



Information sessions and speaking engagements

If you know a group of tenants or landlords who would like to understand their rights and responsibilities under *The Residential Tenancies Act*, the Residential Tenancies Branch can set up an information session for you.

Branch staff will come to your group and talk about issues that are important to you. The session will include:

- knowledgeable, friendly staff
- handouts and fact sheets on a large variety of important topics
- a plain language, custom tailored presentation that meets your needs

Some topics include:

- privacy
- notices of termination (ending a tenancy)
- tenancy agreements and house rules
- rights and responsibilities
- rent increases
- deposits

If you would like to set up a speaking engagement for your group:

- go to manitoba.ca/rtb and click on Public Education; fill out the form online and submit it electronically or; print out the form, fill it in and send it to the branch office nearest you; or
- call 204-945-2476 in Winnipeg; or toll free at 1-800-782-8403.

Reminder to all landlords: Notice of Termination Forms

Changes to *The Residential Tenancies Act* mean that you, as a landlord, must now use the new form – the one set out in the Residential Tenancies Regulation – whenever you give notices of termination.

For a copy of these forms, go to: manitoba.ca/rtb and click on Fees and Forms. You can call or visit the branch office nearest you to get a paper copy of these forms.

The Dangers of Hoarding in Residential Complexes

Recent TV shows have brought the issue of hoarding out into the open. It applies to people who collect things and can't make themselves throw anything away. When taken to an extreme, hoarding can be dangerous.

People who hoard often keep things like magazines, newspapers, old food containers, old clothes, broken things that "might" be fixed one day, etc. This creates a jammed up living space where rooms can't be used for their actual purposes – stoves covered with papers, fridges filled with rotting food, beds covered with clothes or other items.

Hoarding is dangerous and can cause fire hazards, the risk of tripping, pest infestations and unsanitary conditions. People who hoard are often isolated because they're embarrassed to have friends or family in their homes, so the problem is kept hidden for a long time.

Landlords and caretakers may learn about people who hoard when they try to gain access to a rental unit for routine inspections or pest management. This leads to an awareness of health and safety concerns, as well as tenancy agreement issues.

What can landlords do if they find out that a tenant is hoarding?

There are programs available to help people who suffer from compulsive hoarding:

- A&O: Support Services for Seniors offers a program called This Full House. It's designed to help older *(cont'd)*

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adults deal with hoarding. Call the A&O intake line in Winnipeg at **204-956-6440**; or toll-free at **1-888-333-1808**.

- If there is a bed bug issue in the rental unit or the complex, the Bug & Scrub team will help tenants prepare for pest control if tenants agree to the help. Call **1-855-362-2847 (1-855-3MB-BUGS)**; or go to the website: gov.mb.ca/bedbugs/program.html.
- OCD Manitoba offers a support group for compulsive hoarding. Call **204-942-3331** in Winnipeg; or email education@ocdmanitoba.ca for more information on dates and times.

Landlords may give tenants who hoard warning letters to clean up their units. This warning gives tenants a deadline to clean up and warns them that if they don't, they may receive a notice of termination (a notice to move).



If the problem isn't corrected by the deadline, landlords may give the tenant a notice of termination. If the unit is an immediate health and safety risk, the landlord may give the tenant as little as five days' notice to move out.

Elder Abuse *Recognize the Signs*



Like many types of abuse, elder abuse (abuse against an older adult) is seldom reported or talked about. Abusers are often family members, caregivers or someone the person trusts. It can happen at home or in care facilities and the abused person often feels ashamed to report it and powerless to stop it. Knowing the signs of abuse means you can help and support an older adult who is being abused.

Elder abuse can be:

- **Physical** – If a senior is being hit; a caregiver is forceful with a senior (ex: roughness or force when bathing someone in their care); or a senior is being confined (ex: to a bed or chair in a room), it's abuse.
- **Emotional** – If a senior is being threatened, humiliated, intimidated (scared) or isolated (kept away from family or friends), it's abuse.
- **Financial** – If a senior is being threatened, manipulated or tricked out of their money, property or possessions,

it's abuse. For example, it can be pressuring someone to sign a power of attorney, releasing control of their money, or making a senior change his or her will to benefit the abuser.

- **Neglectful** – If a caregiver doesn't provide proper food, support or care (ex: a caregiver won't help a senior bath or won't provide clean clothes), it's abuse.

Some signs of physical abuse include bruises, marks or welts often on both sides of the body. Unexplained weight loss, dirty clothes or bedding and untreated physical problems can be signs of neglect. Big withdrawals from bank accounts, changes to wills, missing cash or items from the home may be signs of financial abuse. Witnessing threatening or controlling behaviour by a caregiver or other trusted person could be a sign of emotional abuse.

If you are being abused: **Ask for help.** There are many people in the community who want to help you.

As a **landlord** or a building **caretaker**, you see your older tenants on a regular basis. If you notice changes in their behaviour and suspect there may be abuse, call someone for help.

- the toll free **Seniors Abuse Line** at 1-888-896-7183
- your local **police department**
- the confidential **Age and Opportunity Intake Line** at 204-956-6440 in Winnipeg; toll free at 1-888-333-3121.

For more information on elder abuse and programs for seniors, go to: gov.mb.ca/shas/index.html; or call the Senior's Information Line at 204-945-6565 in Winnipeg; or toll free at 1-800-665-6565.

Decline in Older Tenants

Recognize the Signs



As a landlord or caretaker you may be in a good position to notice a decline in your older tenants – either physically or mentally. Knowing what to look for and what to do if you see signs of decline or distress can help older adults get the help they may need.

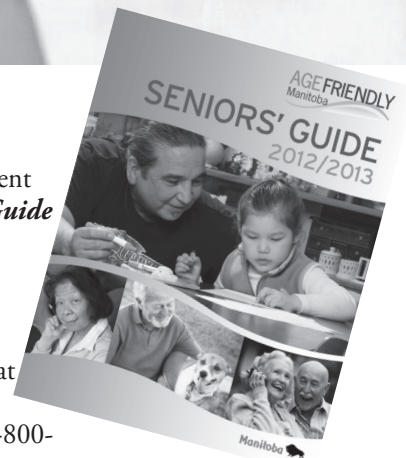
Some signs that a senior tenant may be in decline include:

- forgetfulness – a normally prompt tenant forgets to pay the rent
- weight loss
- decline in personal care or grooming – not bathing, dirty or wrinkled clothes, smell of urine in the unit
- difficulty walking or getting up when seated
- loss of interest in hobbies or activities
- unexplained bruising
- uncertainty or confusion doing everyday tasks

Noticing these or other unusual changes may be a sign that something else is going on. It may signal that the senior has an untreated health issue, that there is neglect or abuse, or that a caregiver is absent. If you notice these kinds of changes in an older tenant and you are concerned, you can get help for them.

Resources

The Manitoba government publishes the *Seniors' Guide* each year. It has contact information for seniors' resources. For a copy, contact the Seniors and Healthy Aging Secretariat at 204-945-2127 in Winnipeg; or toll free 1-800-665-6565.



Regional health authorities (RHA) across the province have local community offices and health centres. People can get public and mental health services and access to home care services. Contact numbers for RHAs are listed in the *Seniors' Guide*.

A & O Support Services for Older Adults (A&O) also has programs and services that may be available for older tenants in your building. Call A&O toll free at 1-888-333-3121; or go to: ageopportunity.mb.ca/ and download their **Programs and Services Guide**.

If you find a situation with an older tenant that seems urgent, call 911.

Opening Doors to Rental Rights

Workshop for landlords in Winnipeg and Brandon

New and seasoned landlords will benefit from this two hour workshop which explains The Human Rights Code and how it applies to rental situations. Topics will include how to: create effective advertising that is non-discriminatory, assess selection processes to ensure they are not discriminatory, and address accommodation requests.

Brandon

Date: March 12, 2013

Time: 9:00 a.m. – 11:00 a.m.

Place: location will be confirmed two weeks before the workshop

Cost: \$75.00 (lunch included)

Winnipeg

Date: April 24, 2013

Time: 9:00 a.m. – 11:00 a.m.

Place: Manitoba Human Rights Commission

7th Floor, 175 Hargrave Street, Winnipeg

Cost: \$75.00

Register online at: manitobahumanrights.ca/workshops.html.

For more information, please call Sheilagh Hooper at 204-945-5112 in Winnipeg.

Need information?

Online

manitoba.ca/rtb

Offline

in person or by phone

Visit your branch office Monday to Friday
from 8:30 a.m. to 4:30 p.m.

Winnipeg at 302–254 Edmonton Street
or call 204-945-2476

Brandon at 157–340 9th Street
or call 204-726-6230

Thompson at 113–59 Elizabeth Drive
or call 204-677-6496

Toll free 1-800-782-8403

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