know about the law, you should talk to your landlord again.

The landlord may not know the law, so by meeting with the landlord again, you may be able to quickly solve the problem.

You should bring copies of the legal information that you found with you when you meet with the landlord. Common examples of what you might take with you include a copy of legislation, regulation, or bylaws.

Step 4: Learn About Your Options

If you have not been able to solve the problem with your landlord through discussion, then you may want to know what services are available to assist you and your landlord to end your dispute.

For more on the following options, refer to CPLEA's website:

www.landlordandtenant.org/dispute-resolution/

For a list of where to get legal help, refer to CPLEA's **Get Legal Help in Alberta**

www.cplea.ca/legalhelp/

Visit www.landlordandtenant.org for more information

Residential Tenancy Dispute Resolution Service (RTDRS)

The RTDRS offers landlords and tenants an alternative means of resolving tenancy disputes outside of court.

Email: rtdrs@gov.ab.ca

Phone: 310-0000, then dial 780-644-3000

www.servicealberta.ca/rtdrs/

Alberta Court of Justice

The Alberta Court of Justice is available for landlords and tenants to resolve disputes. See the Alberta Courts webpage for more information:

albertacourts.ca/

Alberta Health Services – Environmental Public Health

If you are having a problem with health or housing standards, public health inspectors may be able to investigate.

Phone number: 1-833-476-4743

www.albertahealthservices.ca/eph/eph.aspx

Law Society of Alberta Lawyer Directory

To find a lawyer, the Law Society's online Lawyer Directory is available. This database allows people to find a lawyer using certain search criteria. Individuals can find a lawyer by searching by name, location, practice areas, language(s) spoken, gender, and whether a lawyer offers limited scope retainers.

www.lawsociety.ab.ca/public/findalawyer/