



Where can I learn more about tenants resources and rights?

The City of New Westminster has created a Tenant Protection and Resources page, which contains information on City policies and actions related to tenancy issues, as well as links to other resources.

This website can be accessed at: <https://www.newwestcity.ca/housing/tenant-protection-and-resources>

The maintenance and conditions of rental buildings in New Westminster are governed by the Business Regulations and Licencing (Rental Units) Bylaw No.6926, 2004.

This Bylaw can be accessed at: https://www.newwestcity.ca/database/files/library/6926bus_reg.pdf

Many of the rules related to tenancies in British Columbia are governed by the Provincial Government's Residential Tenancy Act and Residential Tenancy Regulation. Various topics related to these laws and other topics are covered in plain language by the Tenant Resource & Advisory Centre's Tenant Survival Guide.

This Guide can be accessed here: <http://tenants.bc.ca/tenant-survival-guide/>

Where can I learn more about recent changes to tenancy rules?

Recent changes to the Residential Tenancy Act and other tenancy rules can be found on the Provincial Government's Changes to Tenancy Law website.

This website can be accessed at: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/changes-to-tenancy-laws>

Who do I contact if I have concerns about my tenancy?

It depends on the type of concern:

1. For concerns related to the condition and maintenance of a rental building, please consider contacting the City of New Westminster's Bylaw Enforcement Division at 604-527-4657 or bylawenforcement@newwestcity.ca.
2. For concerns related to renovations or building permits for a rental building, please consider contacting the City of New Westminster's Building Division at 604-527-4580.
3. For concerns related to tenant rights (deposits, late fees, disputes, etc.), please consider contacting TRAC (Tenant

Resource and Advisory Centre) at 604-255-0546 or 1-800-665-1185 or visiting their website at <http://tenants.bc.ca/>.

The Provincial Government's Residential Tenancy Branch can also be contacted at 604-660-1020 or 1-800-665-8779 or HSRTO@gov.bc.ca or through their website at <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/contact-the-residential-tenancy-branch>.

Who do I contact if I need extra support to keep my tenancy or to find rental housing?

There are many options for extra support for tenants at risk of losing their tenancy and/or looking for rental housing:

1. **LOOKOUT HOUSING + HEALTH SOCIETY:**

The Lookout Housing + Health Society provides housing counselling, support and referral services with a focus on people who are homeless or at risk of homelessness.

They are located at the Russell Housing Centre at 740 Carnarvon Street in New Westminster and can be contacted at ornewwest@lookoutsociety.ca or 604-529-9126 ext 106.

They also have a website, which can be accessed through the following link: <https://lookoutsociety.ca/what-we-do/housing/>

2. **SENIORS SERVICES SOCIETY:**

The Seniors Services Society provides housing counselling, support and referral services for seniors (60+ years old).

They are located at 750 Carnarvon Street in New Westminster and can be contacted at 604-520-6621.

They also have a website, which can be accessed through the following link: <http://www.seniorsservicessociety.ca/hhc.htm>

3. **NEW WESTMINSTER RENT BANK (LOWER MAINLAND PURPOSE SOCIETY):**

The New Westminster Rent Bank provides loans to pay for rent and/or utilities to low-income New Westminster residents who are experiencing a temporary

money crisis.

The New Westminster Rent Bank is located within the Lower Mainland Purpose Society at 40 Begbie Street in New Westminster and can be contacted at 604-526-2522.

They also have a website, which can be accessed through the following link: <http://www.purposesociety.org/events/categories/family-programs/rent-bank/>

4. **BC HOUSING:**

BC Housing has a list of non-market rental buildings and co-ops within New Westminster (<https://www.bchousing.org/housing-assistance/rental-housing/housing-listings>) and information on how to apply for subsidized housing. They can be contacted at 604-433-2218 or 1-800-257-7756.

They also have a website, which can be accessed through

the following link: <https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>).

BC Housing also has rental subsidy programs: RAP (Rental Assistance Program for low-income working families) and SAFER (Shelter Aid For Elderly Renters for low-income seniors (60+ years old)). They can be contacted at 604-433-2218 or 1-800-257-7756.

They also have a website, which can be accessed through the following link: <https://www.bchousing.org/housing-assistance/rental-assistance-financial-aid-for-home-modifications>

There are other organizations not listed in this hand-out that may be able to provide housing counselling, financial assistance, referrals and supports, including organizations specifically for immigrants and refugees and Aboriginal Canadians.