

## Mail Disruption

There is a Canada Post mail disruption.

### For rent payments, this means:

- Landlords must tell tenants where to pay the rent in person.
- Tenants are responsible to pay their rent on time. Tenants who receive cheques from Employment and Income Assistance (EIA) must pick up their cheque from their EIA office.
- Landlords who receive rent directly from EIA have been notified to pick up the cheques at the appropriate EIA office. Landlords cannot send tenants to pick up cheques that are payable to landlords. If landlords don't pick up their cheques, they can't give tenants notice to move for non-payment of rent and they can't charge tenants late payment fees.
- Two pieces of identification is required to pick up a cheque. If you are unable to pick up your cheque, call your caseworker to make other arrangements.

NOTE: Cheques will not be sent through the mail until the postal service situation is resolved.

If you have questions or concerns about mail service or cheque pickup arrangements, please call the Government of Manitoba Citizen's Inquiry Line at 204-945-3744 in Winnipeg, 1-866-626-4862 (toll-free) or the government website at [www.gov.mb.ca](http://www.gov.mb.ca).

### For other documents:

Sending documents by mail will not be an acceptable method for service.

- Landlords and tenants must ensure that they continue to serve documents in a way allowed under The Residential Tenancies Act. For example, instead of sending a claim by registered mail, it must be served in person or to an adult the party's residence.
- If parties are sending evidence for a hearing by courier, they must make sure the recipient will be able to receive the documents using this method of service. All evidence must be received by both the Residential Tenancies Branch (RTB) and other parties at least two business days before the date of the hearing.
- Tenants or landlord who need to file documents with the RTB during the mail service disruption can send their documents by courier, fax, email or may attend an RTB office in person.
- If you have any questions, please contact the RTB and speak to a Client Services Officer.

### Branch Offices:

<b>Winnipeg Office:</b> 1700-155 Carlton Street Winnipeg, MB R3C 3H8 Telephone: 204-945-2476 Toll-Free: 1-800-782-8403 Fax: 204-945-6273	<b>Thompson Office :</b> 113-59 Elizabeth Drive Thompson, MB R8N 1X4 Telephone: 677-6496 Toll-Free: 1-800-229-0639 Fax: 204-677-6415	<b>Brandon Office:</b> 143-340 9 <sup>th</sup> Street Brandon, MB R7A 6C2 Telephone: 204-726-6230 Toll-Free: 1-800-656-8481 Fax: 204-726-6589
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Email: <a href="mailto:rtb@gov.mb.ca">rtb@gov.mb.ca</a>	Email: <a href="mailto:rtbthompson@gov.mb.ca">rtbthompson@gov.mb.ca</a>	Email: <a href="mailto:rtbbrandon@gov.mb.ca">rtbbrandon@gov.mb.ca</a>
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