



# Landlord and Tenant Fact Sheet

RTB-115

## Condition Inspections and Reports

*s. 23 Residential Tenancy Act*

There are two times when a landlord and tenant must “get together” to inspect the condition of the rental unit:

- at the start of the tenancy, and
- at the end of the tenancy.

For each inspection, a written report must be completed that documents the condition of the rental unit. For example, is the carpet ripped? Have the walls been freshly painted? Comparing the move-in and move-out condition reports can help the landlord and tenant reach an agreement about whether the landlord can keep all or some of a deposit at the end of the tenancy.

A sample Condition Inspection Report is available online at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca) or from Residential Tenancy Branch (RTB). A different form can be used as it complies with all laws and rules, including being easy to understand and read, with all text being at least 8 point in size or larger. The report can also include any item agreed to by the landlord and tenant.

### Move-in condition inspection

The move-in inspection should be done when the unit is vacant before the tenant moves in. Both landlord and tenant must sign the completed Condition Inspection Report. The landlord must give a copy to the tenant within seven (7) days.

The report is a written record of the unit’s condition at the start of the tenancy, such as: is there a hole in the carpet? Have the walls been painted?

A tenant that finds a problem after the Condition Inspection Report is completed should immediately notify the landlord in writing. Where a repair is required to comply with the tenancy agreement, the landlord must fix the problem or

the tenant can apply for dispute resolution, asking for an order to force the landlord to make the repair. Where the problem does not need repair, the landlord and tenant can retain the written notification with their copies of the Condition Inspection Report.

This information is valuable if there is a future dispute regarding the condition of the rental unit.

### Move-out condition inspection

The tenant should clean the rental unit and have all belongings removed before the move-out inspection. Any damage caused by the tenant, a guest of the tenant, or a pet should also be fixed. Otherwise, the landlord may want to keep some or all of the security or pet damage deposit.

Landlords and tenants must inspect the rental unit together before the incoming tenant takes possession. The move-out report should describe the general condition and state of repair of the rental unit and include an itemized list of any damage. The landlord and tenant must both sign and date the report. The landlord must give the tenant a completed copy within 15 days.

### Condition inspection before a pet moves in

A landlord who lets an existing tenant get a pet, can require the tenant to pay a pet damage deposit. Before receiving the pet deposit, the landlord must inspect the rental unit with the tenant, complete a Condition Inspection Report, and provide a copy of the report to the tenant within seven days.

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#### Residential Tenancy Branch

Lower Mainland: 604-660-1020 Victoria: 387-1602 Elsewhere in BC: 1-800-665-8779  
Website: [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

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### **Scheduling the condition inspection**

The landlord must offer a tenant an opportunity to schedule the condition inspection by proposing one or more dates or times. If none of the times are suitable, the tenant can suggest alternate times to the landlord. If the times are not suitable, the landlord must offer the tenant a second opportunity using the form "Notice of Final Opportunity to Schedule a Condition Inspection".

The landlord may make the inspections and complete the Condition Inspection Report without the tenant if the landlord has offered the tenant at least two (2) opportunities to complete an inspection, as required, and the tenant does not participate on either occasion. In this instance, the tenant would also lose the right to the return of the security or pet damage deposit at the end of the tenancy.

If the tenant is unable to attend an inspection, someone else can attend on the tenant's behalf, but the tenant must inform the landlord and provide the name of that agent or representative before the inspection.

### **When there is no condition inspection or report**

A landlord gives up the right to claim any of the security deposit or pet damage deposit if the tenant was not given the required opportunities to do a move-in or move-out inspection or if an inspection was completed but the landlord did not give the tenant a copy of the report within the required timelines. This requirement does not apply when the tenant abandons the rental unit.

Where a tenancy began before January 1, 2004, when an inspection report was not required or may not have been completed, the landlord and tenant should attempt to come to agreement regarding any proposed deductions.

### **For more information ...**

Visit the RTB's Web site at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca).

Call an Information Officer or listen to our 24 Hour Recorded Information Line:

Lower Mainland: 604-660-1020

Victoria: 250-387-1602

Elsewhere in BC: 1-800-665-8779

Visit the RTB nearest you:

Burnaby: 400-5021 Kingsway

Victoria: 1st Floor, 1019 Wharf Street

Kelowna: 305-478 Bernard Avenue

RTB Burnaby, Victoria and Kelowna are open 8:30 a.m. to 4:30 p.m., Monday to Friday.

All RTB offices are closed on statutory holidays.

If there is no RTB in your area, you can get residential tenancy guides, fact sheets and forms online at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca) or at any Service BC—Government Agents Office.