

**GNWT committed to gathering information on the duties and responsibilities of the Rental Office as it relates to landlord and tenant issues. The following information is provided for your reference.**

- Office was established in 1988
- Legislation followed is the *NWT Residential Tenancies Act*;
- His authority extends throughout the NWT;
- The legislation allows for certain exceptions such as Aurora College housing and transitional housing;
- His role is to provide information to both landlords and tenants on their respective obligations when they enter into residential tenancy agreements;
- Disputes are resolved based on a tribunal dispute resolution mechanism designed to be less formal and more expedient than the courts;
- Hold hearings to gather facts from both parties;
- Makes an order that can be enforced by the court;
- Does not prohibit the use of small claims court by either party.
- There is a special section the *Act* dealing with public housing distinct from the standard private landlord – renter scenario
- The most common eviction disputes he is asked to resolve are dispute regarding rental arrears, damage to the premises and noise
- He would not have any say over the design of any Dehcho Govt social housing program; e.g. the rental scale, but he would play a role in a dispute between the Dehcho Government as landlord and a tenant regarding the kind of disputes above.
- The 2010-11 Annual Report will be posted to the website very soon as it has been tabled in the House.