

## Quarterly Activity Report: Residential Tenancy Branch, 2014-2015

|                                          | 1st Quarter |         |         | 1st Qtr | 2nd Quarter |         |        | 2nd Qtr | 3rd Quarter |        |        | 3rd Qtr | 4th Quarter |        |        | 4th Qtr | YTD     |
|------------------------------------------|-------------|---------|---------|---------|-------------|---------|--------|---------|-------------|--------|--------|---------|-------------|--------|--------|---------|---------|
|                                          | Apr         | May     | June    | Totals  | July        | Aug     | Sep    | Totals  | Oct         | Nov    | Dec    | Totals  | Jan         | Feb    | Mar    | Totals  |         |
| SUMMARY - Client Contact                 |             |         |         |         |             |         |        |         |             |        |        |         |             |        |        |         |         |
| Email                                    | 778         | 957     | 1,099   | 2,834   | 1,139       | 979     | 652    | 2,770   | 769         | 569    | 403    | 1,741   | 668         | 637    | 695    | 2,000   | 9,345   |
| Walk-in (includes applications)          |             |         |         |         |             |         |        |         |             |        |        |         |             |        |        |         |         |
| Victoria                                 | 721         | 813     | 755     | 2,289   | 786         | 691     | 737    | 2,214   | 650         | 632    | 548    | 1,830   | 743         | 578    | 687    | 2,008   | 8,341   |
| Burnaby                                  | 1,886       | 1,767   | 1,798   | 5,451   | 1,949       | 1,555   | 1,592  | 5,096   | 1,821       | 1,639  | 1,252  | 4,712   | 1,834       | 1,252  | 1,465  | 4,551   | 19,810  |
| 390 Main Street (Pathways, 4 Directions) | 148         | 148     | 187     | 483     | 140         | 122     | 153    | 415     | 137         | 126    | 70     | 333     | 119         | 70     | 108    | 297     | 1,528   |
| Richards Street (Marble Arch)            | 41          | 65      | 47      | 153     | 48          | 46      | 40     | 134     | 37          | 34     | 17     | 88      | 26          | 17     | 17     | 60      | 435     |
| (Subtotal Walk-in)                       | 2,796       | 2,793   | 2,787   | 8,376   | 2,923       | 2,414   | 2,522  | 7,859   | 2,645       | 2,431  | 1,887  | 6,963   | 2,722       | 1,917  | 2,152  | 6,791   | 30,114  |
| Website visits                           | 85,923      | 87,163  | 85,239  | 258,325 | 91,409      | 90,632  | 50,692 | 232,733 | See notes   |        |        | 45,671  | 65,914      | 68,329 | 78,175 | 146,504 |         |
| Phone Calls                              | 13,433      | 14,511  | 14,501  | 42,445  | 14,965      | 14,071  | 14,583 | 43,619  | 14,614      | 11,919 | 12,219 | 38,752  | 13,598      | 12,252 | 14,416 | 40,266  | 165,082 |
| Total Contacts - all types               | 102,930     | 105,424 | 103,626 | 311,980 | 110,436     | 108,096 | 68,449 | 286,981 | See notes   |        |        | 60,180  | 82,902      | 83,135 | 95,438 | 178,573 |         |

|                                                                                                                                                |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |        |
|------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| <b>Applications for dispute resolution-1<sup>st</sup> time, from client</b> (includes RTB-12, RTB-16, RTB-38; does not include RTB-2 or RTB-6) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |        |
| <b>In-person</b>                                                                                                                               |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |        |
| Burnaby                                                                                                                                        | 733   | 821   | 729   | 2,283 | 776   | 700   | 761   | 2,237 | 813   | 716   | 661   | 2,190 | 743   | 716   | 757   | 2,216 | 8,926  |
| 390 Main Street (Pathways, 4 Directions)                                                                                                       | 29    | 37    | 35    | 101   | 26    | 24    | 29    | 79    | 17    | 28    | 15    | 60    | 17    | 15    | 24    | 56    | 296    |
| Richards Street (Marble Arch)                                                                                                                  | 2     | 8     | 3     | 13    | 5     | 6     | 3     | 14    | 5     | 8     | 2     | 15    | 0     | 2     | 1     | 3     | 45     |
| Kelowna                                                                                                                                        | 0     | 2     | 1     | 3     | 3     | 0     | 0     | 3     | 1     | 1     | 0     | 2     | 2     | 2     | 0     | 4     | 12     |
| Victoria                                                                                                                                       | 137   | 150   | 148   | 435   | 159   | 123   | 139   | 421   | 139   | 115   | 103   | 357   | 154   | 117   | 120   | 391   | 1,604  |
| (Subtotal In-person)                                                                                                                           | 870   | 973   | 878   | 2,721 | 938   | 823   | 900   | 2,661 | 953   | 832   | 764   | 2,549 | 899   | 835   | 877   | 2,611 | 10,883 |
| Online                                                                                                                                         | 368   | 370   | 376   | 1,114 | 408   | 330   | 322   | 1,060 | 295   | 312   | 292   | 899   | 328   | 322   | 355   | 1,005 | 4,078  |
| GA                                                                                                                                             | 514   | 628   | 533   | 1,675 | 664   | 656   | 594   | 1,914 | 615   | 574   | 548   | 1,737 | 553   | 588   | 630   | 1,771 | 7,097  |
| <b>Total Applications for Dispute Resolution</b>                                                                                               | 1,752 | 1,971 | 1,787 | 5,510 | 2,010 | 1,809 | 1,816 | 5,635 | 1,863 | 1,718 | 1,604 | 5,185 | 1,780 | 1,745 | 1,862 | 5,387 | 22,058 |

|                                                                                                                                                       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| <b>Hearings Scheduled based on a 1<sup>st</sup> application</b> (has been reduced for cross-applications; includes some Direct Requests, but not all) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |        |
| Burnaby                                                                                                                                               | 584   | 625   | 529   | 1,738 | 578   | 566   | 650   | 1,794 | 703   | 629   | 544   | 1,876 | 596   | 611   | 616   | 1,823 | 7,231  |
| Kelowna                                                                                                                                               | 0     | 1     | 1     |       | 2     | 0     | 0     | 2     | 1     | 0     | 0     | 1     | 1     | 0     | 0     | 1     | 4      |
| Victoria                                                                                                                                              | 116   | 129   | 128   | 373   | 127   | 85    | 116   | 328   | 112   | 89    | 84    | 285   | 127   | 98    | 104   | 329   | 1,315  |
| Online                                                                                                                                                | 319   | 322   | 322   | 963   | 334   | 306   | 296   | 936   | 260   | 256   | 268   | 784   | 297   | 282   | 313   | 892   | 3,575  |
| GA                                                                                                                                                    | 399   | 484   | 405   | 1,288 | 494   | 492   | 443   | 1,429 | 490   | 439   | 451   | 1,380 | 417   | 457   | 480   | 1,354 | 5,451  |
| Main Street (Pathways, 4 Directions)                                                                                                                  | 29    | 37    | 35    | 101   | 26    | 24    | 29    | 79    | 17    | 28    | 15    | 60    | 17    | 15    | 24    | 56    | 296    |
| Richards Street (Marble Arch)                                                                                                                         | 2     | 8     | 3     | 13    | 5     | 6     | 3     | 14    | 5     | 8     | 2     | 15    | 0     | 2     | 1     | 3     | 45     |
| <b>Total Hearings Scheduled</b>                                                                                                                       | 1,418 | 1,561 | 1,385 | 4,364 | 1,535 | 1,449 | 1,505 | 4,489 | 1,566 | 1,413 | 1,347 | 4,326 | 1,455 | 1,448 | 1,513 | 4,416 | 17,595 |

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|                            | 1st Quarter |     |      | 1st Qtr | 2nd Quarter |     |     | 2nd Qtr | 3rd Quarter |     |     | 3rd Qtr | 4th Quarter |     |     | 4th Qtr | YTD |
|----------------------------|-------------|-----|------|---------|-------------|-----|-----|---------|-------------|-----|-----|---------|-------------|-----|-----|---------|-----|
|                            | Apr         | May | June | Totals  | July        | Aug | Sep | Totals  | Oct         | Nov | Dec | Totals  | Jan         | Feb | Mar | Totals  |     |
| DETAILED REPORT            |             |     |      |         |             |     |     |         |             |     |     |         |             |     |     |         |     |
| Corrections/Clarifications | 18          | 14  | 23   | 55      | 23          | 21  | 22  | 66      | 25          | 23  | 25  | 73      | 29          | 24  | 23  | 76      | 270 |
| Adjournments               | 52          | 61  | 59   | 172     | 76          | 49  | 57  | 182     | 72          | 68  | 58  | 198     | 60          | 64  | 105 | 229     | 781 |

|                                                                       |      |      |      |      |      |      |      |      |      |      |      |    |      |      |      |      |      |
|-----------------------------------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|----|------|------|------|------|------|
| Scheduling Timelines                                                  |      |      |      |      |      |      |      |      |      |      |      |    |      |      |      |      |      |
| Application Type                                                      |      |      |      |      |      |      |      |      |      |      |      |    |      |      |      |      |      |
| End Tenancy Early (weeks)                                             | 3.9  | 2.6  | 2.3  | 2.9  | 2.9  | 1.9  | 2.2  | 2.3  | 3.0  | 1.9  | 2.1  | 2  | 2.0  | 2.0  | 2.0  | 2.0  | 2.4  |
| Order of Possession and Cancellation of Notice to End Tenancy (weeks) | 7.0  | 6.6  | 8.6  | 7.4  | 8.9  | 7.6  | 6.4  | 7.6  | 5.4  | 3.7  | 3.1  | 4  | 2.0  | 4.0  | 6.0  | 4.0  | 5.8  |
| Emergency Repairs, Return of Property and Access (weeks)              | 7.0  | 6.6  | 8.6  | 7.4  | 8.9  | 7.6  | 6.4  | 7.6  | 5.4  | 3.7  | 3.1  | 4  | 2.0  | 4.0  | 6.0  | 4.0  | 5.8  |
| Monetary Order (weeks)                                                | 17.1 | 16.4 | 19.4 | 17.6 | 25.1 | 26.3 | 31.0 | 27.5 | 33.6 | 28.0 | 12.0 | 25 | 27.0 | 14.7 | 21.0 | 20.9 | 22.6 |

|                                    |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |
|------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Telephone Details                  |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         |
| Calls Abandoned                    | 3,458   | 3,635   | 3,411   | 10,504  | 3,800   | 2,954   | 3,666   | 10,420  | 3,208   | 2,715   | 2,678   | 8,601   | 3,266   | 3,081   | 3,417   | 9,764   | 39,289  |
| Total Telephone Calls              | 13,433  | 14,511  | 14,501  | 42,445  | 14,965  | 14,071  | 14,583  | 43,619  | 14,614  | 11,919  | 12,219  | 38,752  | 13,598  | 12,252  | 14,416  | 40,266  | 165,082 |
| Average Wait Time on CCA (h:mm:ss) | 0:43:10 | 0:36:55 | 0:30:29 | 0:36:51 | 0:44:08 | 0:25:00 | 0:36:38 | 0:35:15 | 0:26:59 | 0:29:21 | 0:29:36 | 0:28:39 | 0:35:25 | 0:43:48 | 0:35:30 | 0:38:14 | 0:34:45 |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Notes: | <p><b>October 24, 2014:</b> Website visits data for Sept. - Dec. 2014 is not yet available, so the figures for Total Contacts and Website visits for those months have not been updated.</p> <p><b>December 31, 2014:</b> December 2014 wait times for monetary orders were dramatically lower because of new arbitrators, but returned to 28 weeks by mid-January.</p> <p><b>Review stats: data on applications for review consideration was not available for this report.</b></p> <p><b>Review stats:</b> data on applications for review consideration was not available for this report.</p> |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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