DISCLAIMER: In accordance with the *Community Safety and Policing Act* and the *Freedom of Information and Protection of Privacy Act*, the summary below has been de-identified to remove the personal information of individuals, including public complainants and persons who were the subject of the investigation.

DE-IDENTIFIED SUMMARY UNDER SECTION 167(2) OF THE CSPA

Original Police Service: Date of Complaint: 01/08/2025

Type of Investigation:

Referred to Same Service: ◉ Referred to Other Service: ○ Retained by LECA: ○

Service Investigations Referred to:

De-identified Summary of Complaint

The complainant indicated that she was having an issue with one of her tenants. A water leak which led to concerns about cockroaches in the apartment. The complainant indicates the tenant changed the locks.

The tenant contacted the [redacted] Police Service about the landlord attempting to gain access to her unit.

The complainant alleges a [redacted] police officer contacted them and advised them that they did not have authority to enter the apartment in question and that they were being unreasonable. The complainant was also concerned that the officer had misinformed the tenant about the Residential Tenancy Act, and they are now unable to gain access to the unit.

The complainant wanted the police service to rectify the alleged misinformation given to the tenant.

Early resolution was attempted and failed. (No response from complainant)

Unsubstantiated Code of Conduct Allegations

CSPA O/Reg 407/23 sec.10 conduct undermines public trust

Decision and Reasons

Statements were obtained from two police officers and the tenant in relation to the information provided to the tenant in relation to the Residential Tenancies Act. All three confirmed that the tenant was properly informed of her obligations under the Act.

The complainant was unable to provide any evidence of her allegations that the officers mislead the tenant by providing false information.

This allegation is unsubstantiated.