



## 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](mailto: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](http://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](http://www.WinnipegRentNet.ca)  
*a community-based housing resource*

[contact@winnipegrentnet.ca](mailto:contact@winnipegrentnet.ca)  
 (204) 417-2110 • (204) 417-2039

 /winnipegrentnet

 @winnipegrentnet

## GENERAL INFORMATION

**Bedbug Hotline and inquiry:** 1-855-3MB-BUGS  
(1-855-362-2847) 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](http://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/](http://www.winnipeg.ca/cms/)

Visit [www.winnipegrentnet.ca](http://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](http://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](http://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](http://www.gov.mb.ca/housing/mh/progs/repair.html)

**Professional Property Management Assoc. 957-1224**

Industry representatives for Manitoba

[www.ppmamanitoba.com](http://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](http://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](http://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](mailto: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](http://www.ageopportunity.mb.ca/housing)

**Community Financial Counselling Services 989-1900**

Debt management services.

[www.debthelpmanitoba.com/](http://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](http://www.manitoba.ca/rtb)