



CASA RENTAL MANAGEMENT

APRIL 2021 OWNER NEWSLETTER

RENTAL PROPERTIES & MAINTENANCE

STANDARDS OF MAINTENANCE

The Residential Tenancy Act requires that Landlords maintain their rental properties in a state that is suitable for occupancy. They must meet housing, safety and building standards required by law and have all the services and facilities outlined in the Residential Tenancy Agreement in good repair.

Tenants are responsible for repairing damage caused by anyone living in or visiting the unit- including pets. Tenants must also maintain a reasonable standard of health and cleanliness in the unit and surrounding common areas, like hallways, yard, and laundry facilities. Tenants are NOT responsible from reasonable wear and tear from normal usage.

EMERGENCY REPAIRS

Emergency repairs are necessary in the health and safety of the building and if the property is at risk. This includes situations like:

- Major leaks in pipes or roof
- Damaged plumbing fixtures
- Problems with primary heating
- A malfunctioning heating system
- Damaged or defective locks or doors that make the property insecure

Some examples of non-emergencies

- A burned-out stove element
- A plugged sink tub or shower
- Mold around windows



Tenants are responsible for contacting the landlord to report an emergency issue so it can be repaired.



The BC Government introduced a bill to extend ban on rent increases until 2022 and increased protections to tenants for renovations

THERE ARE NO RENT INCREASES ARE ALLOWED FOR 2021.

Starting next year rent hikes will be capped at the rate of inflation. The maximum rent increase for 2022 will be published late summer. We will keep you posted.

There is also protection for tenants if they are forced to move out by landlords who say they plan to renovate the property.

REGULAR MAINTENANCE AND REPAIRS

Regular repairs can inconvenience tenants and may make them feel that the rental has lost its value. Regular repairs should be completed in a timely manner. The landlord is responsible for these repairs if the damage was not caused by the tenant, their pets, or guests. Although this can be an unexpected expense, it can keep the property not only in good repair it can help keep its rental value and of course keeps your tenant happy!

If the landlord does not make the repairs, the tenant may apply for dispute resolution to request the repairs to be made, money for the repair and money for the inconvenience. A tenant cannot make the repairs themselves unless there is no response from the landlord after two attempts. There may be exceptions to this.

Please note: if the tenant is unable to use an appliance, deck, or balcony for example, for an extended time, the tenant may be entitled to a rent reduction or tenant compensation. CASA Rental Management recommends getting the repairs done as quickly as possible to avoid these additional expenses to you.

Landlord and tenants share responsibility for maintaining rental properties. Failing to fulfill responsibilities mean that one party must reimburse the other for repair or maintenance expenses.

Vaccines are here! Covid19 has certainly made our lives different with the health and safety adjustments. CASA Rental Management is happy to say that we have navigated this storm so far to the best of our ability and continue to adjust to the changes thrown our way. Hopefully, this summer we will get back to some semblance of normal. We appreciate your patience and confidence in us!



Many of our properties are recommended to us by our existing property Owners. To show our gratitude we have launched our "Recommend a Friend" program. Recommend CASA Rental Management to a family member, friend, or colleague, and when they become a member of our portfolio, we will reward you with a \$100 gift card!



**WE WOULD ALSO LIKE TO INTRODUCE YOU TO OUR NEW PROPERTY MANAGER ANDREW LAMBERT!
WELCOME ANDREW!**



If you have any questions or concerns, contact your CASA Property Manager

Andrew Lambert
Licensed Property Manager
andrew@casarentals.ca
604-445-8769

Nikki Durham
Property Manager
nikki@casarentals.ca
604-445-8767

Brad Thain
Property Manager
brad@casarentals.ca
604-445-8763

For after-hour emergencies
call:
604-273-6801

**CASA Rental Management
110-6086 Russ Baker Way
Richmond BC
V7B 1B4**

info@casarentals.ca

***a tradition of trust since
1979***