

Dispute Code Glossary

Landlord

- **OPE (Ending Tenancy)** – Landlord is requesting to end tenancy because the tenant's employment with the landlord has ended
- **OPR (Ending Tenancy)** – Landlord is requesting to end tenancy and retain the unit for unpaid rent or utilities
- **OPL (Ending Tenancy)** – Landlord wants the unit or property for another use
- **OPC (Ending Tenancy)** – Landlord is requesting to end tenancy for a cause as described in the Act, regulation or tenancy agreement
- **OPQ (Ending Tenancy)** – Tenant does not qualify for subsidized housing
- **OPB (Ending Tenancy)** – Tenant has breached an agreement with the landlord
- **MND (Monetary Order)** – Landlord is requesting a monetary order for damage to the unit, site, or property
- **MNR (Monetary Order)** – Landlord is requesting a monetary order for unpaid rent or utilities
- **MNSD (Monetary Order)** – Landlord is requesting a monetary order to keep all, or part of, a pet or security damage deposit
- **MNDC (Monetary Order)** – Landlord is requesting a monetary order for money owed or compensation for damage or loss under the Act, regulation, or tenancy agreement
- **ET (Other)** – Landlord is requesting to end tenancy early and obtain an order of possession
- **O (Other)** – Landlord is disputing for a reason that does not fit into one of the specified options
- **SS (Other)** – To serve documents or evidence in a method other than that required by the Act

Tenant

- **MT (Time)** – Tenant needs more time to make an application to cancel a notice to end tenancy
- **DRI (Rent)** – Tenant is disputing an additional rent increase
- **CNQ (Cancel a Notice to End Tenancy)** – Tenant does not qualify for subsidized housing
- **CNE (Cancel a Notice to End Tenancy)** – Tenant's employment has ended with the landlord
- **CNC (Cancel a Notice to End Tenancy)** – Tenant is requesting to cancel a notice to end tenancy for a cause (providing details)
- **CNLC (Cancel a Notice to End Tenancy)** – Landlord has the intention to convert manufactured home park to another use
- **CNL (Cancel a Notice to End Tenancy)** – Landlord's use of rental property
- **CNR (Cancel a Notice to End Tenancy)** – Tenant is requesting to cancel a notice to end tenancy for unpaid rent or utilities

- **MNR (Monetary Order)** – Tenant is requesting reimbursement for the cost of emergency repairs
- **MNDC (Monetary Order)** – Tenant is requesting money owed or compensation for damage or loss under the Act, regulation, or tenancy agreement
- **MNSD (Monetary Order)** – Tenant is requesting a return of all, or part, of a pet or security damage deposit
- **OLC (Landlord's Action Sought)** - Comply with the Act, regulation or tenancy agreement
- **ERP (Landlord's Action Sought)** – Make emergency repairs for health and safety reasons
- **RP (Landlord's Action Sought)** – Make repairs to the unit, site or property
- **PSF (Landlord's Action Sought)** – Provide services or facilities required by law
- **RPP (Landlord's Action Sought)** – Return tenant's personal property
- **LRE (Landlord's Action Sought)** – Suspend or set conditions on the landlord's right to enter the rental unit
- **OPT (Tenant's Action Sought)** – Obtain an order of possession of the rental unit or site
- **AAT (Tenant's Action Sought)** – Allow access to (or from) the unit or site for the tenant and tenant's guests
- **LAT (Tenant's Action Sought)** – Authorize a tenant to change the locks to the rental unit
- **AS (Tenant's Action Sought)** – Allow a tenant to assign or sublet because the landlord's permission has been unreasonably withheld
- **RR (Tenant's Action Sought)** – Allow a tenant to reduce rent for repairs, services, or facilities agreed upon but not provided
- **O (Other)** – Tenant is disputing for a reason that does not fit into one of the specified options
- **SS (Other)** – To serve documents or evidence in a method other than that required by the Act

Other

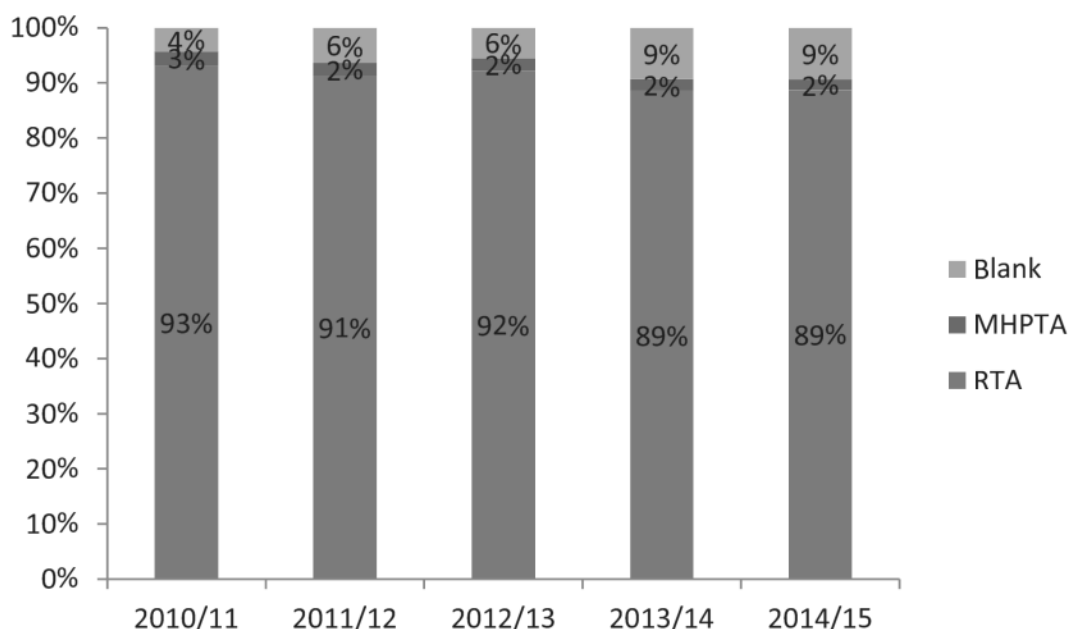
- **FF** – The applicant (landlord or tenant) requests that the respondent pays for the cost of the application (filing fees)

Nature of the Dispute

Legislation Referred to

Most new disputes refer to the *Residential Tenancy Act* (RTA), but a small number refers to the *Manufactured Home Park Tenancy Act* (MHPTA). The number of unspecified disputes (data not filled in the CMS) was 9% in 2014/15.

FIGURE 8 2010/11-2014/15 - LEGISLATION REFERRED TO IN APPLICATIONS



Why Landlords Enter into the Dispute Resolution Process

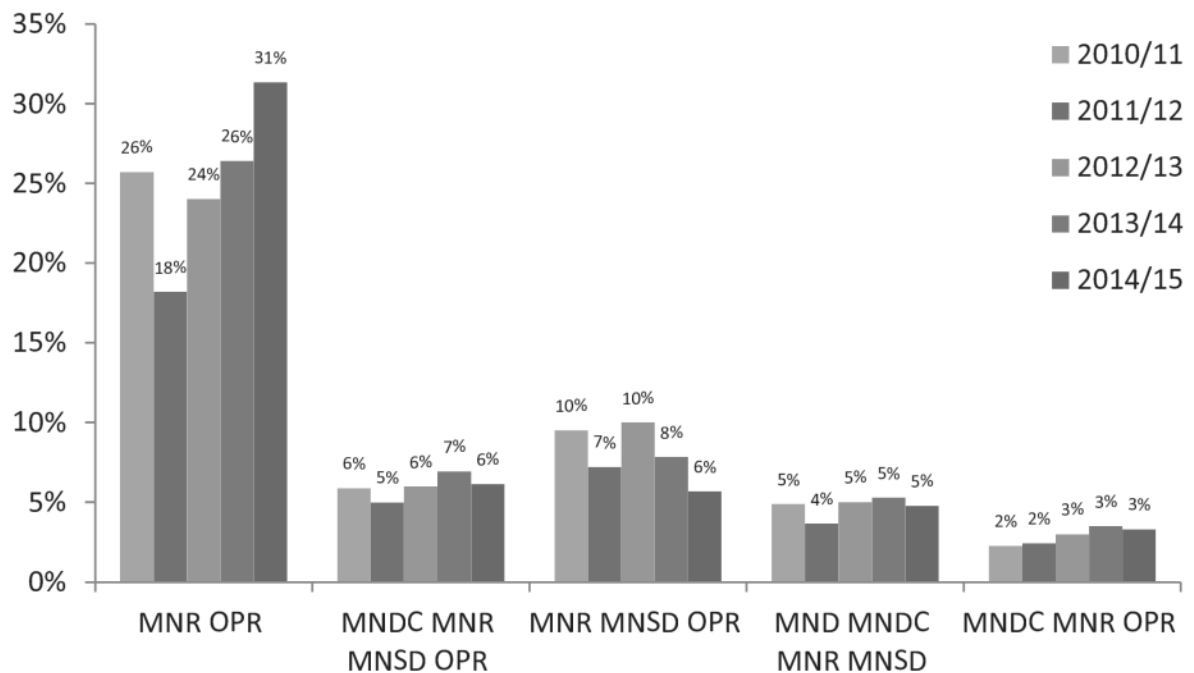
When applying for dispute resolution, landlords may select from among 13 dispute codes, not including “FF” (i.e., to recover the cost of the application). An example of the *Landlord’s Application for Dispute Resolution* is available in Appendix A. For a definition of the dispute codes, please refer to the Dispute Code Glossary at the beginning of the report.

Landlords typically enter into a dispute resolution process for a monetary issue (e.g., to keep a security deposit) or to end a tenancy because of a monetary issue (e.g., a tenant has not paid rent). Seventy percent of landlord applications in 2014/15 included the code “MNR”, indicating a request for a monetary order for unpaid rent or utilities. The next most popular code on landlords’ applications - included on 40% of their applications - was “MNSD”, indicating the landlord’s request to keep all or a portion of the tenant’s security deposit.

Landlords tend to enter multiple reasons for seeking dispute resolution, on the application form. The most typical application form for landlords contains the code combination “MNR OPR,” (31% of all landlords’ applications in 2014/15). This denotes that the landlord requests a monetary order for unpaid rent or utilities and an early end to the tenancy because a tenant has not paid rent or utilities.

FIGURE 9 2010/11 TO 2014/15 – MOST COMMON “NATURE OF DISPUTE” FOR LANDLORDS⁴

Percentage of Landlords' Applications



Why Tenants Enter Into a Dispute Resolution Process

When applying for dispute resolution, tenants may select from among 24 dispute codes, not including “FF” (i.e., to recover the cost of the application). An example of the *Tenant’s Application for Dispute Resolution* can be found in Appendix B. For a definition of the dispute codes, please refer to the Dispute Code Glossary.

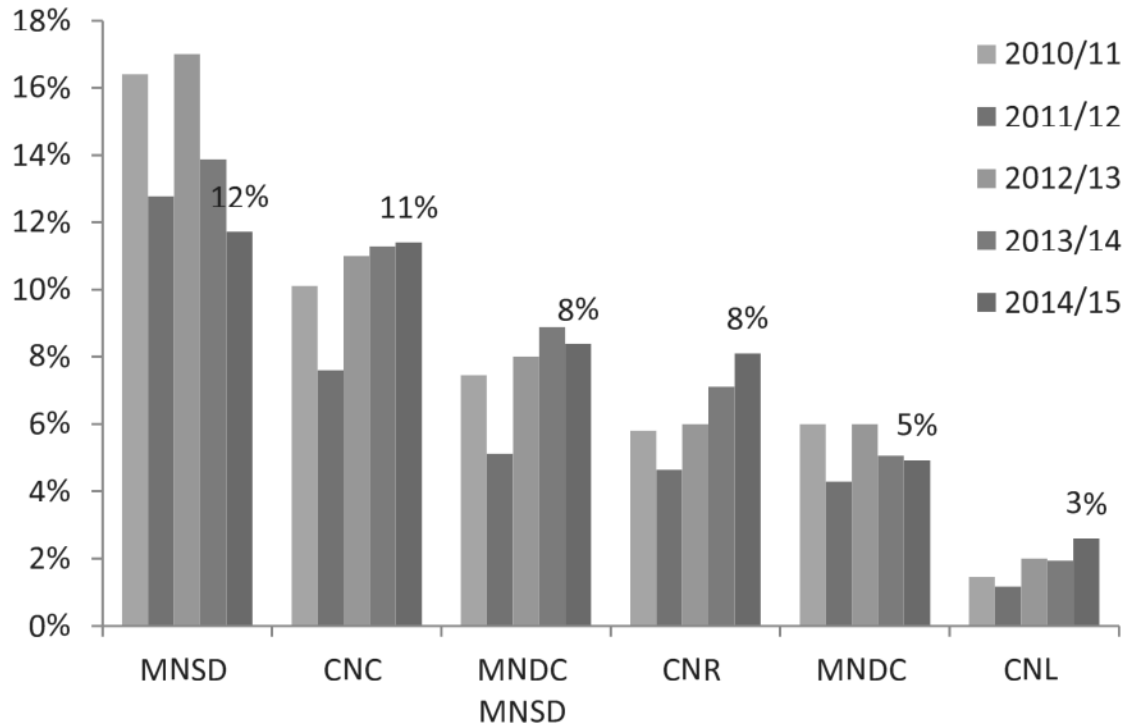
Some tenant applications include multiple reasons for their dispute (multiple code combinations), whereas others include only one reason (a single code). Tenants typically enter into a dispute resolution process for a monetary issue (e.g., to get back all, or part, of a security deposit) or to cancel a notice to end tenancy. The single dispute code most commonly selected by tenants in 2014/15 was “MNDC”, a request for a monetary order for damage or loss, or for compensation. Thirty-six percent of tenant applications in 2014/15 included “MNDC”, either alone or in combination with other codes.

The most typical tenant applications in 2014/15 (comprising 12% of all tenant disputes) cited only the code “MNSD”, indicating their request to have all, or part, of a pet or security damage deposit returned. Other common applications were those with the single code of “CNC” (comprising 11% of tenant applications in 2014/15), which indicates a request to cancel a Notice to End Tenancy for Cause and “MNDC MNSD” (comprising 8% of tenant applications in 2014/15), which indicates a request for money owed or compensation for damage or loss, and a request to have all or part of a pet or security damage deposit returned.

⁴ Only the top 5 combinations, based on the most recent year, are shown on the graph.

FIGURE 10 2010/11 TO 2014/15 – MOST COMMON “NATURE OF DISPUTE” FOR TENANTS⁵

Percentage of Tenants' Applications



⁵ Only the top 5 combinations, based on the most recent year, are shown on the graph.