

# Residential Tenancy Branch Compliance and Enforcement Unit



## COMPLIANCE AND ENFORCEMENT UNIT STEPS:

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

## KEY INFORMATION

- The Compliance and Enforcement Unit (CEU) is **not** an alternative to the Residential Tenancy Branch dispute resolution services nor to existing mechanisms to enforce orders through the courts.
- The CEU can conduct investigations of repeated or serious and deliberate non-compliance with the tenancy laws, failure to follow orders of the Director or comply with a demand for records, or for providing false or misleading information in a hearing or investigation.
- The function of the CEU is separate and distinct from Information Services and Dispute Resolution Services.
- The CEU has the authority to conduct investigations, issue warnings to ensure compliance and if necessary, administer penalties of up to \$5000.00 per contravention for each day the contraventions continue.
- The CEU does not take anonymous complaints.
- Members of the public who report an issue to the CEU do not receive any portion of any monies collected through this process and may not be 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:

- <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/tenancy-compliance-enforcement>
- [Policy Guideline 41 – Administrative Penalties](#)

## Contact information

RTB Compliance and Enforcement Unit  
Email: 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

**Residential Tenancy Branch**  
Ministry of Housing  
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