Resources:

www.landlordbc.ca - BC's top resource for owners and managers of rental housing

http://bclandlords.ca - website that helps promote and protect the private residential landlord

http://www.tenantsbc.ca - a resource for landlords and tenants in BC

http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies - BC Residential Tenancy site

http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies - news, tips and advice to help BC landlords succeed

Resources through the City of Penticton

- Utility Credit References
- MyCity
- Leave on Authorization
- Electric and Water Conservation tips
- Average utility costs for properties
- Utility rate information

Landlord Check List:

☐ Have your prospective tenant request and complete a utility credit reference check

☐ Search by name on the internet and/or perform a credit check through a reputable source

☐ Provide a signed rental agreement to your tenant—signed by you and them

☐ Request a copy of the sign on sheet for utilities before releasing the key to the property

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Need Help

….with Utility Accounts

Call 250-490-2489

Email: utilities@penticton.ca

….with Tax Accounts

Call: 250-490-2485

Email: taxclk@penticton.ca

Owner/Landlord Information

CITY OF
Penticton

City of Penticton
Utility Department
250-490-2489
utilities@penticton.ca

Do you own a rental property?

There are 3 options available to you when considering the utilities portion of the tenancy agreement.

1. **Require the tenant to sign on for utilities in their name**

   - Prior to signing a new rental agreement, require prospective tenants to purchase a City of Penticton Utility Credit Reference Request, at the tenants' expense. If they are moving from out of town their previous utility provider will have a similar service
   - Ensure all tenants that will be living at the rental property are listed on the tenancy agreement.
   - Request a copy of the sign on sheet that they will receive from the Utility Department before releasing the keys to the property
   - Register the property tax account with MyCity in order to view tenant account arrears (see instruction to right)
   - Register for the landlord utility arrears notification by contacting the Utility Department at City Hall

2. **Keep the utilities in the landlord or property manager's name and present the utility bill to the tenant for repayment**

   - This option provides the greatest amount of control and information for the landlord
   - All information regarding consumption and transaction history is available to the landlord and the landlord can ensure they always receive the discount by controlling when payment is made to the account
   - Using this option the landlord also has the ability to treat unpaid utilities as unpaid rent

3. **Keep the utilities in the landlord or property managers' name and include an average bill amount in the monthly rent**

   - Similar to option 2 but with specific operational differences on the part of the landlord
   - Month to month tracking of collection of amounts owed by the tenant is easier as it is one payment of the agreed rental amount
   - The benefit of this option over accounts in tenants' names is that landlords are always fully informed of utility costs for which they may ultimately become responsible
   - Increases in rent are strictly regulated by the Residential Tenancy Branch and the allowable increase may not be enough to recover unexpected utility consumption by the tenant

How to monitor your tenant's Utility Accounts using MyCity

1. Log into your MyCity account

2. Click on "Register account" from the side menu.

3. Select account type "Taxes"

4. Enter the Folio number and access code found on your property tax notice and click "Register". Should display a message that your account was successfully added.

5. Click on "Accounts" on the side menu, and click on the tax account you want to review the utility balances of.

6. On the side menu click on "Utility Balances".

7. This will bring you to the screen that will let you know if your tenant is passed over due on the their Utility Bill.

Note: you can also register your property taxes for e-billing and monitor your tax information using MyCity.

Tax Information

Folio

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Access Code

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