

# INFORMATION BULLETIN

## CONDUCT: NUISANCE AND DISTURBANCE

### IMPORTANT

The contents of this information bulletin are for information purposes only and do not replace the legislation.

### CONDUCT: NUISANCE AND DISTURBANCE

A tenant must behave in such a way so as to not cause a nuisance or disturbance. The same applies to all guests, visitors, and other people who are on the premises with the permission of the tenant.

A nuisance or disturbance is any behaviour that is illegal, threatens the safety and security of the landlord and/or other tenants, or interferes with the right of the landlord and/or other tenants to quietly enjoy their own premises. Examples of such unacceptable behaviours include, but are not limited to, the following: parties, loud music, excessive traffic (people coming and going over extended periods of time), fighting, slamming doors, running through hallways and common areas and yelling.

Police may be contacted in situations where the behaviour of a tenant or his/her guests poses a threat to the safety and security of the landlord or other tenants, or if it is believed that the tenant or his/her guests are carrying on an illegal activity. If a tenant is removed from the premises by police, this does not mean that their tenancy has ended. The landlord is encouraged to contact the Office of the Rentalsman in these circumstances for advice on how to move forward.

### NOTIFYING THE TENANT

When a tenant has caused a disturbance, the landlord must notify the tenant that his/her behaviour or his/her guests' behaviour is unacceptable. This notice should include important information such as the date and time of the disturbance, as well as identifying what behaviour was considered to be the disturbance.

The landlord is encouraged to gather names and contact information for witnesses to the disturbance. This can help the Rentalsman if he/she has to investigate the matter further. If police were involved, the name(s) of the responding officers should also be noted by the landlord.

### RENTALSMAN AUTHORITY

The landlord may ask for help from a Rentalsman if a tenant continues to cause a nuisance or disturbance despite being notified by the landlord that the behaviour is unacceptable and not to be repeated.

A Rentalsman will investigate, and if he/she determines that the landlord's complaint is justified, the Rentalsman may issue a Compliance Order on the tenant regarding the behavior of the tenant and/or their guests. Further unacceptable behaviour after the Compliance Order has been issued may result in the Rentalsman issuing a **Notice to Quit**, ending the tenancy on a date to be established by the Rentalsman.

### ADDITIONAL INFORMATION

For additional information, visit the Office of the Rentalsman website at [www.snb.ca/irent](http://www.snb.ca/irent) or contact one of their offices.

## OFFICE OF THE RENTALSMAN

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