



# Landlord and Tenant Fact Sheet

RTB-118

## Discrimination in Residential Tenancy

Section 10 of the *Human Rights Code* prohibits discrimination in tenancies based on a person's race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or lawful source of income.

The Code exempts certain circumstances:

- the rental unit is a building or development reserved for people age 55 or older.
- the rental unit is designated for people with disabilities.
- the owner of the accommodation will share a bathroom or kitchen with the tenant.

For instance, income assistance is a lawful source of income and a landlord cannot refuse to rent to someone for this reason alone. A landlord usually cannot refuse to rent to people because they have children but can limit the number of people living in a rental unit.

### Can a landlord refuse to rent to a person who has a pet?

Yes. Landlords can choose whether they will permit pets.

Generally, the tenancy agreement will indicate whether or not pets are permitted, and if so, under what conditions.

Where pets are permitted, the landlord can restrict the size, kind and number of pets. The landlord can also establish pet-related rules and the tenant must abide by those rules. The landlord can also ask for a pet damage deposit equal to one-half of the first month's rent.

### Can a landlord refuse to rent to a person who has a Guide Animal?

A landlord must comply with the *Guide Animal Act* and cannot refuse to rent to a person with a guide animal, unless that person will be sharing

sleeping, bathroom or cooking facilities with a person from another family.

### To complain about discrimination or for more information, contact:

BC Human Rights Tribunal  
1170 - 605 Robson Street  
Vancouver BC V6B 5J3

Phone: 604-775-2000

Fax: 604-775-2020

TTY: 604-775-2021

Toll-free in British Columbia: 1-888-440-8844

Email: [BCHumanRightsTribunal@gov.bc.ca](mailto:BCHumanRightsTribunal@gov.bc.ca)

### For more information...

#### Office Locations:

Burnaby: 400-5021 Kingsway

Victoria: Suite 101 – 3350 Douglas Street

Kelowna: 305-478 Bernard Avenue

Any Service BC-Government Agents Office

Hours: 9:00 am – 4:00 pm, Monday - Friday  
(Closed on government holidays)

#### Public Information Lines:

1-800-665-8779 (Toll free)

Vancouver: 604-660-1020

Victoria: 250-387-1602

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

Website: [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

#### Residential Tenancy Branch

Office of Housing and Construction Standards  
Ministry of Energy and Mines

#RTB-118 (2011/06)