

# Residential Tenancy Branch Compliance and Enforcement Unit



## COMPLIANCE AND ENFORCEMENT

### UNIT STEPS:

- Citizen completes complaint intake form -with all evidence
- Compliance and Enforcement Unit assess complaint; determines if it meets criteria, may conduct investigation
- Unit informs subject of complaint of the allegations against them.
- Issues advisory or warning; educates and inform the subject about their responsibilities
- Monitors for compliance
- Review
- Administer penalty/fine

### KEY INFORMATION

- The Compliance and Enforcement Unit (CEU) is **not** an alternative to the Residential Tenancy Branch information and dispute resolution services nor to existing mechanisms to enforce orders through the courts.
- The unit will conduct investigations of repeated or serious and deliberate non-compliance with the tenancy laws or with decisions or orders.
- The function of the unit is separate and distinct from information and dispute resolution services.
- The unit has the authority to issue warnings to ensure compliance and if necessary, administer penalties of up to \$5000.00 per day.
- The unit does not take anonymous complaints.
- Members of the public who report an issue to the unit do not receive any portion of any monies collected through this process, nor are they informed about the status of the complaint.

### Compliance and Enforcement Unit Objectives:

- Education and awareness.
- Ensure compliance with tenancy laws.
- Investigation of repeated or serious and deliberate non-compliance with tenancy laws.
- Issue warnings, monitor actions, and issue penalties

### Resources:

- [www.gov.bc.ca/landlordtenant/compliance-and-enforcement](http://www.gov.bc.ca/landlordtenant/compliance-and-enforcement)
- Complaint submission form ([CEU-1](#))
- Policy Guideline 41 – Administrative Penalties (updated)

### Contact information

RTB Compliance and Enforcement Unit  
Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

Greater Vancouver: 604-660-1020  
Victoria: 250-387-1602  
Elsewhere in BC: 1-800-665-8779  
Burnaby office: 400-5021 Kingsway