The Rent Smart Education + Support Society’s (RSESS) BC Residential Tenancy Act (RTA) training pilot in 2020-21 provided training to 92 non-profit housing provider and community support staff throughout BC to build the affordable housing sector’s understanding of how to apply the RTA legislation in their roles. This training is a much-needed addition to the RSESS training tool kit. The following details the project and its findings.

REASONS FOR THE TRAINING + THE EVALUATION

What Evictions Cost

Evictions take a costly toll on tenants who often move into homelessness as a result and an emotional toll on front line staff supporting an individual or family facing an eviction. Evictions are very costly for the organization initiating them, which is challenging for the nonprofit housing sector.

In a recent eviction prevention report by the University of Winnipeg, the researchers estimated the following:

- A ‘positive move’ typically cost an organization $1000 or less.
- A typical eviction can cost them anywhere from $3000-$6000.
- More challenging evictions can lead to damages that occur due to landlord/tenant conflict can cost from $10,000-$60,000.

(“2016 Eviction Prevention Toolkit” p.14)

Understanding tenant + landlord rights and responsibilities to reduce evictions and future homelessness.

Critical to eviction prevention is a foundation of working knowledge and familiarity with Residential Tenancy legislation and yet there is little training available in BC and so those able to assist in eviction prevention do so at a disadvantage. This gap in capacity is common to both (non-profit) housing providers and frontline organizations who support vulnerable tenants and those experiencing homelessness.

The BC RTA program primarily trains service providers who are helping to get people rehoused and preserve tenancies.

The RTA training pivoted to and online virtual training from in person to comply with public health orders during the pandemic.

Feel more confident since taking RTA.
- RTA training participant

Feel like I am more capable of educating tenants about their rights and responsibilities & respond more effectively to issues that come up.
- Follow up Survey Respondent

Independent third party evaluation indicates a promising practice based on CAEH criteria in partnership with generously funded by

The potential cost savings for housing providers $9,000-$59,000

Through 6 hours of interactive facilitated group online learning and 1.5 hours of self study with takeaway resources provided for future reference.

Of the 92 workshop participants:
84% of participants said they had NOT had previous RTA training.
90% said that the people they support are at risk of homelessness + housing instability.

HOMELESSNESS PREVENTION IS A TYPE OF HOMELESSNESS PREVENTION

Participants were from housing providers, front-line staff, community service agencies, government + public sector staff, and many more service providers.

Why

RTA training is a cost-effective way to build sector understanding of tenant + landlord rights and responsibilities to reduce evictions and future homelessness.

WHO

WHAT

Understanding tenant + landlord rights and responsibilities to reduce conflicts between tenants and organizations and costly legal processes.

Eviction prevention is complex and requires a big system response. Along with high-level structural + systems changes that are necessary for prevention to work, communities + housing professionals also need to integrate upstream + preventative thinking locally into their current approach.
- Linda Amy, Executive Director of RSESS

Legacy site rentsmarteducation.org
Due to these findings, RSESS is committed to continuing to run the BC Residential Tenancy Act program to provide this relevant education to increase positive impact in the community.

For more information about the BC RTA program or upcoming training dates for your organization, contact: info@rentsmarteducation.org