Frequently Asked Questions for Landlords and Tenants After Fort McMurray area Wildfire

Returning to your home is voluntary at this time. Only return to your home if it is safe to do so.

Any concerns that you have with conditions in your home, please contact your landlord. If your landlord is unresponsive, concerns can be brought to the attention of Environmental Public Health (EPH) through the general complaint line at 780-513-7517. EPH does not "approve" or permit rental accommodations prior to opening; they are only inspected on a complaint basis.

Who is responsible for cleaning up fire-related issues in my rental accommodation?

Renters are responsible for cleaning their own household - not the landlord. If there is work required that is beyond the renter’s ability to clean, then the landlord should be notified.

For example, in the kitchen, the renter can dump all spoiled food, and clean, disinfect and deodorize the refrigerator as per instructions in ‘Returning to Your Home’ (http://www.albertahealthservices.ca/assets/wf/eph/wf-eh-returning-to-your-home.pdf). If the refrigerator is still unusable, damaged, or unable to maintain a temperature of 4 °C, the landlord will have to repair / replace it.

Landlords are responsible for cleaning any common areas in buildings, as well as the heating and ventilation systems.

I've cleaned fire-related damage and restored my apartment and/or condo but my neighbor hasn't and it's making my home stink. What do I do?

Talk to your neighbor; share the instructions from ‘ Returning to Your Home’. If the neighbor doesn’t cooperate, notify the property management / landlord.

If the problem continues, you or the landlord or property management can contact Environmental Public Health at 780-513-7517.
I am a tenant in a Fort McMurray area apartment that has no gas or electricity. What do I do?

Services such as gas and electricity are not necessarily available at this time. This may be outside the landlord’s control. Please be aware that disruptions to gas and electrical services may be intermittent for some time still.

If you do not have gas or electricity at any point, be sure to use alternative appliances, like space heaters or battery-operated lights, safely.

Is there a requirement for inspection of condos/apartments after a mandatory evacuation due to wildfires?

Privately-owned condos are not subject to public health inspections. If the unit is rented, it would only be inspected on a complaint basis. Please follow the ‘Returning to Your Home’ document. If you are renting, and your landlord is unresponsive to your concerns, you can contact Environmental Public Health through the general complaint line.

Is there additional information for landlords of large buildings to help with fire restoration?

Yes. Reopening Your Building After a Wildfire and Water Flushing Procedure: Large Buildings Affected by the Fort McMurray Fire provide more information about how to reopen your building. These documents are available at ahs.ca/ephwildfire beneath the Reopening Public Facilities heading.