



Residential Rent Stabilization and Tenant Protection Ordinance
Tenant Harassment and Retaliation Protection
Factsheet

What is this?

Tenant harassment and retaliation protections give tenants with remedies in court if they are harassed or retaliated against by landlords.

Conduct not permitted:

1. Stop or reduce services to rental units.
2. Not completing repairs and maintenance required by contract or law.
3. Not completing repairs in a timely and professional manner.
4. Abuse right of access to rental unit.
5. Use of lies, threats, or violence to make a tenant leave a rental unit, including threats regarding immigration status.
6. Not accepting a tenant's rent.
7. Interfere with a tenant's right to privacy, including inquiries about immigration status.
8. Makes multiple offers (within 6 months) to pay the tenant if they voluntarily move out. (The tenant must tell landlord in writing that they are not interested.)
9. Interfere with tenant's right to quiet use and enjoyment of rental.
9. Interfere with a tenant's right to request rent review.
10. Verbal or physical abuse or intimidation.

Who does it apply to?

Applies to almost all rental units.

How can I get help?

Get legal advice from a lawyer. See list of legal resources.

A tenant may file a complaint in court if they have a problem related to retaliation or harassment. The RRSO sets a minimum fine of \$1000. If the tenant is a senior citizen, veteran or an individual with a disability the minimum fine is \$5,000.

Before a tenant files a complaint in court, they must tell the landlord about the problem. The tenant must allow the landlord 15 days to correct problems related to:

- A loss of housing services;
- Maintenance and repairs;
- Refusal to accept rent; and
- Direct interference with a tenant's enjoyment of rental unit.