

# STAY PUT! BUT KNOW YOUR RIGHTS

INFORMATION FOR EMPLOYEES, RENTERS AND UTILITY CUSTOMERS IN ALBERTA<sup>1</sup>

The Calgary Workers Resource Centre provides free assistance to Alberta workers in navigating federal emergency funding as well as the changes to employment insurance.

To make an appointment, call 1 844 435 7972 or 1-403-264-8100, or email at [info@helpwc.org](mailto:info@helpwc.org).

**NEW PROTECTIONS ARE IN PLACE FOR RESIDENTIAL AND MOBILE HOMES SITE TENANTS FACING FINANCIAL HARDSHIP DUE TO COVID-19; PLEASE SEE INFORMATION FOR TENANTS AND LANDLORDS, SUSPENDING EVICTION ENFORCEMENT AND RENT PAYMENT PLANS COVID-19 FOR MORE INFORMATION:**

- Tenants **cannot be evicted for non-payment** of rent and/or utilities before May 1, 2020.
- Landlords **must work with residential tenants who are having difficulty paying their rent**, to establish a payment plan to help them remain in their homes. However, landlords can still file applications and receive orders for possession if the reason for the eviction is unrelated to rent and/or utility payments, or if a tenant refused to negotiate or comply with a payment plan.
- **Late fees cannot be applied to late rent payments until June 30** and cannot be collected retroactively for this time.
- Rents on residential properties or mobile home sites **will not increase** while Alberta's State of Public Health Emergency remains in effect.
- For resolving disagreements between tenants and landlords, the Residential Tenancy Dispute Resolution Service remains as a **faster, less formal and less expensive service** than going to court. For more information, email [rtdrs@gov.ab.ca](mailto:rtdrs@gov.ab.ca), or call 310-0000 then dial 780-644-3000.

**NEW PROTECTIONS ARE ALSO AVAILABLE FOR RESIDENTIAL ELECTRICITY AND NATURAL GAS CONSUMERS FACING FINANCIAL HARDSHIP DUE TO COVID-19; PLEASE SEE UTILITY PAYMENT DEFERRAL FOR MORE INFORMATION:**

- Albertans who are experiencing financial hardship directly related to the COVID-19 pandemic can **work with their utility company to defer electricity and natural gas bills until June 19, 2020**, without any late fees or added interest payments. In addition, no Albertan can be cut off from these services or see their services reduced during this period.
- Albertans are **eligible if they cannot make their regular electricity and natural gas utility payments** as a direct result of the COVID-19 pandemic; for example, because they have lost their job or had to leave work to take care of an ill family member.
- Albertans in arrears or **behind in payments** before the deferral program launched on March 18 are also eligible for a deferral.
- Albertans can contact their electricity or natural gas provider to **arrange for a deferral** and a repayment plan. Albertans whose rent and utilities are combined can **contact their landlord**.
- The **deferral will end on June 19, 2020**. Payments will be required at the end of the deferral period according to the agreed-upon repayment plan, but the entire amount deferred need not be paid on June 19.

For information and links about changes in the law and legal services in Alberta because of COVID-19, including a list of legal service providers and the services they are offering currently, see Canadian Legal FAQs: COVID-19.

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<sup>1</sup>This information was taken from the websites noted on March 30, 2020, and is current as of that date.