

# RESOURCES AND REFERRAL INFORMATION



## CONSUMER CONTACT CENTRE

For answers to questions and/or referrals on tenancy legislation and issues you can call 780-427-4088 in Edmonton or toll-free in Alberta at 1-877-427-4088. Any questions you have about the RTA can also be e-mailed to [rta@gov.ab.ca](mailto:rta@gov.ab.ca).

## DISPUTE RESOLUTION

Disputes between landlords and tenants can be dealt with through the courts or the Residential Tenancy Dispute Resolution Service (RTDRS). The RTDRS allows landlords and tenants to have their disputes heard outside the court system. For more information contact RTDRS in **Edmonton**: 780-644-3000, or in **Alberta**: Toll-free: 310-0000 (then 780-644-3000). Website: <http://servicealberta.ca/landlord-tenant-disputes.cfm>.

## PROVINCIAL COURT OF ALBERTA

Landlords and tenants who wish to make an application to the court under the RTA should obtain the booklet: "Application in Provincial Court of Alberta under the *Residential Tenancies Act* and *Mobile Home Sites Tenancies Act*—Instructions for Landlords and Tenants". The booklet is available at Provincial Court locations or online at: <https://albertacourts.ca/provincial-court/civil-small-claims-court/forms-publications>. Additional information on the residential tenancy court process is also available at: <https://albertacourts.ca/provincial-court/civil-small-claims-court/residential-tenancies-process>. The Court of Queen's Bench also has the authority to deal with disputes.

## ALBERTA PROVINCIAL COURT CASE LAW - JUDGMENTS

To find the most recent Alberta Provincial Court landlord and tenant judgments, search by the landlord or tenant's name or use search terms: landlord, tenant or landlord and tenant from this link: <http://www.canlii.org/en/ab/abpc/>

## COMPLAINTS

Service Alberta investigates contraventions of the *Residential Tenancies Act*. The infosheet, "Filing a Consumer Complaint with Service Alberta" explains how to file a complaint with Service Alberta: [http://www.servicealberta.ca/pdf/tipsheets/Filing\\_a\\_complaint\\_with\\_CS.pdf](http://www.servicealberta.ca/pdf/tipsheets/Filing_a_complaint_with_CS.pdf).

## QUEEN'S PRINTER BOOKSTORE

You may purchase the RTA and the regulations from the Queen's Printer Bookstore. These are also free for you to download in the "pdf" or "html" formats. (If you are ordering copies of the legislation, you will need at least the RTA and the Residential Tenancies Ministerial Regulation.) Edmonton: 780-427-4952 or toll-free in Alberta: Dial 310-0000 then 780-427-4952 [www.qp.alberta.ca](http://www.qp.alberta.ca)

## **LANDLORD AND TENANT ADVISORY BOARDS AND INFORMATION SERVICES**

These organizations provide advice and information to residential tenants and landlords to address tenancy issues. They also make tenancy forms available (for a fee).

### **EDMONTON LANDLORD AND TENANT ADVISORY BOARD (ELTAB)**

780-496-5959

[www.edmonton.ca](http://www.edmonton.ca) (search Landlord or Tenant)

### **RED DEER - CENTRAL ALBERTA COMMUNITY LEGAL CLINIC (CACLC)**

403-314-9129

<http://www.communitylegalclinic.net/>

### **ALBERTA RESIDENTIAL LANDLORD ASSOCIATION**

Phone: 780-413-9773

<http://www.albertal landlord.org/>

### **CALGARY RESIDENTIAL RENTAL ASSOCIATION**

Phone: 403-265-6055

web: <http://www.crra.ca>

## **OTHER REFERRALS**

### **RESIDENTIAL TENANCIES TIPSHEETS**

<http://www.servicealberta.ca/Landlords-and-tenants-tipsheets.cfm>

### **LAWS FOR LANDLORDS AND TENANTS IN ALBERTA**

[www.landlordandtenant.org](http://www.landlordandtenant.org)

### **LANDLORD AND TENANT LAW IN ALBERTA**

[www.slsedmonton.com/civil/landlord-and-tenant-law/](http://www.slsedmonton.com/civil/landlord-and-tenant-law/)

### **CANADA MORTGAGE AND HOUSING CORPORATION “YOUR GUIDE TO RENTING A HOME”**

[www.cmhc-schl.gc.ca/en/co/reho/index.cfm](http://www.cmhc-schl.gc.ca/en/co/reho/index.cfm)

### **ALBERTA COURTS – PROVINCIAL COURT**

Publications and Forms - Civil Court Publications - Sheriff - Civil Enforcement

<https://albertacourts.ca/provincial-court/civil-small-claims-court/forms-publications>

**HUMAN SERVICES DESIGNATED AUTHORITY**

Dial 310-0000 then 422-4080

**FAMILY VIOLENCE INFORMATION LINE**

310-1818

**ALBERTA SUPPORTS**

1-877-644-9992

<http://www.alberta.ca/alberta-supports.aspx>

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