

Tenant Damages and Chargebacks

Under the Residential Tenancies Act and their residential tenancy agreement (lease), tenants are responsible for maintaining their home in good condition.

Tenants who do not comply with their residential tenancy agreement and/or damage the unit beyond normal wear and tear shall be charged for repairs. Charges shall be made out to the leaseholder(s).

Civida shall charge tenants for repairs and maintenance work if:

- The tenant has damaged the unit beyond normal wear and tear
- The tenant has not complied with their responsibilities under the residential tenancy agreement
- The tenant did not complete the move out cleaning checklist prior to the move out inspection

Normal wear and tear

Normal wear and tear is defined in the *Residential Tenancies Act* as the deterioration that occurs over time with the use of the premises even though the premises receive reasonable care and maintenance (Section 46(1)(a)).

Civida will not charge tenants for normal wear and tear or for repairs and replacement work as a result of age.

Possible charges

While living in Civida housing, tenants may be charged for items such as the following:

- Lock changes
- Broken windows, locks or screens
- Punctured internal cabinet doors and walls
- Burns or other damage to carpets that cannot be considered fair wear and tear
- Damaged toilets, flooring, doors, sinks
- Stained carpets, holes in walls
- Clogged toilets caused by items flushed down the toilet, such as sanitary pads and baby wipes
- Non-compliance in pest treatment
- Other damages

If the damages are a result of domestic violence or a break in, tenants will not be charged for damages.

Chargeback list

Civida uses a standardized chargeback list. This list will be sent to tenants after we receive your notice of move out so that it is clear to tenants what they may be charged for.

If a leaseholder is being charged while they still live in their Civida home, the leaseholder must sign the Tenant Chargeback Agreement.

If a leaseholder is being charged after they move out, they will receive a move out statement with the amount owing and an itemized list of charged. Tenants may set up payment arrangements or pay their charges in full.

Tenants may appeal tenant chargebacks following the appeal process outlined on our website.