

### 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: 4915-48<sup>th</sup> 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 Respondents(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-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](mailto:rentaloffice@gov.nt.ca)
- Visit the NWT Rental Office webpage at [www.nwtrentaloffice.nt.ca](http://www.nwtrentaloffice.nt.ca)
- Attend the NWT Rental Office on the 3<sup>rd</sup> 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 Tenants(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.**

**FOR OFFICE USE ONLY** – Date Filed: \_\_\_\_\_ File Number: \_\_\_\_\_ ROA: \_\_\_\_\_

### Reasons for this Application

The Landlord has (check all that apply):

- ☐ Made an unreasonable obligation or rule
- ☐ Collected more security deposit/pet security deposit than they are allowed to ([section 14 and 14.1](#))
- ☐ Not done either an entry or exit inspection report ([section 15 and 17.1](#))
- ☐ Not returned or improperly kept the security deposit ([section 18](#))
- ☐ Changed the locks to the rental premises without consent or authorization ([section 25](#))
- ☐ Entered the rental premises without giving advance written notice ([section 26](#))
- ☐ Not kept the rental premises in a good state of repair and fit for habitation ([section 30](#))
- ☐ Not kept the rental premises in compliance with all health, safety, maintenance, and occupancy standards
- ☐ Cut off/stopped providing utilities to the rental premises (i.e. heat, fuel, electricity, gas, hot/cold water) ([section 33](#))
- ☐ Caused disturbances to the Tenant's possession or enjoyment of the rental premises ([section 34](#))
- ☐ Increased the rent without giving proper notice ([section 47](#))
- ☐ Not complied with a Rental Officer Order(s) – File #(s): \_\_\_\_\_
- ☐ Other ([attach explanation of what has happened and why this application is being made](#))

### Remedies Being Sought

The Tenant is asking for an order for the following (check all that apply):

- ☐ That the Landlord complies with their obligations
- ☐ That the Landlord return any overpaid or improperly kept security deposit/pet security deposit amounts
- ☐ That the Landlord give the Tenant access to the rental premises
- ☐ That the Landlord make the necessary repairs and/or maintenance to the rental premises
- ☐ That the Landlord restore the utilities to the rental premises
- ☐ That the Landlord return any overpaid rent resulting from an improper rent increase
- ☐ That the Landlord pay the Tenant for any expenses resulting from the Landlord's breaches
- ☐ Termination of the tenancy agreement
- ☐ Other ([attach explanation of what kind of order is being asked for](#))
- ☐ The Tenant is also requesting authorization to pay the rent to the Rental Officer to hold in trust until the Landlord has completed any necessary repairs and/or maintenance, or has restored vital services, to the rental premises

### Supporting Documents

The following documents have been attached in support of this application (check all that apply):

- ☐ Tenancy Agreement ☐ Account Ledger/Statement ☐ Receipts/Invoices ☐ Notices/Letters ☐ Inspection Reports
- ☐ Photographs/Videos ☐ Other: \_\_\_\_\_

### Request for Expedited Hearing Date – Refer to the Expedited Hearing Date Policy

- ☐ I am requesting a hearing date be set as soon as possible as provided for under the Expedited Hearing Date Policy.
- ☐ An explanation of how the situation meets the threshold to consider an expedited hearing date is attached.
- ☐ I acknowledge that failing to provide an explanation will result in a regularly scheduled hearing date.

Date Signed (mm/dd/yyyy) : \_\_\_\_\_ Community: \_\_\_\_\_

Signature of Tenant/Agent:  \_\_\_\_\_

FSS Representative: \_\_\_\_\_

FSS Coding: Org 82039/account \_\_\_\_\_ /Fund01/area 12/settlement 001/program 00000