

Introduction

Residential Tenancies Act 2018

The purpose of the Residential Tenancies program is to protect residential tenants and landlords by providing:

- information on their rights and obligations under the Residential Tenancies Act; and
- an effective and efficient dispute resolution services through mediation and adjudication.

This guide provides general information about the Residential Tenancies Act, 2018 and Regulations as well as the process of dispute resolution offered by the Residential Tenancies program. It is essential for both landlords and tenants to understand their rights and responsibilities so that they each make informed decisions and take appropriate action when a dispute between the parties arises.

Additional information on Residential Tenancies is available through the following resources:

Website: <https://www.servicenl.gov.nl.ca/landlord/>

Email: landlordtenant@gov.nl.ca

Telephone: 709-729-2608

Toll Free in NL: 1-877-829-2608

Office Locations

- **Avalon Region** - Motor Registration Building, 149 Smallwood Drive, Mount Pearl, NL, P.O. Box 8700, St. John's, NL, A1B 4J6
- **Eastern & Central Region** - Government Service Centre, Fraser Mall, 230 Airport Boulevard, Gander, NL, P.O. Box 2222, Gander, NL, A1V 2N9
- **Western Region** - Sir Richard Squires Building, 84 Mount Bernard Avenue, Corner Brook, NL, P.O. Box 2006, Corner Brook, NL, A2H 6J8