



CASA Rental Management



** * * * * Happy Holidays * * * * **

As the holiday season draws near, we would like to extend our warm wishes to you and your family

We would like to sincerely thank you for your faith in us in managing your property

There certainly have been growing pains this year with staff changes and we appreciate your patience

It is honestly a privilege to work with you, a privilege that we would like to enjoy for years to come

Our clients have been the essence of our work and it would not have been possible for CASA Rental Management to be where it is now without the support and loyalty of our Owners and Tenants

All of us at CASA Rental Management wish you happiness, peace, and prosperity this holiday season and in 2020...

Richard, Vivienne, Art, Tammy,

Samantha, Nikki, & Brad

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CASA Rental Management would like to remind you what is considered an emergency repair. For a repair to be considered an "emergency" it must meet all three of the following things:

1. Urgent
2. Necessary for health and safety of people or property
3. Made for the purpose or repairing one of the following;

** Major leaks in the pipes or roof*

** Damaged or blocked water or sewer pipes*

**The primary heating system*

** Damaged or defective locks*

** The electrical system*

Please remember that if you are in an apartment, some of these items may be a Strata responsibility and you can contact them directly.

An example would be, 'the heat is not working in the building'

Any repairs that the contractor has deemed 'tenant caused' will be billed back to the tenant.

COMPLIANCE AND ENFORCEMENT

In May 2019, the Residential Tenancy Branch established a Compliance and Enforcement Unit to conduct investigations of repeated or serious non-compliance with tenancy laws or orders of the Residential Tenancy Branch, issue warnings to ensure compliance and if necessary, administer monetary penalties.

The unit is not an alternative to the branch's information and dispute resolution services nor as an alternative way to enforce orders through the courts.

Complaints may be submitted for consideration of an investigation only when all attempts to resolve the matter have been made through the Residential Tenancy Branch dispute resolution service and have not resulted in compliance.

The unit will assess complaints based on repeat and serious contraventions of the law or failure to comply with orders. The first step will most often be educating and informing the parties as to what their responsibilities are. For continued non-compliance, fines of up to \$5000 per day may be levied.

The Compliance and Enforcement Unit is a public body whose primary purpose is tenancy law enforcement, and, as such, works closely with local government compliance units and other public bodies that conduct law enforcement, including police, to ensure the rights of all landlords and renters are protected.

Examples of matters that the unit investigates:

- Renters repeatedly not paying rent
- Landlords repeatedly attempting to evict renters illegally
- Refusal to complete health and safety repairs; and
- Illegal rent increases

The legislation allows a monetary penalty of up to \$5,000. If the contravention occurs or continues over more than one day, that amount may be imposed for each day the contravention continues.

Administrative penalties are issued to promote compliance, and consideration is given to whether continuing application of the penalty will result in earlier compliance. The person's compliance history and the seriousness of the contravention will be taken into account when determining a one-time or continuing penalty.

CASA Rental Management complies with all Residential Tenancy Branch requirements on your behalf.



"Recommend a friend"

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 they become a member of our portfolio, we will reward you with a \$100 gift card!



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110 - 6086 Russ Baker Way
Richmond BC, V7C1Z2
604-273-6801
info@casarentals.ca