

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS INFORMATION NOTE

DATE: September 24, 2015

PREPARED FOR: The Honourable Rich Coleman, Minister

ISSUE: s.12,s.13

BACKGROUND:

- In Housing Matters BC government committed to streamline and modernize systems which will address landlord and tenant expectations for timely and efficient access to services.
- This commitment will be met through the transformation of Residential Tenancy Branch (RTB) services to allow the Branch to meet growing and evolving demand.
- At a recent quarterly operational stakeholder meeting landlord and tenant representatives raised strong concerns about the increasing wait times for dispute resolution.

DISCUSSION:

s.12,s.13

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS INFORMATION NOTE

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Impact of Fee Increase on Low Income Families

The proposed fee increase would have a minimal impact on low income families.

s.12,s.13

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS INFORMATION NOTE

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CONCLUSION:

- The additional resources sought will improve service delivery reduce wait times and improve client experience through short and longer term BT and service delivery
- If funds are not provided it is projected that wait times will continue to increase and the ability to complete Business Transformation will be seriously impacted.

Appendix monthly dashboard Application projections

Prepared by:

Janet Donald
Director, Policy
Office of Housing
and Construction
Standards

Reviewed by:

Greg Steves
Executive Director
Residential Tenancy
Branch

Initial

Date:

Jeff Vasey
ADM
Office of Housing
and Construction
Standards

Dave Nikolejsin
Deputy Minister

Order in Council
Cabinet Summary Information
Last Updated: March 2014

Ministry: Natural Gas Development and Minister Responsible for Housing

Date Prepared: November 4, 2015

Log #: R 858/2015/33

s.12,s.13,s.14

* For Board Resourcing Development Office ("BRDO") appointments, no need to fill out rows 7 through 12. However, along with the tagged OIC, please provide the Biography and signed-off Request for Appointment (BRDO documents).

s.12,s.13,s.14

Deputy Minister

Date Signed

Speaking Points For Stakeholders regarding Fee Changes

Fee Changes

- Effective 4 pm, January 8, 2016 the Residential Tenancy Branch will be changing its fee structure. As a result, some fees are increasing while others are being eliminated.
 - The reduced filing fee for monetary claims under \$5000 is being eliminated so all applications for dispute resolution will cost \$100.
 - Applications for review consideration are increasing to \$50.
 - Applications for an additional rent increase are increasing to \$300 plus \$10 per unit to a maximum of \$600.
 - Fees for substitutional service will be discontinued as well as a distinct fee for joiner applications.
 - Note: Residential Tenancy Branch has not increased fees since 1998

Joiner applications

- The process for joining similar applications for dispute resolution to be heard together remains the same. Applicants will pay the \$100 to file the application for dispute resolution or apply for a fee waiver.

Substitutional Service

- There is no change in process to file for substitutional service.

Fee Waivers

- Parties continue to be able to apply for fee waivers.

Reduced Wait Times

- Revenue from the fee increase will be used to shorten wait times for dispute resolution hearings.
- We are hiring four new arbitrators; this will add capacity for additional hearings.
- We are targeting to reduce wait times for urgent applications (orders for possession and early end to tenancy) from 8 to 4 weeks.

Improved Service

- In the longer term, the revenue from fees will provide resources for business transformation initiatives, including the development of new technology and processes to support fast and efficient resolution of residential tenancy disputes.
- The new technology will promote education and self-resolution of disputes as well as support online dispute resolution, enabling citizens to access services using any device, from any location, 24/7.

RTB: FEE INCREASE

Topic: The RTB increased various fees, notably increasing its application fee for dispute resolution from \$50 to \$100, effective Jan. 8, 2016.

- We have introduced a modest fee increase to dispute resolution fees.
- This is the first time Residential Tenancy Branch fees have increased since 1998.
- In 2014/15, the Residential Tenancy Branch received more than 22,000 applications for dispute resolution, a five per cent increase over previous years.
- We will be hiring several new arbitrators, which will help to reduce wait times for urgent applications.
- We are developing new technology and processes that will enable residential tenancy disputes to be resolved faster and more efficiently.
- We will continue to waive fees for low-income people. We expect about one-fifth of all applicants will not have to pay any application fee at all.

Feb. 9, 2016

BACKGROUND

The Residential Tenancy Branch increased its application fee for dispute resolution **from application fee** from \$50 to \$100 on Jan. 8, 2016.

The branch is also increasing the fee to apply for a review of a decision, from \$25 to \$50.

Additionally, the RTB is increasing from \$200 to \$300 the fee charged to landlords who wish to apply to increase rent by an amount that exceeds the provincial regulation, currently 2.9%. (Potential reasons for such a request include cases where the rent is significantly lower than the rent payable for other similar units in the same geographic area.)

This is the first time fees have increased since 1998.

The RTB is in the process of hiring several additional arbitrators. This is expected to help in reducing the RTB's backlog.

s.13

Description	Current fee	New fee
Application for an additional rent increase	\$200 plus \$5 per rental unit or site, up to a maximum of \$500	\$300 plus \$10 per rental unit or site, up to a maximum of \$600
Application for dispute resolution	\$100 for monetary application if amount sought is in excess of \$5,000; \$50 for any other application	\$100 for all types of applications (no longer any distinction between monetary claims in excess of \$5,000 and any other claim)
Joined applications for dispute resolution (when additional tenants join an application)	\$25	\$50
Application for substitutional service (to request an arbitrator to order documents be served in a method other than those required by the Residential Tenancy Act – used in cases where the respondent cannot be reached via the normal methods).	\$25	\$50
Review hearing	\$25	\$50

RTB: FEE INCREASE

Topic: The RTB is proposing to increase various fees, notably increasing its application fee for dispute resolution from \$50 to \$100, to take effect Jan. 8, 2016.

- We are introducing a modest fee increase that will enable us to reduce wait times for hearings to resolve tenancy disputes.
- In 2014/15, the Residential Tenancy Branch received more than 22,000 applications for dispute resolution, a five per cent increase over previous years.
- We will be hiring four new arbitrators to increase capacity and reduce wait times for urgent applications.
- The fee increase will also support the development of new technology and processes that will enable residential tenancy disputes to be resolved faster and more efficiently.
- This is the first time Residential Tenancy Branch fees have increased since 1998.
- Low-income individuals will continue to have their fees waived, paying no application fee at all.

Dec. 4, 2015

BACKGROUND

The Residential Tenancy Branch is proposing to increase its application fee for dispute resolution from application fee from \$50 to \$100 on Jan. 8, 2016.

The branch is also increasing the fee to apply for a review of a decision, from \$25 to \$50.

Additionally, the RTB is increasing from \$200 to \$300 the fee charged to landlords who wish to apply to increase rent by an amount that exceeds the provincial regulation, currently 2.9%. (Potential reasons for such a request include cases where the rent is significantly lower than the rent payable for other similar units in the same geographic area.)

The fee increase supports a modest increase the RTB's budget, allowing the RTB to hire four arbitrators. This is expected to result in 1,500 more hearings being held each year, reducing the RTB's backlog.

s.13

This is the first time fees have increased since 1998.

s.13

Description	Current fee	New fee
Application for an additional rent increase	\$200 plus \$5 per rental unit or site, up to a maximum of \$500	\$300 plus \$10 per rental unit or site, up to a maximum of \$600
Application for dispute resolution	<p>\$100 for monetary application if amount sought is in excess of \$5,000;</p> <p>\$50 for any other application</p>	<p>\$100 for all types of applications (no longer any distinction between monetary claims in excess of \$5,000 and any other claim)</p> <p>There will no longer be a category of 'joined' applications. These applications will be filed as a regular application, then, if appropriate, joined by the director.</p>
Application for substitutional service (to request an arbitrator to order documents be served in a method other than those required by the Residential Tenancy Act – used in cases where the respondent cannot be reached via the normal methods).	\$25	\$0
Review hearing	\$25	\$50

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS

INFORMATION NOTE

DATE: November 5, 2015

PREPARED FOR: Honourable Rich Coleman, Minister

ISSUE: Regulatory Amendments for Residential Tenancy Branch (RTB)
Approved Fee Increase

BACKGROUND:

- Each year, Residential Tenancy Branch (RTB) hears over 20,000 disputes between landlords and tenants.
- Wait times for applications for dispute resolution are significantly exceeding RTB service standards. This is a major concern to stakeholders.
- In *Housing Matters BC*, the Province's long term housing strategy, government committed to streamline and modernize systems with the goal of improving services. Part of this work includes addressing hearing wait times, creating more opportunities for online engagement, and reducing red tape for citizens.
- To fund these service improvements, Treasury Board approved a fee increase on October 1, 2015, access to \$265,000 from contingencies for this fiscal year and is considering a budget lift for 2016/17 and ongoing. The fee increase was ratified by Cabinet on October 7, 2015.
- The additional fee revenue will primarily be used to hire arbitrators to hear disputes and address the significant backlog of hearings.
- If approved, the attached Order in Council will bring the fee amendments into force, with a targeted effective date of January 1, 2016.

DISCUSSION:

- In order to reduce wait times for dispute resolution and fund Business Transformation, Treasury Board approved the following fee increases:

Fee Type	Current Fee	New Fee
Application for dispute resolution	\$50	\$100
Review of original decision or order	\$25	\$50
Application for additional rent increase	\$200 plus \$5 for each rental unit or site, up to a maximum of \$500	\$300 plus \$10 for each rental unit or site, up to a maximum of \$600

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS INFORMATION NOTE

- Treasury Board also granted access to the Contingencies (All Ministries) and New Programs Vote for up to \$.265 million in 2015/16.
- The fee increase and access to contingency funds will provide resources for additional arbitrators, adding capacity for 1,500 additional hearings a year.

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- RTB will continue to track wait times.

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- Some negative response about fee increases is anticipated; however, these may be ameliorated through service improvements and shortened wait times.
- The branch has a fee waiver application process in place for low income applicants who are unable to pay fees.

CONCLUSION:

- Approving the enclosed OIC will ensure there are necessary, additional resources to improve service delivery, reduce wait times, and improve client experience.

ENCLOSURES

Prepared by:

Wendy Harrison
Senior Policy Analyst
Residential Tenancy Branch
604-360-4793

Reviewed by:

Janet Donald
Policy Director
Office of Housing and
Construction Standards

Initial

JKD

Date:

Nov 6, 2015

Greg Steves
Executive Director
Office of Housing and
Construction Standards

GS

Nov 6, 2015

Jeff Vasey
Assistant Deputy Minister
Office of Housing and
Construction Standards

JV

Nov 6, 2015

Dave Nikolejsin
Deputy Minister
Ministry of Natural Gas
Development and Minister
Responsible for Housing

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Withheld pursuant to/removed as

s.12;s.14



NOV 17 2015

To: Honourable Rich Coleman
Minister of Natural Gas Development and
Minister Responsible for Housing and Deputy Premier

Re: Order in Council – Residential Tenancy Act and
Manufactured Home Park Tenancy Act

Enclosed for your consideration is an Order in Council (OIC), made pursuant to section 97 of the *Residential Tenancy Act*, and section 89 of the *Manufactured Home Park Tenancy Act*.

The enclosed OIC amends the Residential Tenancy Regulation and the Manufactured Home Park Tenancy Regulation to increase the fee for applications for dispute resolution, applications for additional rent increases, and applications for review. The additional fee revenue will be used to fund improved service delivery by hiring arbitrators to hear disputes and address the significant backlog of hearings.

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Should you approve, please sign the OIC and it will be submitted to Cabinet for consideration.

If you require further information, please contact my office and a briefing can be arranged.

Thank you.

Inés Piccinino for

Dave Nikolejsin
Deputy Minister

Enclosures

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS

INFORMATION NOTE

DATE: November 5, 2015

PREPARED FOR: Honourable Rich Coleman, Minister

ISSUE: Regulatory Amendments for Residential Tenancy Branch
Approved Fee Increase

BACKGROUND:

- Each year, Residential Tenancy Branch (RTB) hears over 20,000 disputes between landlords and tenants.
- Wait times for applications for dispute resolution are significantly exceeding RTB service standards. This is a major concern to stakeholders.
- In Housing Matters BC, the Province's long term housing strategy, Government committed to streamline and modernize systems with the goal of improving services. Part of this work includes addressing hearing wait times, creating more opportunities for online engagement, and reducing red tape for citizens.
- To fund these service improvements, on October 1, 2015, Treasury Board approved a fee increase, access to \$265,000 from contingencies for this fiscal year and is considering a budget lift for 2016/17 and ongoing. The Treasury Board minutes of October 1, 2015 were ratified by Cabinet on October 7, 2015.
- The additional fee revenue will primarily be used to hire three new arbitrators to hear disputes and address the significant backlog of hearings.
- An Order in Council (OIC) will bring the fee amendments into force, with a targeted effective date of January 1, 2016.

DISCUSSION:

- In order to reduce wait times for dispute resolution and fund Business Transformation, Treasury Board approved the following fee increases:

Fee Type	Current Fee	New Fee
Application for dispute resolution	\$50	\$100
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OFFICE OF HOUSING AND CONSTRUCTION STANDARDS INFORMATION NOTE

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- RTB will continue to track wait times.

s.13

- Some negative response about fee increases is anticipated; however, these may be ameliorated through service improvements and shortened wait times.
- The RTB has a fee waiver application process in place for low income applicants who are unable to pay fees.

CONCLUSION:

- The OIC will ensure there are necessary, additional resources to improve service delivery, reduce wait times, and improve client experience.

ENCLOSURES

Prepared by:

Wendy Harrison
Senior Policy Analyst
Residential Tenancy Branch
604-360-4793

Reviewed by:

Janet Donald
Policy Director
Office of Housing and
Construction Standards

Initial

JKD

Date:

Nov 6, 2015

Greg Staves
Executive Director
Office of Housing and
Construction Standards

GS

Nov 6, 2015

Jeff Vasey
Assistant Deputy Minister
Office of Housing and
Construction Standards

JV

Nov 6, 2015

Inés Piccinino for
Dave Nikolejsin
Deputy Minister
Ministry of Natural Gas
Development and Minister
Responsible for Housing

IP for
DN

Nov 17, 2015

Order in Council
Cabinet Summary Information

Last Updated: March 2014

Ministry: Natural Gas Development and Minister Responsible for Housing

Date Prepared: November 4, 2015

Log #: R/858/2015/33

s.12,s.13,s.14

* For Board Resourcing Development Office ("BRDO") appointments, no need to fill out rows 7 through 12. However, along with the tagged OIC, please provide the Biography and signed-off Request for Appointment (BRDO documents).

C o n f i d e n t i a l A d v i c e t o C a b i n e t P a g e | 1

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Regulatory
Reform BC

Regulatory Criteria Checklist

The purpose of the checklist is to demonstrate that legislative and regulatory changes have been developed according to the Regulatory Reform Policy, while still protecting public health, safety and the environment.

Name of authorizing legislation: **Manufactured Home Park Tenancy Act**

Name of regulation, if applicable: **Manufactured Home Park Tenancy Regulation**

Purpose: **Amend the Regulations to allow for an increase in filing fees for applications for dispute resolution, applications for additional rent increases and applications for review.**

Regulatory Criteria

✓ I certify that the following Regulatory Reform Principles were considered for this legislation or regulation:

1. Is needed and efficient
2. Is outcome based and will be regularly reviewed
3. Was transparently developed and will be clearly communicated
4. Is cost effective and evidence based
5. Is supportive of BC's economy and small business

Please provide an explanation if any of the criteria above were not considered (continued on page 2).

Number of Regulatory Requirements to be added: +0

Number of Regulatory Requirements to be eliminated: - 0

NET CHANGE: 0

Date: NOV 18 2015

Signature, Responsible Minister or Head of Regulatory Authority

Signator Name: Honourable Rich Coleman

Ministry/Agency Name: Ministry of Natural Gas Development and Minister Responsible for Housing

Contact Name: Jeff Vasey, Assistant Deputy Minister, Office of Housing and Construction Standards, 250-355-2115

Last Revised October 2013

Explanation Continued



Regulatory
Reform BC

Regulatory Criteria Checklist

The purpose of the checklist is to demonstrate that legislative and regulatory changes have been developed according to the Regulatory Reform Policy, while still protecting public health, safety and the environment.

Name of authorizing legislation: Residential Tenancy Act

Name of regulation, if applicable: Residential Tenancy Regulation

Purpose: Amend the Regulations to allow for an increase in filing fees for applications for dispute resolution, applications for additional rent increases and applications for review.

Regulatory Criteria

✓ I certify that the following Regulatory Reform Principles were considered for this legislation or regulation:

1. Is needed and efficient
2. Is outcome based and will be regularly reviewed
3. Was transparently developed and will be clearly communicated
4. Is cost effective and evidence based
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Please provide an explanation if any of the criteria above were not considered (continued on page 2).

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NET CHANGE: 0

Date: NOV 18 2015

Signature, Responsible Minister or Head of Regulatory Authority

Signator Name: Honourable Rich Coleman

Ministry/Agency Name: Ministry of Natural Gas Development and Minister Responsible for Housing

Contact Name: Jeff Vasey, Assistant Deputy Minister, Office of Housing and Construction Standards, 250-356-2115

Last Revised October 2013

Explanation Continued

Hirji, Keivan MNGD:EX

From: Hirji, Keivan MNGD:EX
Sent: Monday, January 25, 2016 4:46 PM
To: Barnettson, Luella MNGD:EX
Cc: Sures, Lauren MNGD:EX
Subject: RE: Daybook
Attachments: s.13

And the attachments...

From: Hirji, Keivan MNGD:EX
Sent: Monday, January 25, 2016 4:45 PM
To: Barnettson, Luella MNGD:EX
Cc: Sures, Lauren MNGD:EX
Subject: Daybook

Hi Lu,

Please upload the attached materials into the Boss's ipad. They are the items in the daybook for Wednesday.

I have a hard copy that I will give him tomorrow.

Thanks,

Keivan

Keivan Hirji
Executive Assistant to the
Honourable Rich Coleman
Minister of Natural Gas Development &
Minister Responsible for Housing
Deputy Premier

250-387-8456

RTB: FEE INCREASE

Topic: The RTB is proposing to increase various fees, notably increasing its application fee for dispute resolution from \$50 to \$100, to take effect Jan. 8, 2016.

- We are introducing a modest fee increase that will enable us to reduce wait times for hearings to resolve tenancy disputes.
- In 2014/15, the Residential Tenancy Branch received more than 22,000 applications for dispute resolution, a five per cent increase over previous years.
- We will be hiring four new arbitrators, which will give us the capacity for an additional 1,500 hearings per year.
- This will significantly reduce wait times for urgent applications.
- The fee increase will also help us develop new technology and processes that will enable residential tenancy disputes to be resolved faster and more efficiently.
- This is the first time Residential Tenancy Branch fees have increased since 1998.
- We will continue to waive fees for low-income people. We expect about one-fifth of all applicants will not have to pay any application fee at all.

Dec. 4, 2015

BACKGROUND

The Residential Tenancy Branch is proposing to increase its application fee for dispute resolution from application fee from \$50 to \$100 on Jan. 8, 2016.

The branch is also increasing the fee to apply for a review of a decision, from \$25 to \$50.

Additionally, the RTB is increasing from \$200 to \$300 the fee charged to landlords who wish to apply to increase rent by an amount that exceeds the provincial regulation, currently 2.9%. (Potential reasons for such a request include cases where the rent is significantly lower than the rent payable for other similar units in the same geographic area.)

The purpose of the fee increase is to increase the RTB's budget, allowing the RTB to hire four arbitrators. This is expected to result in 1,500 more hearings being held each year, significantly reducing the RTB's backlog.

s.13

This is the first time fees have increased since 1998.

s.13

Dec. 4, 2015

Description	Current fee	New fee
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Application for substitutional service (to request an arbitrator to order documents be served in a method other than those required by the Residential Tenancy Act – used in cases where the respondent cannot be reached via the normal methods).	\$25	\$50
Review hearing	\$25	\$50

Hirji, Keivan MNGD:EX

From: Hirji, Keivan MNGD:EX
Sent: Monday, January 25, 2016 4:47 PM
To: Myers, Tobie A MNGD:EX
Subject: Contents of DB
Attachments: s.13

FYI, contents of day book.

FOI is also in the hard copy.

Keivan

Keivan Hirji
Executive Assistant to the
Honourable Rich Coleman
Minister of Natural Gas Development &
Minister Responsible for Housing
Deputy Premier

250-387-8456

**MINISTRY OF NATURAL GAS DEVELOPMENT
AND MINISTER RESPONSIBLE FOR HOUSING
OFFICE OF HOUSING AND CONSTRUCTION STANDARDS
ESTIMATES BRIEFING NOTE 2016/17**

ISSUE: RTB Fee Increase

KEY MESSAGES:

- In January 2016 RTB increased application fees from \$50 - \$100 dollars.
- Revenue from the fee increase has contributed to a budget lift of \$585,000 dollars this fiscal year.
- The budget lift is being used to:
 - filled three (net) new arbitrator positions (new staff started March 14, 2016);
 - increase hearing capacity and decrease hearing wait times; and,
 - expand online services and alternative dispute resolution options.
- These initiatives will support a strong rental housing market.

BACKGROUND:

Fee Increase

s.13

- RTB fees have not changed since 1998.

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- Low-income people continue to be able to apply for fee waivers.
- Both applicants and respondents may seek reimbursement from the unsuccessful party.

CROSS-REFERENCE / ATTACHMENTS:

C38 – RTB Operational Statistics

Contact: Jeff Vasey
Cell Phone: s.22
Date: March 7, 2016

Estimate Note: C34

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Diacu, Raz MNGD:EX

From: Diacu, Raz MNGD:EX
Sent: Tuesday, May 10, 2016 6:33 PM
To: Mills, Shane LASS:EX; Merrifield, Katy PREM:EX; Dolan, Chelsea PREM:EX
Cc: Myers, Tobie A MNGD:EX; Hirji, Keivan MNGD:EX
Subject: Estimates Summary - NGD & Housing
Attachments: NGD Estimates Summary.docx; Housing Estimates Summary.docx

Estimates summaries for NGD and Housing attached

Topics Covered

- Request for a standardized homeless count across the province
- Affordability of market housing in Vancouver (referred to FIN)
- Housing affordability study
- Jericho Lands/using proceeds from the sale to fund affordable housing
- Number of social housing units built
- Funding for renovations vs for new build
- \$355M investment in social housing
- Residential Tenancy Act fines/penalties
- Remediation standards for buildings used as grow ops
- BC Housing Service Plan/underspent housing subsidies
- Co-op funding (former federal program, we don't fund co-ops)
- \$150M federal commitment for housing
- Underspending of capital budget for BC Housing
- Student Housing (referred to AVED)
- Sunset Towers RFP
- Nicholson Towers
- Fixed-term tenancies (and rental rate increase limitations not applying between fixed-term tenancies)
- Residential Tenancy Act and AirBnB (RTA does not apply)
- Residential Tenancy Act and subletting
- Local Government Act and land use agreements, particularly for manufactured home parks (referred to CSCD)
- West Hotel and administrative penalties
- Administrative Penalties report
- Megaphone report on homeless deaths/BC Coroners (PSSG)
- RainCity Shelter
- Abbotsford shelter & new facility
- Victoria Tent City & Choices facility
- Federal homeless count
- Coast Mental Health/deaths in supportive housing facilities
- Wellness checks at supportive housing facilities
- Transfer of Ownership of housing facilities to non-profits
- Stamps Place development
- Ted Kuhn Tower
- Revenue from Residential Tenancy arbitration fees
- Dropped calls and wait times for Residential Tenancy Branch calls
- Dispute resolution times
- Funding and use of RTB dispute resolution services
- Youth housing

- Urban Native Youth Association proposed native youth centre in Downtown East Side
- Paige report and housing
- Social housing for First Nations
- Social housing in Vancouver-Mt. Pleasant
- Residential Tenancy Act and no pets bylaws
- Property tax for non-profits running social housing

Answers of Note:

Provincial homeless count:

Each community does a count. They do it with us in cooperation with them. Then we design the homeless strategies in those communities, with those communities. We have numbers in these communities where we do the count.

Housing Affordability & Study:

There's no question that on the Lower Mainland, supply and demand have been spiking, where supply is being outstripped by demand. We've seen an increase in housing not just in Vancouver but across most of the Lower Mainland.

The issue around affordability is depending on markets — single family, multiple family, condo — and whether somebody's wanting to enter the market and buy a small one-bedroom condo in Vancouver or whether they're trying to buy a waterfront property in Kerrisdale or Kitsilano.

s.13

Coleman, Rich MEM:EX

From: Coleman, Rich MEM:EX
Sent: Wednesday, January 6, 2016 2:53 PM
To: Myers, Tobie A MNGD:EX
Subject: Re: Media Requests

Ok

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Myers, Tobie A MNGD:EX
Sent: Wednesday, January 6, 2016 2:51 PM
To: Coleman, Rich MEM:EX
Cc: Hirji, Keivan MNGD:EX
Subject: Media Requests

FYI, several reporters have heard about the fee increases from stakeholders. Sending the information below on background. Greg Steves is available if necessary.

Thx

Deadline: Jan. 6 4:30 pm

Media/Reporter: Emily Jackson Metro News

Topic: dispute resolution fees

Request: I'm writing to ask about the province's Dec. 17 decision to up to double fees for disputes behind landlords and tenants. For example, it now costs \$100 instead of \$50 to apply to the Residential Tenancy Branch for a dispute resolution hearing. I'm wondering why the province decided to increase the fees.

Media/Reporter: John Coleburn, the Province

Request: I am working on a story about the RTB fee hikes. Could you send me any of the ministry material on this and also let me know if there is someone available to explain why the fees have been doubled.

Suggested Response:

On Jan. 8, 2016, B.C.'s Residential Tenancy Branch (RTB) will introduce fee changes for the first time since 1998. Fees will continue to be waived for low-income people. Approximately one-fifth of all applicants will not pay any application fee at all.

The fee to apply for dispute resolution will increase from \$50 to \$100. In 2014/15, the RTB received more than 22,000 applications for dispute resolution, a five per cent increase over previous years. The fee change will

enable the RTB to hire four new arbitrators, which will create the capacity to significantly reduce wait times for urgent applications.

The fee increase will also help the RTB develop new technology that will enable residential tenancy disputes to be resolved faster and more efficiently.

Myers, Tobie A MNGD:EX

From: Myers, Tobie A MNGD:EX
Sent: Tuesday, January 5, 2016 5:05 PM
To: Mills, Shane LASS:EX
Cc: Hirji, Keivan MNGD:EX
Subject: Fyi
Attachments: KM_RTB_Fee_increase_December 2015_ADM update.docx; ATT00001.htm

The Residential Tenancy Branch will be changing its fee structure, effective Friday. We'll have a fact sheet posted and the RTB will notify the public and stakeholders as per below. Our note is also attached. Let me know if you need any additional information.

Tobie

Stakeholders will be notified tomorrow by phone, including LandlordBC, Tenant Resource and Advocacy Centre, Community Legal Assistance Society, Manufactured Home Park Owners Alliance, and the Nonprofit Housing Association.

There will also be a notice posted on the RTB website later this week advising of the change.

Myers, Tobie A MNGD:EX

From: Myers, Tobie A MNGD:EX
Sent: Tuesday, January 5, 2016 4:46 PM
To: Coleman, Rich MEM:EX
Cc: Hirji, Keivan MNGD:EX
Subject: Tomorrow
Attachments: KM_RTB_Fee_increase_December 2015_ADM update.docx; ATT00001.htm

A reminder that the RTB fee changes take effect on Friday. We'll have a fact sheet posted and the RTB will notify the public and stakeholders as per below. Our note is also attached.

Stakeholders will be notified tomorrow by phone, including LandlordBC, Tenant Resource and Advocacy Centre, Community Legal Assistance Society, Manufactured Home Park Owners Alliance, and the Nonprofit Housing Association.

There will also be a notice posted on the RTB website later this week advising of the change.