

Nova Scotia's Residential Tenancies Program

Getting Ready for a Telephone Hearing

2026



Tenants and landlords should try to solve problems together first. If you can't agree, the Residential Tenancies Program can help.

The program can help in many situations including:

- A landlord or tenant wants to end a lease
- A tenant needs repairs and the landlord won't help
- A landlord is not receiving rent
- A tenant is not following the lease

Before you apply, ask yourself:

- Have I tried everything to fix the problem?
- Is this really a landlord tenant issue?
- Do I have proof (evidence) to support my case?
- Can I contact the other person and give them the required documents?

How to get ready for a hearing

Apply to the program

- Fill out the **Application to Director** form.
- Apply **online** (fast, easy, secure), or drop it off at an **Access Nova Scotia Centre**.
- Only the issues on your application will be reviewed, so check it carefully.

Pay the fee

The fee is \$31.15.

You may not have to pay if:

- You receive Income Assistance or Guaranteed Income Supplement, or
- You cannot afford the fee

After you pay, you will get:

- A hearing date
- A Notice of Hearing
- A Certificate of Service

Give the documents to the other person (“serve” them)

You must give the documents to the other party for the process to move forward.

You can do this by:

- Delivering them in person
- Using a courier
- Sending registered mail
- Sending by email

Make sure you follow the rules for proper service

Gather and submit your evidence

You need proof to support your side of the story. Strong evidence helps your case.

Examples include:

- Emails
- Photos or videos
- Receipts
- Screenshots
- Witnesses

You must submit a copy of your evidence to the other party and the Residential Tenancies Program. The timelines for submitting these documents are on the Notice of Hearing.

Resources

- Application to resolve a dispute (Form J) - [Application to Director to resolve dispute between landlord and tenant \(Form J\) - Government of Nova Scotia](#)
- Fee waiver application - [Apply to waive fee for Application to the Director of Residential Tenancies - Government of Nova Scotia](#)
- Guide to resolving disputes - [Residential Tenancies: guide to resolving disputes between tenants and landlords - Government of Nova Scotia](#)
- Access Nova Scotia locations - [Access Nova Scotia - Government of Nova Scotia, Canada](#)
- how-to video - [General Residential Tenancies Info - YouTube](#)

Key Tip: Always keep copies of your forms, documents and proof of service

Checklist

Before your hearing, make sure you:

- ✓ Review your application
- ✓ Include all issues
- ✓ Submit your application
- ✓ Pay the fee (or request a waiver)
- ✓ Serve the other party
- ✓ Gather your evidence
- ✓ Submit your evidence
- ✓ Join the hearing

Questions?

Call 1 800 670 4357

