



RENTAL SUPPORTS

Rent Assist

A monthly benefit to help low income seniors, families, persons with disabilities. The benefit is available to eligible persons who rent in the private market.

Non-EIA contact: 945-2197

EIA Rent Assist contact: 945-0183

On-line calculator:
<http://www.gov.mb.ca/fs/eia/estimator.html>

Employment and Income Assistance (EIA) 948-4000

Provides financial help to those who have no other way to support themselves.

<http://www.gov.mb.ca/fs/eia/index.html>

Portable Housing Benefit

Provides a rent supplement to low-income individuals with mental health issues. Case-workers fill applications to regional health authorities

STAT 55+ 945-2197

School Tax Assistance for Tenants aged 55 years or older to offset the school tax portion of rental costs.

<http://www.gov.mb.ca/housing/stat55.html>

Neighbours Helping Neighbours 949-2106

An energy assistance program for low income households who are unable to pay their energy bill due to hardship or crisis. A one-time emergency fund.

<http://www.hydro.mb.ca/community/>

Winnipeg Harvest Inc. 982-3663

Food bank, Advocacy (EIA & RTB), tax preparation
<http://winnipegharvest.org/>

Resource Assistance for Youth (RaY) 783-5617

Short term counselling, crisis intervention, and housing advocacy (up to age 29).

<http://rayinc.ca/home-at-last/>

New Journey Housing 942-2238

A resource centre for newcomer housing.
<http://www.newjourneyhousing.com/>

West Central Women's Resource Ctr. 774-8975

HOMES Project offers support for women and their families who are dealing with problems around housing or income security.

<http://wcwrc.ca/programs/homes/>

FREE FURNITURE/HOUSEHOLD ITEMS:

Hands of Hope 261-8607

Centre Flavie-Laurent 233-4936

Oyate Tipi (Women & Referrals only) 589-2218

OTHER HOUSING PROGRAMS:

North End Tenant Landlord Cooperation 927-2334

Spence Neighbourhood (Rental Outreach) 783-5000

Central Neighbourhoods Dev. Corp. 954-3860

Daniel McIntyre/St. Matthews C.A. 774-7005 x102

West Broadway Community Org. 774-7201 x7

The Immigrant Centre 943-9158

L'Accueil Francophone 975-4250

Chalmers Neighborhood Renewal Corp 669-0750

ADVOCACY

Legal Aid's Independent Tenant Advisor 881-1714

Provides information about residential tenancy matters and representation to those who qualify for Legal Aid.
tenant@legalaid.mb.ca

Legal Aid MB (EIA & RTB) 985-5226

Legal Help Centre 258-3096

Community Unemployed Help Center 942-6556

Manitoba Human Right Commission 945-3007

Low Income Intermediary Project (EIA) 956-2677

Canadian Mental Health Assoc. (Wpg) 982-6100

Independent Living Resource Centre 947-0194

(Advocacy/resources for people with disabilities)

MB PROGRAMS AND SERVICES

Residents' Portal is a search guide for all government programs & services in Manitoba.

<http://residents.gov.mb.ca>



www.winnipegrentnet.ca

WinnipegRentNet is a *one-stop-shop* for rentals.

- Includes a free listing service for units that are at or below the Market Median Rents
- Activating and de-activating (storing) rental listings is easy and convenient
- Links and info about service agencies that can help with rental issues
- A Landlord Guide
- Links to renovation programs and grants.

The Network also offers the **Landlord Advantage workshop series.**

For more information, call 204-417-2039.

This resource guide is made possible with funding by the Province of Manitoba 



**Winnipeg
 Rental
 Network**

TENANT & LANDLORD RESOURCE GUIDE

*Services and Programs to strengthen
 tenant and landlord relations*

www.WinnipegRentNet.ca
a community-based housing resource

contact@winnipegrentnet.ca
 (204) 417-2110 • (204) 417-2039

 /winnipegrentnet

 @winnipegrentnet

GENERAL INFORMATION

Bedbug Hotline and inquiry:
(1-855-362-2847)

1-855-3MB-BUGS
bedbugs@gov.mb.ca

- call with questions about bed bug prevention
- how to identify an infestation
- steps to take when a bedbug infestation occurs

Staffed by trained operators during regular business hours, Monday through Friday. Leave a message after hours and the call will be returned the next business day.

Bug N' Scrub program is a service for people who need assistance in preparing a unit for treatment for bed bug activity, such as:

- moving of furniture
- laundering of clothing/sheets and other items
- mopping/vacuuming
- de-cluttering etc.

This service is free for people who are faced with a barrier that prevents them from being able to prepare their unit. Individuals must be referred by a social service agency.
<http://www.gov.mb.ca/bedbugs/>

Safer Communities and Neighbourhoods Act 945-3475
Manitoba Justice can investigate disturbing activities that regularly take place:

- Unlawful drug use, sale of liquor
- Prostitution and related activities
- Sexual abuse or exploitation of a child
- Criminal Organization offences; firearm offences

Only refers to ongoing activities, not occasional.
www.gov.mb.ca/justice/safe/scna.html

Health Inspections – Rental Housing 311

If you are facing health related problems, i.e. no heat/water, lack of pest control, hoarding, etc., then call 311 or email 311@winnipeg.ca. The City's By-Law Enforcement officers will conduct an initial inspection and if further orders are required, then the Health Protection Unit from the Province will become involved.

www.winnipeg.ca/cms/

Visit www.winnipegrentnet.ca for more agencies and links



Landlord Information Meetings 945-2476

Landlords can meet individually with an RTB Client Services Officer to review information, including forms, fact sheets and branch contact information.

<http://www.gov.mb.ca/cca/rtb/>

Manitoba Hydro Power Smart 360-3676

Including Power Smart Home Programs, rebates and Financial Loan Programs.

www.hydro.mb.ca/your_business/savings_business.shtml

Landlord Express

A free 24 hour online service to help landlords manage electricity and gas accounts. Landlords can register, manage and report changes in responsibility.

www.hydro.mb.ca/customer_services/landlord_express/index.shtml

Repair Programs 945-5566

Rental Housing Improvement Program (RHIP)(formerly RRAP) offers landlords of rental housing and rooming houses a forgivable loan for eligible repairs to units used by low-income tenants. Residential Adaptations for Disabilities (RAD) is available where low-income households have at least one member with accessibility and mobility issues.

www.gov.mb.ca/housing/mh/progs/repair.html

Professional Property Management Assoc. 957-1224

Industry representatives for Manitoba

www.ppmamanitoba.com

Manitoba Non-Profit Housing Association 797-6746

Advocates for, supports and educates Housing Providers in building and sustaining affordable housing in Manitoba.

www.MNPHA.com

Exterior Fix-up Grants

Applications are often received in May or June.

North End Community Renewal Corp. 927-2341

Central Neighbourhoods Dev. Corp. 954-3860

Daniel McIntyre/St. Matthews C.A. 774-7005 x102

West Broadway Community Org. 774-7201 x7

Spence Neighbourhood Association 783-5000 x107

Centennial Com. Improvement Assoc. 806-5939

Chalmers Neighbourhood Renewal 333-9867

EVICTION PREVENTION

Most evictions are due to non-payment of rent. Many households struggle to pay their bills and some supports may be found in various programs (see Rental supports).

Often there are deeper crises that result in the inability to pay the rent on time. Connecting people to the right resources can help make sure the rent is paid on time and avoid unit turnovers. Here are some places tenants can go for help.

Mobile Crisis Service 940-1781

Winnipeg Regional Health Authority (WRHA)

A team specializing in crisis intervention, mental health assessment, and short term follow-up for adults experiencing a mental health crisis. 24 hour crisis intervention and home visits. Individuals and family members can call for assistance.

Crisis Stabilization Unit (WRHA) 940-3633

Provides short term intervention for adults experiencing mental health and/or psychosocial crisis.

Youth Emergency Crisis Stabilization 949-4777

Or 1-888-383-2776

Evolve (Klinic) 784-4070

Domestic violence counseling services available to all.

Counseling is also available to children who have witnessed domestic abuse.

www.klinic.mb.ca/counsel-domestic.htm

Klinic Community Drop-in Counselling 784-4067

Times subject to change. Call for current times and site closures or e-mail: dropin@klinic.mb.ca.

<http://www.klinic.mb.ca/dropin.htm>

Klinic 786-8686 OR 1-888-322-3019

24 hour crisis line offers counselling service and crisis/suicide intervention.

A&O: Support Services for Older Adults 956-6440

Supports around hoarding, elder abuse and a comprehensive list of 55+ housing in Winnipeg.

www.ageopportunity.mb.ca/housing

Community Financial Counselling Services 989-1900

Debt management services.

www.debthelpmanitoba.com/

24 Hour Gambling Helpline 1-800-463-1554

Main Street Project, 24 hr Crisis Services 982-8245

Including shelter, detox, housing, and counselling.

Manitoba Addictions Info Line 1-855-662-6605

Fort Garry Women's Resource Centre 477-1123

The North End Women's Centre 589-7347

Willow Place Crisis Line 615-0311

Toll Free 1-877-977-0007

Immigrant Women's Counselling Services 940-2172

Pregnancy & Family Support Services Inc. 772-9091

Pluri-elles (services for francophone families) 233-1735

Seneca House (mental health support) 231-0217

Sara Riel Inc. 237-9263

Mental health support in the areas of housing, community living, life skills and counselling.

ACCESS Downtown 940-3638

ACCESS River East 938-5000

ACCESS Transcona 938-5555

ACCESS NorWest 938-5900

ACCESS Winnipeg West 940-2040

Youville Centre (St. Vital) 255-4840

Centre de Santé Saint-Boniface 940-1155

Residential Tenancies Branch (RTB)

Do you know your rights and responsibilities as a landlord or tenant? Do you have a problem you need to solve? The RTB can investigate, mediate and make decisions on disputes between landlords and tenants over:

- security deposits and repairs
- terms and conditions of a tenancy agreement
- notices to move, non-payment of rent and noise
- privacy
- payment of utility bills

Residential Tenancies Branch: 945-2476

Toll Free in Manitoba: 1-800-782-8403

Winnipeg address: 302 - 254 Edmonton Street

www.manitoba.ca/rtb