

Instructions to the Landlord

NOTICE: The Residential Tenancies Act ("Act"), RSNWT 1988, c-R-5, empowers a Rental Officer to receive and investigate complaints, mediate disputes between Landlord and Tenants, and hold hearings which may result in orders that are binding on both parties and may be filed in the Supreme Court of the Northwest Territories.

When this form is provided to the Rental Office in support of an application made under the Act, the provisions of the *Access to Information and Protection of Privacy Act*, SNWT 1994, c20, apply to the personal information on this form. The personal information is collected by the Rental Office pursuant to various provisions of the *Residential Tenancies Act* and the information is necessary for the administration of that Act. If you have questions regarding the collection of this information, please contact the Rental Office.

Instructions for Completing the Application to a Rental Officer

- Your application must be completed in full before it will be processed.
- Your application will not be processed until the \$20 filing fee is paid. Payment can be made in person, mail, phone or e-transfer*.
- Cheques and money orders must be made out to the "Government of the Northwest Territories" or "GNWT". **DO NOT SEND CASH THROUGH THE MAIL.**
* Note: Subsidized Public Housing Tenants do not have to pay the filing fee. Proof of Tenancy will be required.
- If you are not typing this application, please ensure your writing or printing is readable. Your application will not be processed if your writing cannot be read.
- Make sure all names are spelled correctly. This application form is a legal document, and any resulting orders will reflect the names as spelled in the application form. If the names are incorrectly spelled, you may have difficulty enforcing the order at the Supreme Court.

Submitting the Application

Your completed application package can be sent to the NWT Rental Office by:

Drop Off: NWT Rental Office, third floor of the YK Centre East building located at: 4915-48th Street, Yellowknife, NT

Mail: NWT Rental Office

P.O. Box 1920

Yellowknife, NT X1A 2P4

Email: Send the e-application by email through the Secure File Transfer Filedrop link <https://sft.gov.nt.ca/filedrop/~QVjGI5>

Once your application and filing fee have been received, the application will be processed, issued a file number, and scheduled for hearing. Two packages will be returned to you with further instructions.

Service of the Application packages(s) on the Respondent(s):

- A copy of the filed application package must be served onto the Respondent(s). The "application package" will contain the "Application to a Rental Officer" and evidence to support the claim, "Notice of Attendance Letter" and "Hearing Information Page".
- You must serve the application package on the Respondent(s) in accordance with section 71 of the Act and section 4 of the *Residential Tenancies Regulations* ("Regulations"). R-052-2010.
- After serving the "application package" on the Respondent(s), a completed "Proof of Service of Documents" must be done and returned to the Rental Office no later than 5 business days before the hearing. Please take note of how you are serving the package. Refer to the "Hearing Information Sheet".

Additional Evidence

If you have additional evidence that was not provided as part of your application package, you must serve a copy on the Rental Office and the Respondent(s) **at least 24 hours before the hearing**. Please take note how you are serving the package. Refer to the "Hearing Information Sheet".

Adding a Representative

If you will be represented by another person/organization at your hearing, you must provide advanced notice in writing to the Rental Office, including their names and contact information. Access to your case file will not be granted without your prior written authorization.

Attending your Hearing

You may arrange to have a representative attend the hearing on your behalf. "If you or your representative are unable to attend at the date and time scheduled, contact the Rental Office 72 hours in advance for other options. If there is no representation from you or your agent/representative, your application may be dismissed.

Settling the Dispute

If you settle the dispute before the hearing, or decide not to proceed, you must contact the Rental Office in advance of the hearing, or attend the hearing and withdraw the application.

Should you require any information about completing this application, about the application process, or about the Act you may:

- Call the NWT Rental Office at 1-867-767-9254 or toll-free at 1-800-661-0760
- Email the NWT Rental Office at rentaloffice@gov.nt.ca
- Visit the NWT Rental Office webpage at www.nwtrentaloffice.nt.ca
- Attend the NWT Rental Office on the 3rd floor, YK Centre East, 4915-48 Street, Yellowknife, NT

The NWT *Residential Tenancies Act* and *Residential Tenancies Regulations* are available on the NWT Rental Office webpage.

APPLICATION TO A RENTAL OFFICER

Tenant

FOR OFFICE USE ONLY – Date Filed: _____ File Number: _____ ROA: _____

Applicant Information

Name of Tenant(s): _____

Name of Tenant's Representative (if applicable): _____

Tenant's Mailing Address: _____

Tenant's Service Address: same as Mailing Address, or

Tenant's Phone Number(s): _____

Email Address(es): _____

Respondent Information

Name of Landlord(s): _____

Name of Landlord's Agent (if applicable): _____

Landlord's Mailing Address: _____

Landlord's Service Address: same as Mailing Address, or

Landlord's Phone Number(s): _____

Email Address(es): _____

Residential Tenancy Agreement Information *(see section 9 of the Act)*

Tenancy Agreement is: Implied Oral Written For Subsidized Public Housing

Date Tenancy Started (mm/dd/yyyy): _____

Date Tenancy Ended (if applicable) (mm/dd/yyyy): _____

Starting Rent: \$ _____

Current Rent: \$ _____

Rental Premises Address: _____

If your application is not complete, it will not be processed and will be returned to you.

