

When a landlord has a tenant who is **causing a disturbance or a nuisance**, the problem can often be dealt with as a conduct issue. Conduct issues can include such things as parties, loud music, excessive traffic (people coming and going), fighting, slamming doors and yelling.

The process used for conduct can also be followed when a guest or visitor of the tenant causes a problem, because the tenant is responsible for the actions of their guests or visitors.

It is very important for the landlord to have **specific details** about the problem when he/she gives the tenant written notice about the disturbing conduct. This includes the date, the time and the specific nature of the problem. It is also important to have **witnesses** to confirm that the problem occurred. These can be other tenants in the building, neighbors or the police.

The process to resolve issues of conduct involves the following three steps:

Problem	Tenant	Landlord	Rentalsman
<b>First occurrence</b>	Causes a disturbance	Writes letter to tenant with specific details of the disturbance, with instructions to stop unacceptable behaviour, and keeps a photocopy	No action
<b>Second occurrence</b>	Causes a disturbance	Applies to Rentalsman for assistance. Provides copy of first occurrence letter and details of latest disturbance and witnesses, including telephone numbers	<b>Investigates</b> and <u>may</u> issue a <b>Compliance Order</b> as a final warning
<b>Third occurrence</b>	Causes a disturbance	Provides details of latest disturbance and witnesses, including telephone numbers	Investigates and <u>may</u> issue <b>Notice to Quit</b>

The final step is the **Notice to Quit**. Only a Rentalsman can issue this notice. It will specify a time for the tenant to vacate. If the tenant does not leave on a **Notice to Quit**, then the landlord may request an **eviction** through the Office of the Rentalsman.

**A “Notice to Quit” does not relieve tenants of their contractual obligations.**

A letter that a landlord writes to a tenant should contain the following: date, landlord and tenant’s full name and address, specific details of the disturbing conduct; that is, time, date and behaviour, instructions to stop unacceptable behaviour, and signature of the landlord.

**KEEP A PHOTOCOPY OR CARBON COPY FOR YOUR RECORDS AND FOR ANY FUTURE ACTION REQUESTED OF THE RENTALSMAN**

## OFFICE OF THE RENTALSMAN

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