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835565

2015-05-25 21:48 Online

Residential Tenancy Office (RTO) Project Project Status Report

Executive Director:	Simon Clews		
Project Manager:	Pam Stewart	Week ending:	March 16, 2005

Overall Status			
<ul style="list-style-type: none"> • IMPLEMENTATION OF RELEASE 2: Release 2 is on track to be implemented overnight on April 28, 2005 and will be available to the public beginning April 29th. It will include an online Application for Arbitration form for the public, a Case Management System for staff, and features of the Multi-media Contact Centre (MCC) for routing e-mail notes and faxes from the public. (Note: TELUS has renamed its Integrated Contact Centre (ICCS) to Multi-media Contact Centre.) • PROJECT ORGANIZATION: Alex Smolov of ITSD will be joining the RTO half-time beginning Friday, March 18th. He will provide business analysis and technical expertise for the RTO, including participation on the RTO Project team. • MAIN ACCOMPLISHMENTS THIS WEEK: <ul style="list-style-type: none"> • The design of the public Application for Arbitration form and the Case Management System have progressed through various stages. The design is of high quality and the business requirements are being met. • A Project Charter was signed off with the Provincial Treasury for testing and implementation of the credit card payment interface. • TELUS delivered a project plan on March 10th. The plan confirms the Release 2 implementation date of April 28th. 			
Key events coming up			
<ul style="list-style-type: none"> • March 18 – 31: Delivery, staff review, and RTO sign-off of the Consolidated Functional Design Document. • March 21 – 24: Testing of the internet credit card payment interfaces with the Provincial Treasury's Internet Payments Program (IPP) and the Government Agents' GARMS revenue management system. • April: Presentations to property management companies about the RTO's new Registered Landlord service, and enrolment of companies in this service. • April 12 – 18 (estimated): User Acceptance Testing. 			

Detailed Status

Risk Legend:

Green	On track for completion within the <u>current plan</u> .
Yellow	Risk of late delivery with reference to the <u>current plan</u> , or there is no planned date for delivery.
Red	Late delivery is likely or has occurred with reference to the <u>current plan</u> , or with reference to RTO expected timeframes if there is no plan.
Done	The deliverable has been completed.

Topic	Risk	Status
1. Contract	Done	<ul style="list-style-type: none"> Signed January 31, 2005.
2. Project Plan	Green	<ul style="list-style-type: none"> TELUS has delivered an updated project plan.
3. Business Requirements	Done	<ul style="list-style-type: none"> Business Requirements for Release 2 were signed off in December 2004 and included as a Schedule to the contract.
4. Consolidated Functional Design	Green	<ul style="list-style-type: none"> This is a critical deliverable under the contract, and will be the basis for all development. TELUS has promised delivery on Friday, March 18th.
5. Internet Payment Program (IPP) Interface (i.e. credit card payments over the web)	Green	<ul style="list-style-type: none"> Provincial Treasury, RTO and TELUS have signed a Project Charter for the testing and implementation of the online credit card payment interface. An integrated test of the IPP interface and the GARMS interface will be conducted the week of March 21st. All participants have agreed on a plan.
6. GARMS interface	Green	<ul style="list-style-type: none"> The Government Agents branch has committed to the RTO timelines for testing and implementation of the online credit card payment interface. An integrated test of the IPP interface and the GARMS interface will be conducted the week of March 21st. All participants have agreed on a plan.
7. Network connectivity and testing	Green	<ul style="list-style-type: none"> TELUS is currently testing the interface with the CITS user authentication services: BCeID, MyID and IDIR. Implementation and testing of the network connection between the TELUS Calgary Data Centre and CITS began this week. To be completed by end of March.
8. Application design and development	Green	<ul style="list-style-type: none"> The design of the system is being completed by TELUS this week. TELUS will deliver the Consolidated Functional Design Document on March 18th. This document will be the basis for system development.
9. Privacy Impact Assessment (PIA)	Done	<ul style="list-style-type: none"> The PIA was delivered and signed off.
10. System Threat & Risk Assessment (STRA)	Yellow	<ul style="list-style-type: none"> KPMG was retained to conduct the Assessment. KPMG has delivered a set of questions for TELUS about security controls for the new systems. TELUS has not yet committed to answering the questions or meeting with the KPMG representative. There may be a delay if TELUS resources are not available to meet with the KPMG representative soon.
11. Hardware procurement	Green	<ul style="list-style-type: none"> This week Simon Clews approved initiation of the procurement of Lexmark scanner/fax machines for the RTO Burnaby and Victoria offices. A dealer will visit the RTO Burnaby office to review the requirement to upgrade headsets.

Decision Documents

Topic	Decision
00001 Whether the Case Management System will be based on CITAR, or custom developed for the web.	Decided: The Case Management System will be a custom developed web-enabled application.
00002 Whether informational pages on the web site will have the same look & feel as the e-service (interactive) pages, or the look & feel of the current RTO web site.	Decided: Based on discussions with PAB, the RTO has authorized TELUS to make the information pages look the same as the e-service pages.
00003 Whether the solution will use the TELUS network or the SPAN/BC network, and user authentication solution.	Decided: The network and user authentication solution was documented in "Network Design Overview" which was signed off by the RTO, TELUS, CITS and ITSD in December. This document is a Schedule to the contract.
00004 Whether TELUS can depart from the government's Internet development standards in specific ways, to employ more modern features.	Decided: Approved by Charles Suenderman on behalf of PAB. The implementation of Release 1 was approved by Kirk Smith of PAB.

Key Issues, Risks and Problems

Issues, Risks, Problems	Status	Risk of Occurring	Details and Mitigation Plans
1. No contract	CLOSED		The contract was signed on January 31, 2005.
2. No Project Charter	CLOSED		The Project Charter was abandoned after 12 drafts. Drafting of a Project Charter will be reconsidered in Release 2.
3. No Release 2 Business Requirements	CLOSED		Release 2 Business Requirements were signed off and included as a Schedule to the contract..
4. Outdated project plan	Open	Low	An updated project plan was delivered by TELUS the week of March 7th. There is the possibility that risk of an outdated project plan will recur, therefore this risk will continue to be monitored.
5. Ability of TELUS to meet RTO business requirements within project deadlines	Open	Medium	The Release 2 implementation date of April 2005 is aggressive and there is a risk that TELUS will not meet it, or will meet it only by failing to deliver some business requirements. This is mitigated by including in the contract the requirement to meet all business requirements by the April 28, 2005 implementation date. The current project plan confirms an April 28th implementation date.
6. Ability of CITS to meet project deadlines	Open	Low	CITS has already met its Release 1 deadlines, and has implemented the user authentication service. Other than network testing, CITS has little involvement in the remainder of the project. There is plenty of time on the plan for network implementation and testing in March.
7. Ability of PAB to meet project deadlines	Open	Low	PAB approved implementation of Release 1 (i.e. launch of the new web site). The online Application for Arbitration form (Release 2) complies with government standards and looks the same as the paper Application for Arbitration form. No objections from PAB are anticipated for implementation of Release 2.
8. Ability of RTO to resource the project	Open	Low	Although the RTO is short-staffed and the project schedule is aggressive, the RTO has been making staff available to review key deliverables and participate in design workshops with TELUS. There is the risk that due to lack of time for review, some required changes may only be discovered at User Acceptance Testing time and will have to be negotiated with TELUS in April.

Residential Tenancy Office (RTO) Project Project Status Report

Executive Director:	Simon Clews	Director:	Mary Duffy
Project Manager:	Pam Stewart	Week ending:	May 2, 2005

Overall Status
<ul style="list-style-type: none"> • IMPLEMENTATION OF RELEASE 2: Release 2 was successfully implemented overnight on April 28th as planned and was available to the public beginning April 29th. The fax and e-mail routing features of Call Centre Anywhere (CCA), and the new Case Management System (CMS), were also implemented on April 28th. Access to the CMS is being granted in stages to RTO staff, Arbitrators and Government Agents. All users will be trained and will have access by the end of May. See the Rollout Plan attached to this Status Report. "Part 2" of Release 2 is to be completed by the end of May. This includes final technical documentation, and the following 3 system components: <ul style="list-style-type: none"> • a Content Editing Tool to enable authorized RTO staff to maintain information on the public web site; • a program to delete online Applications for Arbitration after 30 days where the Application has been abandoned or rejected; • a web page where the RTO can post selected arbitration decisions. • MAIN ACCOMPLISHMENTS THIS WEEK: <ul style="list-style-type: none"> • Provincial Treasury certification was received for the web credit card payment interface. • The IT Security Review, required by the CIO's office, was completed. • The Public Affairs Bureau approved the launch of the new online Application for Arbitration e-service. • The Application for Arbitration e-service, fax and e-mail routing features of Call Centre Anywhere, and the Case Management System were launched on April 28th. • A business process design workshop was held on April 27. The processes will be refined during a business process Pilot to be conducted May 3 through May 12.
Key events coming up
<ul style="list-style-type: none"> • Training and rollout of CMS during May. See the Rollout Plan attached to this Status Report. • Help Desk process document to be negotiated by Project Manager with TELUS, CITS and ITSD help desks. • Initiation of planning process for Release 3.

Detailed Status

Risk Legend:

Green	On track for completion within the <u>current plan</u> .
Yellow	Risk of late delivery with reference to the <u>current plan</u> , or there is no planned date for delivery.
Red	Late delivery is likely or has occurred with reference to the <u>current plan</u> , or with reference to RTO expected timeframes if there is no plan.
Done	The deliverable has been completed.

Topic	Risk	Status
1. Contract	Done	<ul style="list-style-type: none"> Signed January 31, 2005.
2. Project Plan	Red	<ul style="list-style-type: none"> TELUS has not delivered an updated Project Plan since March 16th. A plan for May 2005 has been requested.
3. Business Requirements	Done	<ul style="list-style-type: none"> Business Requirements for Release 2 were signed off in December 2004 and included as a Schedule to the contract.
4. Consolidated Functional Design	Red	<ul style="list-style-type: none"> This document was delivered on March 18th and the RTO responded with a request for corrections including some requirements. TELUS has not responded. There are still requirements yet to be implemented. These should be included in Release 3, if not sooner.
5. Internet Payment Program (IPP) Interface	Done	<ul style="list-style-type: none"> Certification of the RTO's payment interface was received from Provincial Treasury for credit card payments over the web. At launch time, the bank had not activated the RTO's Merchant Number for MasterCard, so MasterCard payments were being declined. This has been fixed.
6. GARMS interface	Done	<ul style="list-style-type: none"> Implemented on schedule.
7. Network connectivity and testing	Red	<ul style="list-style-type: none"> TELUS has not delivered a Test Report or any confirmation that the private RTO network connection was implemented in production. Written plan, or confirmation of implementation, has been requested.
8. Application design and development	Green	<ul style="list-style-type: none"> The systems were launched, subject to outstanding requirements mentioned above at Topic 4.
9. Privacy Impact Assessment (PIA)	Done	<ul style="list-style-type: none"> The PIA was delivered and signed off.
10. System Threat & Risk Assessment (STRA)	Red	<ul style="list-style-type: none"> KPMG delivered a set of questions on March 14th for TELUS re: security controls for the new systems. TELUS did not respond until near the end of April. The KPMG contract expired in the meantime. RTO must determine (a) whether STRA is still required and (b) who will do it (KPMG, another consultant, or OCG Internal Audit group).
11. IT Security Review	Done	<ul style="list-style-type: none"> Successfully completed.
12. Hardware procurement	Green	<ul style="list-style-type: none"> Scan/fax/print/copy machines were ordered for the RTO Burnaby and Victoria offices. The machines were delivered the week of May 2nd but are yet to be installed.
13. Staff procedures manual	Green	<ul style="list-style-type: none"> New deliverable. TELUS is not contracted to produce a staff procedures manual or system user guide. The Project Manager will produce these in June or earlier, based on the Pilot Team's business processes and TELUS's system design documentation.

Decision Documents

<i>Topic</i>	<i>Decision</i>
00001 Whether the Case Management System will be based on CITAR, or custom developed for the web.	Decided: The Case Management System will be a custom developed web-enabled application.
00002 Whether informational pages on the web site will have the same look & feel as the e-service (interactive) pages, or the look & feel of the current RTO web site.	Decided: Based on discussions with PAB, the RTO has authorized TELUS to make the information pages look the same as the e-service pages.
00003 Whether the solution will use the TELUS network or the SPAN/BC network, and user authentication solution.	Decided: The network and user authentication solution was documented in "Network Design Overview" which was signed off by the RTO, TELUS, CITS and ITSD in December. This document is a Schedule to the contract.
00004 Whether TELUS can depart from the government's Internet development standards in specific ways, to employ more modern features.	Decided: Approved by Charles Suenderman on behalf of PAB. The implementation of Release 1 was approved by Kirk Smith of PAB.

Key Issues, Risks and Problems

<i>Issues, Risks, Problems</i>	<i>Status</i>	<i>Risk of Occurring</i>	<i>Details and Mitigation Plans</i>
1. No contract	CLOSED		The contract was signed on January 31, 2005.
2. No Project Charter	CLOSED		The Project Charter was abandoned after 12 drafts. Drafting of a Project Charter will be reconsidered in Release 2.
3. No Release 2 Business Requirements	CLOSED		Release 2 Business Requirements were signed off and included as a Schedule to the contract..
4. Outdated project plan	OPEN	High	TELUS has not delivered a project plan since March 16. A plan for May has been requested.
5. Ability of TELUS to meet RTO business requirements within project deadlines	OPEN	High	The RTO Response to the TELUS Consolidated Functional Design document includes some requirements that were not included in the implemented systems. These must be included in Release 3 or earlier.
6. Ability of CITS to meet project deadlines	CLOSED		CITS has met its Release 1 and 2 deadlines.
7. Ability of PAB to meet project deadlines	CLOSED		PAB approved implementation of Release 1 and 2.
8. Ability of RTO to resource the project and post-implementation activities	OPEN	Medium	RTO needs to assign staff to manage post-implementation duties, e.g. maintaining the RTO public web site information content. Also, a technical manager is needed from ITSD.

Rollout Plan for Release 2, Part 1

Revised April 26, 2005, 2:40 p.m.

■ Training activities

		April					May																			
		25	26	27	28	29	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	24	25	26	27	30
1	Rollout of e-service to the public																									
1.1	Approval to launch																									
1.2	Threat & Risk Assessment (TRA)																									
1.3	IT Security Review																									
1.4	Certification																									
1.5	Decision Point - Sign off on launch																									
1.6	Launch (beginning 5:00 p.m. April 28)																									
1.7	TELUS to notify Pam when avail to public																									
1.8	Enter 2 Applications for Arbitration (MC & VISA)																									
1.9	Schedule presentations to staff																									
1.10	Presentations to staff in Victoria																									
	Thurs. 8:30-9:30 - Greg Reid																									
	Thurs. 9:30-10:30 - Greg Reid																									
	Thurs. 10:30-11:00 - Mary Duffy & Gary Martin																									
1.11	Presentations to staff in Burnaby																									
	Thurs. 2:00-2:30 - Mary Duffy & Gary Martin																									
	Thurs. 2:30-3:30 - Greg Reid																									
	Thurs. 3:30-4:30 - Mary Duffy & Gary Martin																									
	Fri. 9:30-10:00 - Mary Duffy & Gary Martin																									
	Fri. 10:00-11:00 - Greg Reid																									
	Fri. 11:00-12:00 - Greg Reid																									
1.12	Enter Applications for Arbitration																									
1.13	Enter Application for Arbitration (VISA)																									
1.14	Refund fees for above Applications																									
1.15	Procure & install PCs in RTO offices																									
1.16	Help for public in using PCs in RTO offices																									
2	Pilot of CMS and CCA																									
2.1	Business process workshop - Full day																									
2.2	CMS and CCA training for Pilot Team - Full day																									
2.3	Ensure Pilot Team can access systems																									
2.4	Testing of CCA, CMS & business processes																									
2.5	Testing by 1 GA office																									
2.6	Entry of data in CMS (e.g. Arbitrator profiles)																									
2.7	Pilot Team review workshops - 1 hour																									
2.8	Pilot Team & GA recommendations workshop																									
2.9	Decision point - Rollout CMS & CCA to all staff?																									

April | May

		25	26	27	28	29	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	24	25	26	27	30
3	Rollout to RTO staff																									
3.1	Ensure staff can access systems																									
3.2	Victoria - Training in scheduling - Half day																									
3.3	Victoria - Data entry of open cases																									
3.4	Victoria - Training in all functions - Full day																									
3.5	Victoria - Live																									
3.6	Burnaby - Training in scheduling - Half day																									
3.7	Burnaby - Data entry of open cases																									
3.8	Burnaby - Training in all functions - Full day																									
3.9	Burnaby - Live																									
4	Rollout to Arbitrators																									
4.1	Ensure Arbitrators can access systems																									
4.2	Communique to Arbitrators																									
4.3	Possible supplementary training - TBD																									
4.4	Arbitrators - Live																									
5	Rollout to Registered Landlords																									
5.1	Communique to Registered Landlords																									
5.2	Training for Registered Landlords																									
5.3	E-service for Registered Landlords - Live																									
6	Rollout to Government Agents																									
6.1	Presentation at GA regional managers conf.																									
6.2	Communique & handout to all GAs																									
6.3	GAs: GA View and fax to CCA - Live																									
7	FULLY OPERATIONAL - May 30																									

s.22

From:

Sent: Thursday, May 7, 2015 6:49 PM

To: OHCS Residential Tenancy Office OHCS:EX

Subject: Re: s.22

I tried to edit the application and there was only a view button. I could not edit.

I will try again tomorrow.

Sincerely,

s.22

From: s.22
On Behalf Of s.22
Sent: Tuesday, May 12, 2015 4:17 PM
To: OHCS Residential Tenancy Office OHCS:EX
Subject: s.22

s.22

I have a question. Since time is off the essence now I am hoping that you can answer quickly.

When I log in and go to the screen to print I do not have a pencil icon in the right corner under action, nor do I have an X, I have a symbol that looks like a magnifying glass, This is not what is shown on your picture and the status says scheduled not saved. I'm not sure the pages I have printed are the correct ones. What are they supposed to look like?

thanks

s.22

This e-mail and attachments (if any) is intended only for the addressee(s). This e-mail contains information which may be confidential or privileged. If you are not the intended recipient please advise the sender by return e-mail, do not use or disclose the contents and delete the message and any attachments from your system. Unless specifically stated, this e-mail does not constitute formal advice or commitment by the sender or s.22
In compliance with Canada's Anti-spam legislation (CASL), if you do not wish to receive further electronic communications from s.22 please reply to this email with "REMOVE ME" in the subject line.

From: s.22
Sent: Thursday, May 21, 2015 8:30 AM
To: OHCS Residential Tenancy Office OHCS:EX
Subject: Landlord/Tenant Online Application

HELP;

There is something wrong with the website and I am unable to submit my Dispute Resolution.

I have been trying since yesterday.

Today I receive this message when I try and pay the filing fee.

System.Web.HttpUnhandledException

Any assistance would be greatly appreciated.

s.22



Quick Guide to the Online Application for Dispute Resolution

IMPORTANT

Before completing an application for dispute resolution over the web, you will need:

- ✓ **BCeID**, required to access government services over the web
(SEE STEPS 1 – 3 BELOW)
- ✓ Daily access to the **email** address used in your application
- ✓ A **Visa, MasterCard, or American Express** to pay the **filing fee** online
- ✓ A **printer** capable of printing documents the Residential Tenancy Branch will email you in response to your application

Getting Started

- **Have all necessary materials and information ready**
 - **Allow at least 20 minutes of uninterrupted time to complete your application(s)**
1. Navigate to the [Online Application page](#)
 2. **New Users** Select the [BCeID link](#) to complete the **BCeID** registration

BCeID Basic BCeID Registration

Account Details

Choose a User ID

A user ID is the unique name you use to identify your BCeID account. It must be between three and twenty characters long and may only contain letters, numbers, periods, dashes and underscores. You may choose your own user ID or use one from the list below.

* User ID:

TIP: BE SURE TO ENTER A VALID EMAIL ADDRESS SO THAT YOU'LL BE ABLE TO RECOVER YOUR BCeID IF YOU FORGET YOUR PASSWORD OR ID

- 3. Users who already have a BCeID select [Create a New Application](#) to start a new application

Or select [View an Existing Application](#) to see a list of applications in progress.

- 4. New and Returning Users are directed to **BCeID login page.**

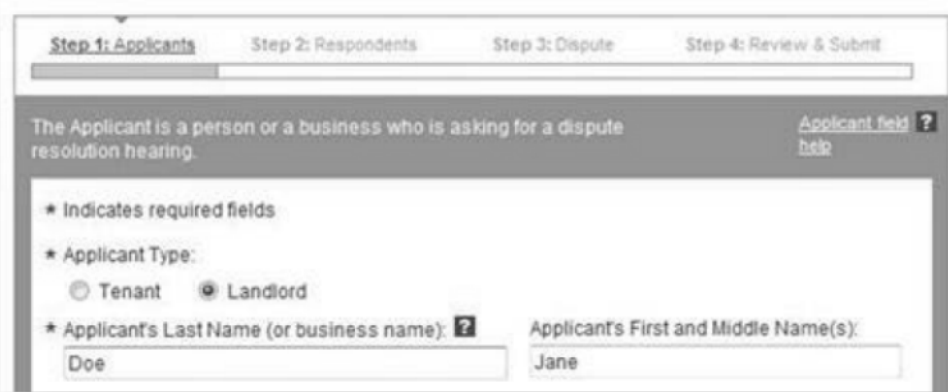
Login using your BCeID and password

BCeID:

Password:

- 5. Click 

- 6. Complete the **application** – be sure to verify all the information you entered before you click “Pay and Submit.”



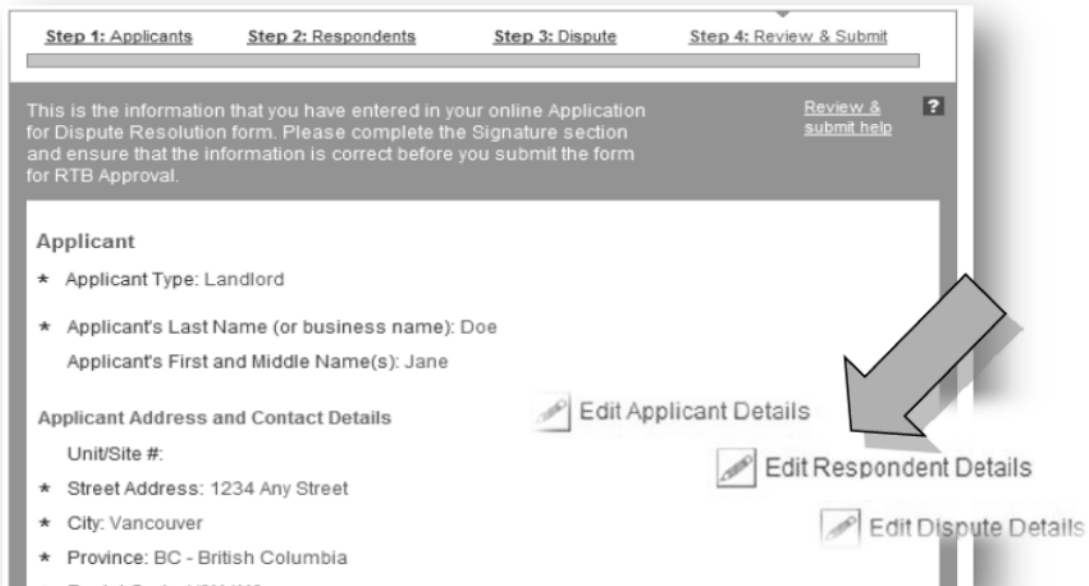
The screenshot shows the 'Step 1: Applicants' section of the application. It includes a progress bar with four steps: Step 1: Applicants (active), Step 2: Respondents, Step 3: Dispute, and Step 4: Review & Submit. Below the progress bar, there is a heading 'The Applicant is a person or a business who is asking for a dispute resolution hearing.' and a link for 'Applicant field help'. The form contains several fields: 'Applicant Type' with radio buttons for 'Tenant' and 'Landlord' (selected); 'Applicant's Last Name (or business name):' with the value 'Doe'; and 'Applicant's First and Middle Name(s):' with the value 'Jane'. There are also icons for help and required fields.

- 7. Click  to include more applicants, agents or respondents – go to the bottom of the application to locate this button



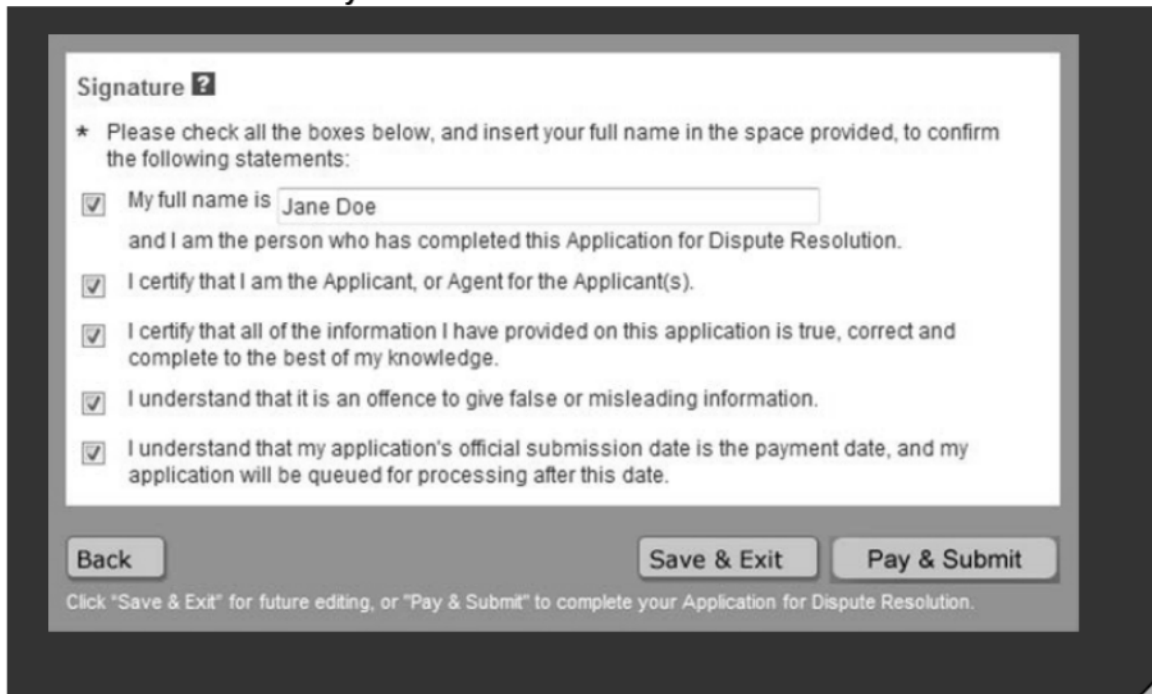
Two buttons are shown: 'Add Another Applicant' and 'Add Another Respondent', each with a plus icon to its left.

- 8. **Review** all information to make sure it's correct – or – make changes using the **edit** button



The screenshot shows the 'Step 4: Review & Submit' section. It features a progress bar with four steps: Step 1: Applicants, Step 2: Respondents, Step 3: Dispute, and Step 4: Review & Submit (active). The main heading reads: 'This is the information that you have entered in your online Application for Dispute Resolution form. Please complete the Signature section and ensure that the information is correct before you submit the form for RTB Approval.' There is a link for 'Review & submit help'. The form displays the entered information: 'Applicant Type: Landlord', 'Applicant's Last Name (or business name): Doe', and 'Applicant's First and Middle Name(s): Jane'. Below this, there is a section for 'Applicant Address and Contact Details' with fields for 'Unit/Site #', 'Street Address: 1234 Any Street', 'City: Vancouver', and 'Province: BC - British Columbia'. At the bottom right, there are three edit buttons: 'Edit Applicant Details', 'Edit Respondent Details', and 'Edit Dispute Details'. A large grey arrow points to the 'Edit Applicant Details' button.

9. Complete the declaration then click "Pay and Submit"



Print a copy of your application using the print icon located in the upper right hand corner of the application page:



Select "Save & Exit" to continue your application at a later time, or "Pay & Submit" to complete your application for Dispute Resolution.

Print Page 



Make a copy of your application for each respondent. You will need to include it with the paperwork we send you to serve each respondent.

10. Generally, within 2 business days you will receive via email from RTB:

- Hearing letters
- Fact Sheets
- Assembly Instructions

11. Submit copies of all evidence to RTB and serve identical copies to each respondent

- NOTE: **non-photographic evidence** may be faxed to the RTB evidence line at 604-660-2363
- Be sure to put either your file or **reference number** on all submitted evidence.
- Be sure you have access to your email daily – the documents we send in response to your application are **time sensitive**.

Need help completing your online application for Dispute Resolution?

Call our information line 9:00 am - 4:00 pm Monday through Friday

Lower Mainland: 604-660-1020
 Victoria: 250-387-1602
 Elsewhere in BC: 1-800-665-8779



To modify or create an application, click the appropriate link in the **Apply for Dispute Resolution Box** on the [RTB Homepage](#)



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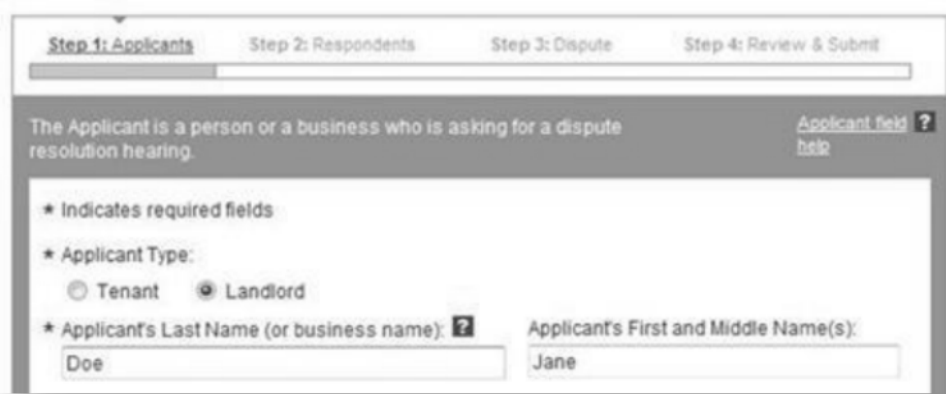
Login using your BCeID and password

BCeID:

Password:

- 5. Click 

- 6. Complete the **application** – be sure to verify all the information you entered before you click “Pay and Submit.”



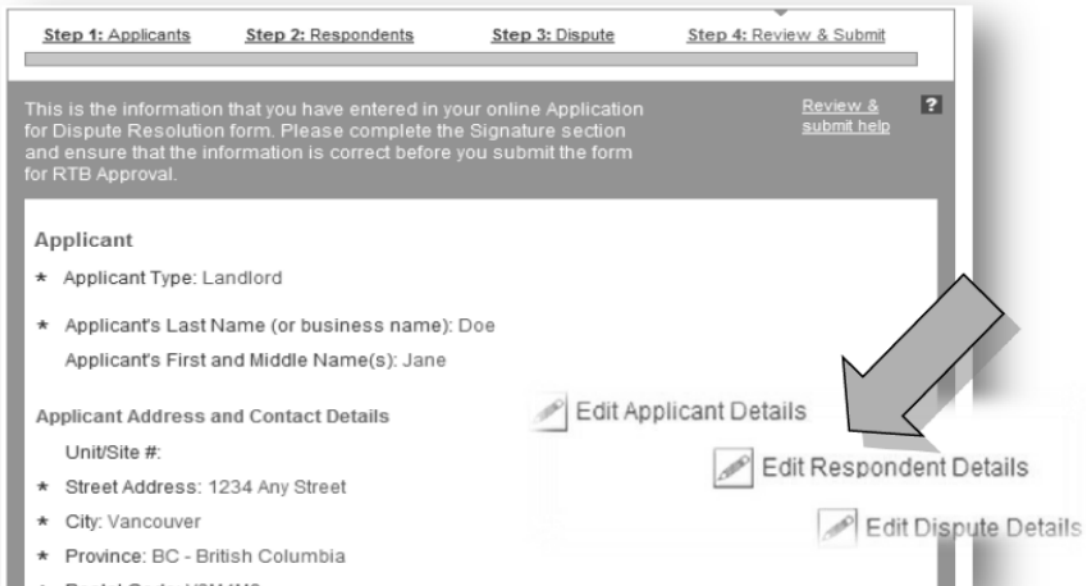
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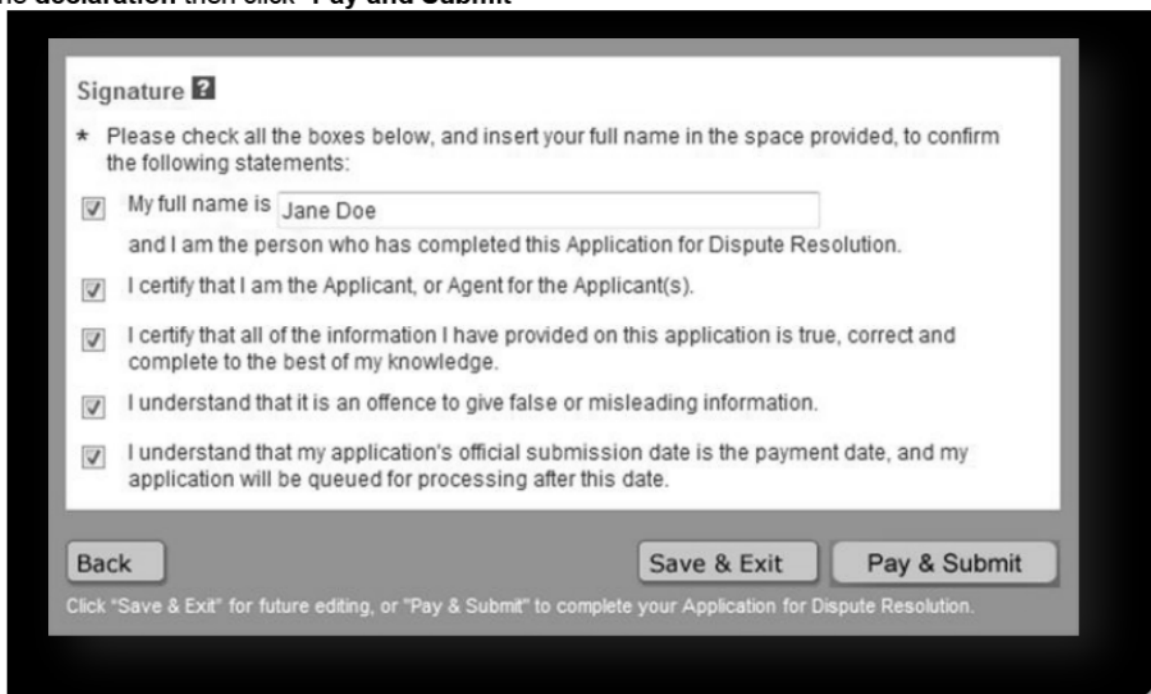
Two buttons are shown: '+ Add Another Applicant' and '+ Add Another Respondent'.

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Quick Guide to the Online Application for Dispute Resolution



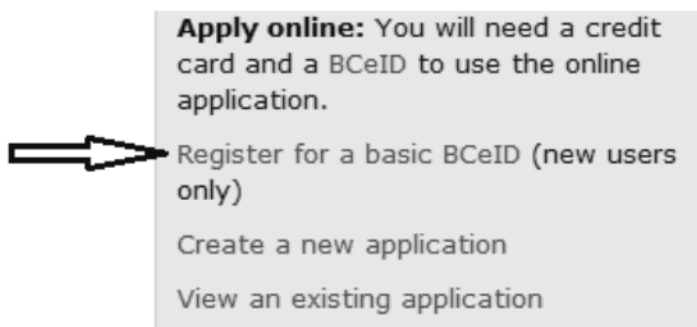
IMPORTANT

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- ✓ A BCeID account- required to access online government services
- ✓ Daily access to the email address used in your application
- ✓ A Visa, Visa-debit, Mastercard or American Express to pay the filing fee
- ✓ Access to a printer capable of printing documents the Residential Tenancy branch will send you in response to your application
- ✓ All necessary information to complete your application
- ✓ At least 20 minutes of uninterrupted time to complete your application

Getting Started

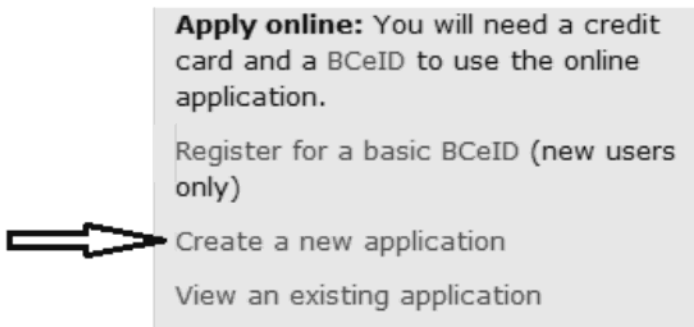
1. Go to the [online application page](#) on our website
2. **New users:** select the link to **Register for a basic BCeID**



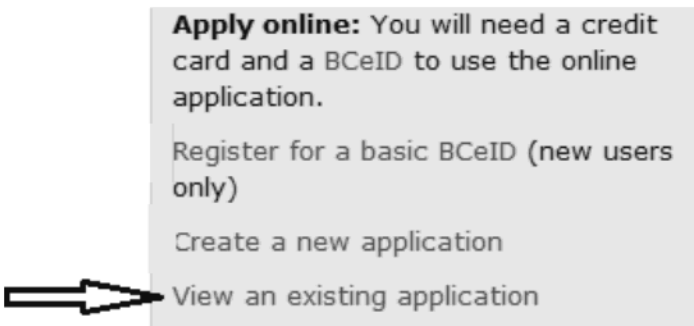
IT IS IMPORTANT TO REMEMBER THIS PASSWORD AND USER INFORMATION

The Residential Tenancy Branch CANNOT retrieve this information for you

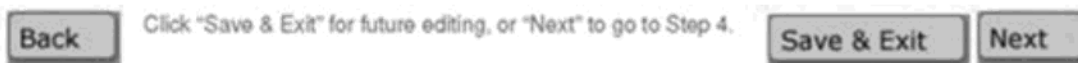
3. Users who already have a BCeID: select **Create a new application**



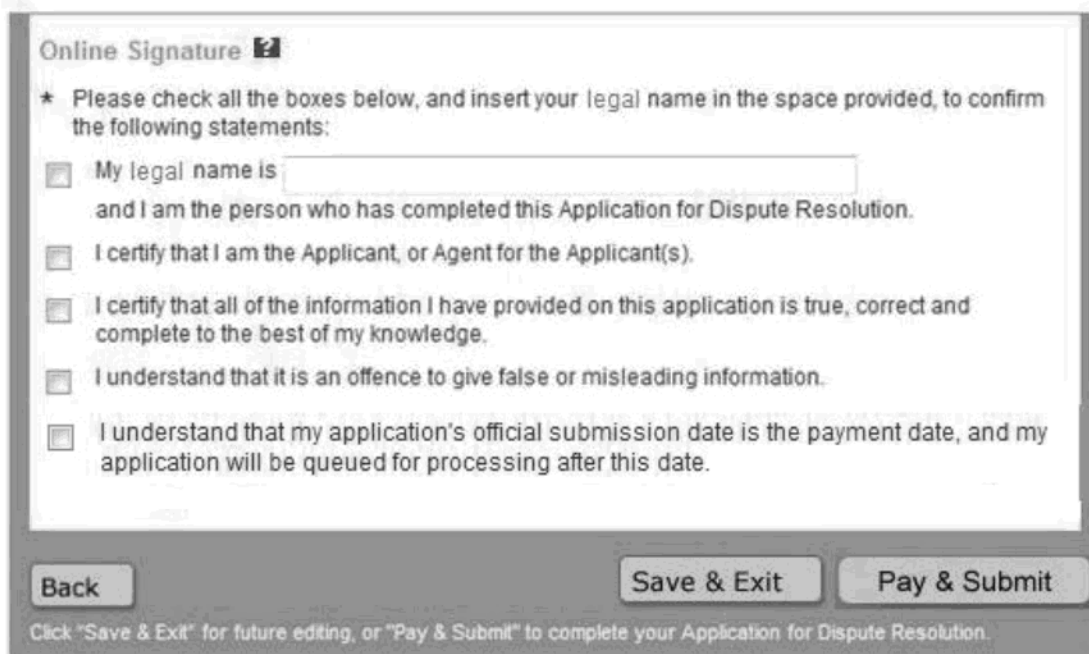
4. To see an existing application select **View an existing application** and log in using your BCeID



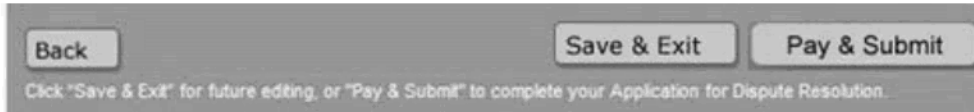
5. Complete the application. If you need to exit the application before completing it, select **Save & Exit**



6. Review all information is correct before completing the declaration



7. Click **Pay & Submit**



8. Print a copy of your completed application using the printer icon at the top of the page. Print a copy for each respondent named in your application.



9. Generally within 2 business days you will receive via email from RTB:
- A file number to use going forward
 - Hearing letters
 - Fact Sheets
 - Assembly instructions

Put your file number on all subsequent correspondence to the Residential Tenancy Branch

Check your email often—the documents that will be sent in response are time sensitive

**NEED HELP COMPLETING YOUR ONLINE
APPLICATION FOR DISPUTE RESOLUTION?
CALL OUR INFORMATION LINE
9:00 a.m. to 4:00 p.m. Monday through Friday
Lower Mainland: 604-660-1020
Victoria: 250-387-1602
Elsewhere in BC: 1-800-665-8779**

Guide to the Online Application for Dispute Resolution



PREPARING TO FILE YOUR APPLICATION FOR DISPUTE RESOLUTION ONLINE:

- ✓ Have all of the information concerning your dispute available
- ✓ Have a pen and paper handy to make note of reference numbers and passwords
- ✓ Allow yourself at least 20 minutes of uninterrupted time to complete the application

1. Go to the online application page on our website www.gov.bc.ca/landlordtenant/online.
2. New users: select **Register for a basic BCeID**.

Apply online: You will need a basic BCeID, an email address that can be accessed daily and access to a printer to use the online application.

- Register for a basic BCeID (new users only)
- Create a new application
- View an existing application



What is a basic BCeID and why do I need this?

A basic BCeID is an online “ID” and password that you create, allowing you to securely access online government services with a single user ID and password.

It is important to remember this user ID and password.

The Residential Tenancy Branch CANNOT obtain this information for you.

You will need to return to our website at www.gov.bc.ca/landlordtenant/online once your BCeID registration is complete.

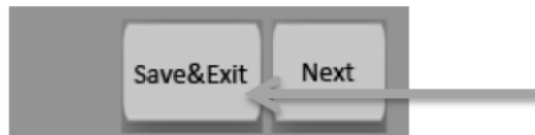
3. Select **Create a new application.**

Apply online: You will need a basic BCeID, an email address that can be accessed daily and access to a printer to use the online application.

- Register for a basic BCeID (new users only)
- Create a new application ←
- View an existing application

4. To see an existing application select **View an existing application** and log in using your BCeID.

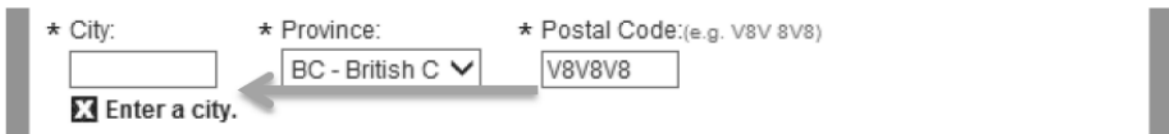
5. Complete the application by filling in all the information that is asked. If you need to exit the application before completing it, your information will be saved by selecting Save & Exit (located at the bottom of each page).



6. Information that is required will have an * in front of it. If you miss one of these fields you will get an error message prompting you to provide the missing information.



The missed field will have a red x in front.



7. For some types of applications, dispute selections are restricted. If you try to select a restricted dispute selection, you will receive an error message and will need to correct your selection before proceeding. Learn more about [Applications for Direct Request](#) and [Applications for an Emergency End to Tenancy](#) on our website.

Please review your dispute selection below

You may select Application for dispute resolution through direct request alone or only in combination with I want to recover unpaid rent and/or utilities

8. Once you have entered the information about you, your respondents and the dispute, you will need to review and submit your application. Once you have submitted the application and the payment or waiver has been received, the Residential Tenancy Branch will process the application and send important documents that you must serve to the respondents. You must select how to receive these documents.

* How would you like to receive your hearing documents?

Email Pick up at a Service BC location or RTB location: Fort Nelson


You must choose to pick up the documents from a location on the list provided if:

- you do not have access to a working printer
- you are applying to have your filing fee waived or
- you plan to submit your payment by cash, debit or money order

If no location is selected, your documents will be automatically emailed to you.

9. **Online signature:** please check each of the boxes to confirm each of the statements.

Online Signature 

* Please check all the boxes below, and insert your legal name in the space provided, to confirm the following statements: 

- My legal name is and I am the person who has completed this Application for Dispute Resolution.
- I certify that I am the Applicant, or Agent for the Applicant(s).
- I certify that all of the information I have provided on this application is true, correct and complete to the best of my knowledge.
- I understand that it is an offence to give false or misleading information.
- I understand that my application will not be considered to be filed or submitted until the application filing fee has been paid or the request to waive the filing fee has been approved. **Submitting the application for dispute resolution without payment or approved fee waiver does not extend applicable time constraints to file.**

10. Make a note of the reference # on the bottom of your application.

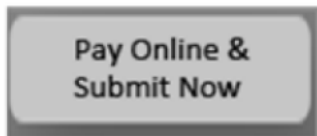
YOUR REFERENCE NUMBER IS: 123456 

11. Select how you would like to make your payment.

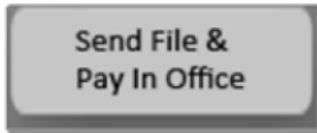
If you are submitting an Application to Waive the Filing Fee **AND** have opted to receive your documents by email, you may fax the completed Application to Waive Filing Fee (form RTB-17) along with your proof of income documentation to 1-866-341-1048. Ensure your reference number is on the form.

Otherwise, you will need to select a location in person. **Do not fax** the fee waiver documents if you have selected to pick up your documents in person.

Your application will not be considered until payment is received or a completed fee waiver application is approved.



← Payment must be made by a major credit card or Visa/debit card. Your application will be processed as soon as possible.



← Payment or fee waiver application will be made in person. Payments can be made by cash, debit, money order or credit card. Fee waiver applications must be approved.

IMPORTANT TIME RESTRICTIONS

- Your payment, if planning to pay by cash, debit or money order or
- Your completed fee waiver application and supporting income documents (learn more about the fee waiver requirements on our website) and/or
- For landlords applying for direct request and your payment has been made- your required documents

MUST BE RECEIVED BY THE RESIDENTIAL TENANCY BRANCH or SERVICE BC LOCATION

WITHIN THREE BUSINESS DAYS

If the Residential Tenancy Branch does **not** receive the payment or fee waiver information **within the three days** of submitting the application, your application will be abandoned and you will need to start over.

For landlords applying for a direct request proceeding: If the Residential Tenancy Branch does not receive the required documents within the three days the Residential Tenancy Branch will schedule it as a participatory hearing. To learn more about the required documents for direct request proceedings visit our website.

WHAT'S NEXT?

Generally within two or three business days *from the payment or fee waiver information being received*, you will receive an email from the Residential Tenancy Branch with instructions and/or your dispute resolution proceeding documents.

- ✓ **Check your email often—the documents that will be sent in response are time sensitive**
- ✓ **Be sure to check your junk or spam folder, too**
- ✓ **Put your file and/or reference number on all subsequent correspondence to the Residential Tenancy Branch**

Need help completing your online application for dispute resolution?

CALL OUR INFORMATION LINE

9:00 a.m. to 4:00 p.m. Monday through Friday

Lower Mainland: 604-660-1020

Victoria: 250-387-1602

Elsewhere in BC: 1-800-665-8779

Guide to the Online Application for Dispute Resolution



PREPARING TO FILE YOUR APPLICATION FOR DISPUTE RESOLUTION ONLINE:

- ✓ Have all of the information concerning your dispute available
- ✓ Have a pen and paper handy to make note of reference numbers and passwords
- ✓ Allow yourself at least 20 minutes of uninterrupted time to complete the application

1. Go to Apply for Dispute Resolution page on our website
www.gov.bc.ca/landlordtenant

2. Select *Apply online* ▫ [Apply online](#)

3. New users: select *Register for a Basic BCeID*, then complete the application

If you don't have a BCeID: [Register for a Basic BCeID](#), then
[complete the application](#)

A BCeID is an online “ID” and password that you create, allowing you to securely access online government services with a single user ID and password.

It is important to remember this user ID and password.

The Residential Tenancy Branch CANNOT obtain this information for you

Once you have completed the registration select *Proceed to Online Service Subscription* at the bottom of the page then proceed to step #

[Proceed to Online Service Subscription](#)

4. If you already have a BCeID select *Log in with BCeID*

[e Log in with BCeID](#)

5. To see an existing application select *View an existing application* and log in using your BCeID

▫ [View an existing application](#)

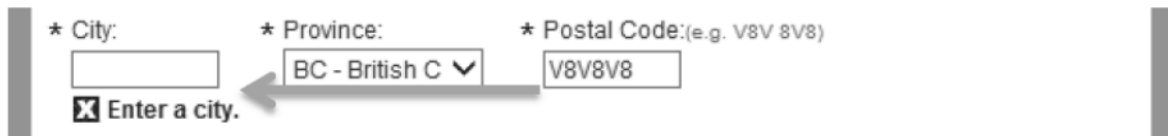
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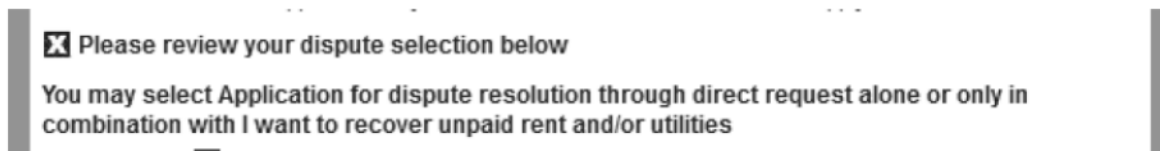
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Online Signature 

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My legal name is and I am the person who has completed this Application for Dispute Resolution.

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11. Make a note of the reference # on the bottom of your application.

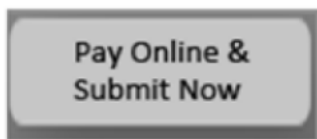


12. Select how you would like to make your payment.

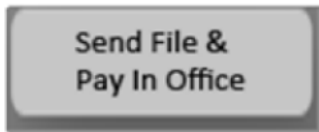
If you are submitting an Application to Waive the Filing Fee **AND** have opted to receive your documents by email, you may fax the completed Application to Waive Filing Fee (form RTB-17) along with your proof of income documentation to 1-866-341-1048. Ensure your reference number is on the form.

Otherwise you will need to select a location in person. **Do not fax** the fee waiver documents if you have selected to pick up your documents in person.

Your application will not be considered until payment is received or a completed fee waiver application is approved



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Guide to the Online Application for Dispute Resolution



PREPARING TO FILE YOUR APPLICATION FOR DISPUTE RESOLUTION ONLINE:

- ✓ Have all of the information concerning your dispute available
- ✓ Have a pen and paper handy to make note of reference numbers and passwords
- ✓ Allow yourself at least 20 minutes of uninterrupted time to complete the application

Step 1: Apply online using BCeID

- a) New users: select *Register for a Basic BCeID*


If you don't have a BCeID: [Register for a Basic BCeID](#) (External Link).

A BCeID is an online "ID" and password that you create, allowing you to securely access online government services with a single user ID and password.


It is important to remember this user ID and password.

The Residential Tenancy Branch CANNOT obtain this information for you

Once you have completed the registration select *Proceed to Online Service Subscription* at the bottom of the page then proceed to step #



- b) If you already have a BCeID select *Log in with BCeID*



- c) To see an existing application select *View an existing application* and log in using your BCeID

▪ [View an existing application](#) (External Link) 

Step 2: Complete the online application.

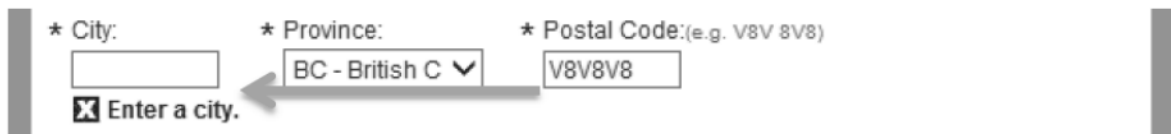
- a) Fill in all the information that is asked. If you need to exit the application before completing it, your information will be saved by selecting Save & Exit (located at the bottom of each page)



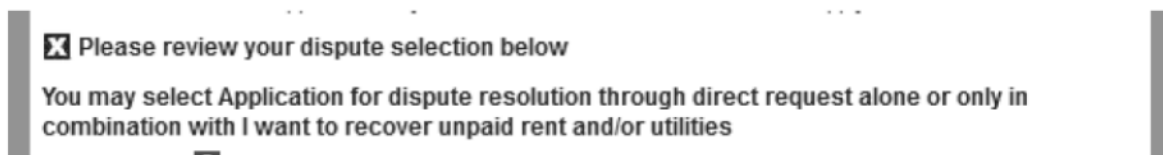
- b) Information that is required will have an * in front of it. If you miss one of these fields you will get an error message prompting you to provide the missing information.



The missed field will have a red x in front



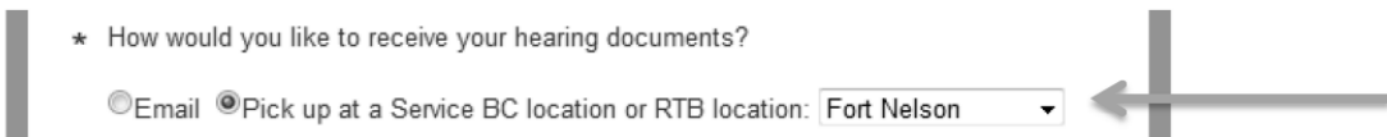
- c) For some types of applications, dispute selections are restricted. If you try to select a restricted dispute selection, you will receive an error message and will need to correct your selection before proceeding. Learn more about [Applications for Direct Request](#) and [Applications for an Emergency End to Tenancy](#) on our website.



d) Once you have entered the information about you, your respondents and the dispute, you will need to review and submit your application. Once you have submitted the application and the payment or waiver has been received, the Residential Tenancy Branch will process the application and send important documents that you must serve to the respondents. You must select how to receive these documents.

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You must choose to pick up the documents from a location on the list provided if:

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If no location is selected, your documents will be automatically emailed to you.

e) *Online signature*: please check each of the boxes to confirm each of the statements.

Online Signature 

* Please check all the boxes below, and insert your legal name in the space provided, to confirm the following statements: 

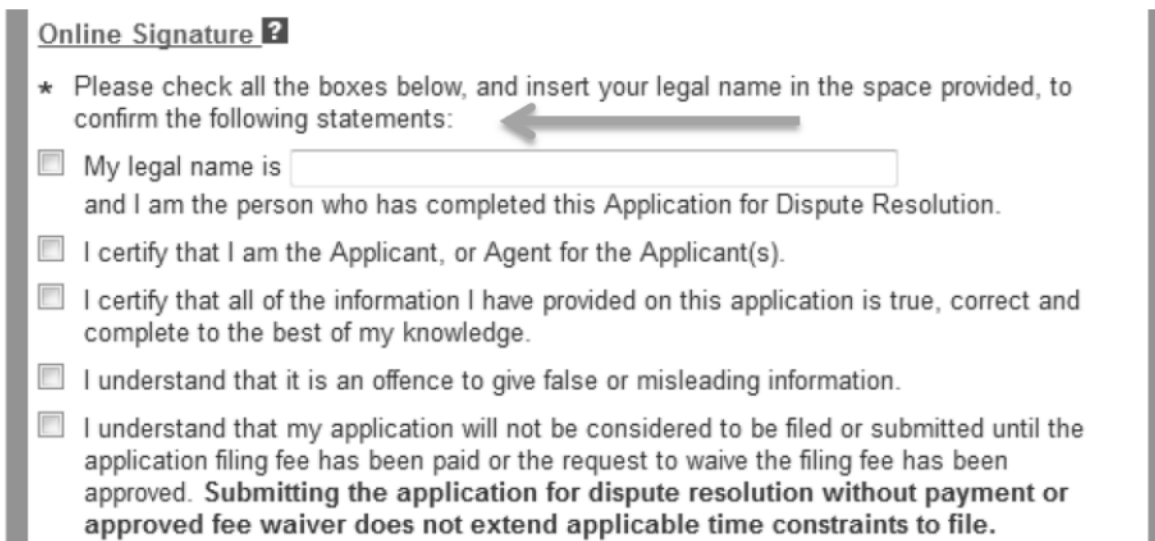
My legal name is and I am the person who has completed this Application for Dispute Resolution.

I certify that I am the Applicant, or Agent for the Applicant(s).

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f) Make a note of the reference # on the bottom of your application.

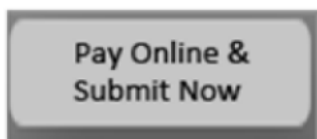


g) Select how you would like to make your payment.

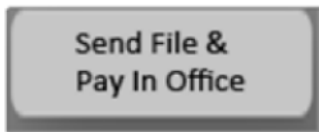
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For landlords applying for a direct request proceeding - If the Residential Tenancy Branch does not receive the required documents within the three days the Residential Tenancy Branch will schedule as a participatory hearing. To learn more about the required documents for direct request proceedings visit our website.

Step 3: Follow instructions from the Residential Tenancy Branch for assembling or picking up the hearing package and serving it on the respondent.

Generally within two or three business days *from the payment or fee waiver information being received*, you will receive an email from the Residential Tenancy Branch with instructions and/or your dispute resolution proceeding documents.

- ✓ **Check your email often—the documents that will be sent in response are time sensitive**
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Online Application for Dispute Resolution

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- Register for a basic BCeID (new users only)
- Create a new application
- View an existing application

NOTE: Online applications for a fee waiver or a Direct Request are not supported at this time.

If you're unable to use the online service, you can apply:

- **In person:** Paper applications can be delivered to Residential Tenancy Branch offices or Service BC locations.
- **By mail:** Send your application along with a money order to the Burnaby Residential Tenancy Branch office.

Filing Fee

The total fee depends on each application.

- Fees and fee waivers

Application Process

The following is an overview of the online application process:

- Complete the online application for dispute resolution and print a copy to include with important documents you'll receive from the Residential Tenancy Branch
- Once the form is complete and you're satisfied all the information is correct, pay the filing fee and submit the application
- Review the Quick Guide to the Online Application

The Residential Tenancy Branch reviews the application (usually within one or two business days), schedules a hearing and emails important documents which must be served by the applicant to each respondent.

- See what happens when a hearing is scheduled
- Learn how to serve documents properly

Service BC

You can also pick up tenancy guides and forms or apply for dispute resolution at any Service BC office.

[Find a location in your area](#)

Useful Contacts

Contact the Residential Tenancy Branch for more information.

Evidence

Evidence to support your claim can be submitted by fax, mail or in person at a Residential Tenancy Branch office or a Service BC location. The 5-digit reference number from your online application or the 6-digit file number on your Notice of Hearing Letter must be on the front page of the evidence package.

- [Learn more about submitting evidence](#)

The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: April 1, 2015.

Online Application for Dispute Resolution

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New Online Application

May 1, 2015

Check out the improved online application for dispute resolution.

Improvements were based on feedback from landlords, tenants and staff. The new application follows a question and answer format.

Please try our new and easy-to-use online application.

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- [Learn more about submitting evidence](#)

The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: June 16, 2015.

Online Application for Dispute Resolution

Apply online: You will need a basic [BCeID](#), an email address that can be accessed daily and access to a printer to use the online application.

- [Register for a basic BCeID](#) (new users only)
- [Create a new application](#)
- [View an existing application](#)

Before You Apply

Application filing fees are non-refundable. Before you submit your application, make sure that you are filing within the timelines set out in the law. [Contact an information officer](#) if you are unsure.

NOTE: Online applications for Dispute Resolution by [Direct Request](#) must also provide a Direct Request Worksheet (form RTB-46) as outlined in instructions received from the Residential Tenancy Branch.

Filing Fee

The total fee depends on each application.

- [Fees and fee waivers](#)

Application Process

[Review the Quick Guide to the Online Application](#) (PDF).

The following is an overview of the online application process:

- Complete the online application for dispute resolution and print a copy to include with important documents you'll receive from the Residential Tenancy Branch
- Once the form is complete and you're satisfied all the information is correct, select how you would like to make your payment (or submit your application for fee waiver)

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- [Learn more about submitting evidence](#)

The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: October 7, 2015.

Useful Contacts

[Contact the Residential Tenancy Branch](#) for more information.

New Online Application

October 7, 2015

Check out the improved online application for dispute resolution.

Now you can apply online and then submit your payment within 3 days to the Residential Tenancy Branch or any Service BC office.

Also new is the ability for landlords to apply for a [direct request](#) online.

Please try our new and easy-to-use online application.

Service BC

You can also pick up tenancy guides and forms or apply for dispute resolution at any Service BC office.

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[Online Application](#)

[Deposit Interest Calculator](#)
[Search Past Decisions](#)
[Guides](#)
[Information Sheets](#)
[Policy Guidelines](#)
[Glossary](#)
[The Law](#)

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- [Register for a basic BCeID](#) (new users only)
- [Create a new application](#)
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Application filing fees are non-refundable. Before you submit your application, make sure that you are filing within the timelines set out in the law. [Contact an information officer](#) if you are unsure.

NOTE: Online applications for Dispute Resolution by [Direct Request](#) must also provide a Direct Request Worksheet (form RTB-46) as outlined in instructions received from the Residential Tenancy Branch.

Filing Fee

The total fee depends on each application.

- [Fees and fee waivers](#)

Application Process

[Review the Quick Guide to the Online Application](#) (PDF).

Improved Online Application

January 11, 2016

Check out the improved online application for dispute resolution.

Now you can apply online and then submit your payment within 3 days to the Residential Tenancy Branch or any Service BC office.

Also new is the ability for landlords to apply for a [direct request](#) online.

Please try our new and easy-to-use online application.

Service BC

You can also pick up tenancy information and forms or apply for dispute resolution at any Service BC office.

Useful Contacts

Online Application for Dispute Resolution

Apply online: You will need a [basic BCeID](#), an email address that can be accessed daily and access to a printer to use the online application.

- [Register for a basic BCeID](#) (new users only)
- [Create a new application](#)
- [View an existing application](#)

Before You Apply

Application filing fees are non-refundable. Before you submit your application, make sure that you are filing within the timelines set out in the law. [Contact an information officer](#) if you are unsure.

NOTE: Online applications for Dispute Resolution by [Direct Request](#) must also provide a Direct Request Worksheet (form RTB-46) as outlined in instructions received from the Residential Tenancy Branch.

Filing Fee

The total fee depends on each application.

- [Fees and fee waivers](#)

Application Process

[Review the Quick Guide to the Online Application](#) (PDF).

The following is an overview of the online application process:

- Complete the online application for dispute resolution and print a copy to include with important documents you'll receive from the Residential Tenancy Branch
- Once the form is complete and you're satisfied all the information is correct, select how you would like to make your payment (or submit your application for fee waiver)

The Residential Tenancy Branch reviews the application (usually within one or two business days), schedules a proceeding and emails important documents which must be served by the applicant to each respondent.

- [See what happens when a hearing is scheduled](#)
- [Learn how to serve documents properly](#)

Evidence

Evidence to support your claim can be submitted by fax, mail or in person at a [Residential Tenancy Branch office](#) or a [Service BC location](#). The 5-digit reference number from your online application or the 6-digit file number on your Notice of Hearing Letter must be on the front page of the evidence package.

- [Learn more about submitting evidence](#)

The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: February 5, 2016

Improved Online Application

January 11, 2016

Check out the improved online application for dispute resolution.

Now you can apply online and then submit your payment within 3 days to the Residential Tenancy Branch or any Service BC office.

Also new is the ability for landlords to apply for a [direct request](#) online.

Please try our new and easy-to-use online application.

Service BC

You can also pick up tenancy information and forms or apply for dispute resolution at any Service BC office.

Useful Contacts

[Contact the Residential Tenancy Branch](#) for more information.

List of changes from #RTB – 1/06(2006/12) to #RTB-12-L and #RTB-12-T

Big changes

- Split form into two
- Change font

Page 1

- Add a field (same field, two appearances): mailing address different from Applicant/ Respondent address

Page 2

- Add header
- Split list (landlord form has landlord list, tenant form has tenant list)
- Call the list “Nature of the Dispute”
- Add subheads
- Delete two fields from Tenant list: lines 14 & 25 (ETT and LRE)
- Add new section “Details of the Dispute”
- Relocate information on the amount of the monetary order & Notice to End Tenancy

Detailed changes

Split form RTB-1/06 into RTB-12-L and RTB-12-T

Change font from Times New Roman to Verdana

Normal text is 9 pt

RTB-12-L

Form title: add the word “Landlord’s” before “Application for ...”

Form number under the form title

- move to bottom left corner (in footer)
- form number in italics
- note new format: number, then, in brackets, year slash month

Line under title: delete

Note box (screened): delete

If you are the Applicant row:

- the “if you are the ...” text is deleted
- Row now begins with check box, and there are two rows ... one for Residential Tenancy Act another for Manufactured Home Park Tenancy Act This is the same information that was there before

Applicant box:

- First word now Landlord(s) ... in Verdana 13 pt bold

- Word Landlord followed by (Applicant(s): The person asking for dispute resolution) in 9 pt Verdana
- Removed text: “is (check only one) [] the Landlord or [] the Tenant”
- New line added to Applicant box: “If additional space is required to list all parties, use and attach “Schedule of Parties”, form #RTB-26.”
- Applicant box shaded (sorry, I couldn’t find the setting).
- Applicant box enclosed in 2.25 pt box border

Borders throughout page 1:

- only on the boxes to be filled
- boxes removed from the explanatory text (e.g., Last name)
- boxes to be filled in 0.5 pt
- Key titles (Landlord(s), Dispute Address, Landlord(s)) in 2.25 pt border

Last name in first row after Applicant(s) (now Tenant(s))

- Add “or the full legal business name”

Last name in the second row after Applicant(s) (now Landlord(s))

- Add “(if more than one landlord, also use form #RTB-26)” ... type Verdana 9 pt, condensed by 0.75 pt

Applicant Address

- Key words Applicant Address in Verdana 11 pt bold
- Follow by: “(address for service of documents or notices – where material will be given personally, left for, faxed or mailed)” This differs from previous text by adding “for service of documents or notices” and deleting ‘to you to effect service’
- Type: Verdana 9 pt, condensed by 0.75 pt
- **Postal Code:** note: type condensed by 0.75 pt

Line after Daytime Phone Number

- Deleted

Yes, a Schedule of Parties *line*

- Followed by new line: tick box, then “Yes, the **Mailing Address** is different from the Applicant address and it is attached.”
- Mailing Address is bold
- Text is Verdana 9 pt

Dispute Address block

- Moved up from bottom of fillable part of this page
- Differences are font and line encasing descriptive text

Respondent(s) block

- First word, in Verdana 13 pt bold, Tenant(s)
- Follow by “(Respondent(s): The other party to the dispute)” in Verdana 9 pt
- Delete ‘is (check only one) [] the Landlord or [] the Tenant’

- Still in box, add the line “If additional space is required to list all parties, use and attach “Schedule of Parties”, form #RTB-26.”

Service Address

- Renamed ‘Respondent Address’ in Verdana 11 pt bold
- Follow by: “(address for service of documents or notices – where material will be given personally, left for, faxed or mailed)” This differs from previous text by adding “for service of documents or notices” and deleting ‘to you to effect service’
- Type: Verdana 9 pt, condensed by 0.75 pt
- **Postal Code:** note: type condensed by 0.75 pt

Line after Daytime Phone Number

- Deleted

Yes, a Schedule of Parties *line*

- Followed by new line: tick box, then “Yes, the **Mailing Address** is different from the Applicant address and it is attached.”
- Mailing Address is bold
- Text is Verdana 9 pt

To file this application block

- In point 1 ... delete the word ‘all’
- In Part 2, replace the words in the phrase after ‘check the boxes, provide details’ to ‘that apply to your request’ from ‘for the orders you are requesting’
- To the Government Agents Office bullet, add “Any Service BC-“
- Font for this block Verdana 9 pt condensed by 0.75 pt

Bottom of page footer

- Form number changed to #RTB-12-L (2007-04), Verdana 9 pt italics

Page 2 ... big changes throughout

Header:

- (new) name of form “Landlord’s Application for Dispute Resolution” in Verdana 11 pt, bold, right justified
- Second line: “Page 2” Verdana 9 pt
- Space (blank line, 6 pt)
- (new) add “For RTB use only: File # _____” The length of the line is not critical, but should be about 4 cm
- Space (blank line, 6 pt)

Put an “X” beside ... line

- Deleted

Notice to End Tenancy:

- new block of text
- title in Verdana 13 pt bold
- Following text, Verdana 9 pt
- First line: A Notice to End Tenancy must be given to the tenant before applying for Dispute Resolution and must be submitted to the Residential Tenancy Branch.
- Second line, with space before (about 10 pt): Date the Notice to End Tenancy referred to in this Application was served: [followed by a line, to the right margin]
- Third line, with space before (about 10 pt): How was it served? [followed by a line, to the right margin]
- Blank line afterwards

Landlord's request for orders block ... replaced by "Nature of the Dispute" block

- Title "Nature of the Dispute" in Verdana 13 pt bold
- Subheads in Verdana 10 pt bold, space before 3 pt, indented 0.25 inches
- Material reordered under subheads "Request Early End to Tenancy", etc.
- Check boxes indented to about 0.6 inches, so that they do not interfere with the descendent in the letter Q of the word request
- First word capitalized in line of text; others lower case *except in first line (End Tenancy Early **and** obtain an Order of Possession)*
- Dot leaders between the text and the code, which is at a tab set at 6.25 inches

Subhead: Request Early End to Tenancy

- Text from second line
- Revise text to read: "End Tenancy Early **and** obtain an Order of Possession ... ET"
- Note: word 'and' is bold
- Brackets deleted
- Word 'includes' replaced by 'and obtain an'

Subhead: Request for an Order of Possession

- Subhead title followed by 'as a result of a Notice to End Tenancy for the following reason:' in Verdana 9 pt
- line 7 is new first line in this block, text shortened to "Employment with landlord has ended ... OPE"
- line 8 is new second line in this block, text shortened to "The tenant has not paid rent or utilities ... OPR"
- line 9 is new third line in this block, text revised to "The landlord wants the property for another use ... OPL"
- line 10 is new fourth line in this block, text revised to "The landlord has cause, as described in the Act (provide details below) ... OPC"
- line 11 is the new fifth line in this block, word 'the' added, remainder shortened to "The tenant does not qualify for subsidized housing ... OPQ"
- line 12 is the new sixth line in this block, new phrase added text revised to "The Tenant has breached an agreement with the landlord (attach copy of the agreement) ... OPB"

Subhead: Request for a Monetary Order for the following reason:

- first part of subhead line, in Verdana 10 pt bold ... 'for the following reason' in Verdana 9 pt

- line 3 is new first line in this block, text shortened to ‘For damage to the unit, site or property ... MND’
- line 4 is new second line in this block, text shortened to “For unpaid rent or utilities ... MNR”
- line 5 is new third line in this block, text shortened to “To keep all or part of pet damage deposit or security deposit ...MNSD”
- line 6 is new fourth line in this block, text revised to “For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement ... MNDC”
- new block, aligned with list text ... first line in bold, ‘The request for a Monetary Order is for the following amount:’, second line, not bold, “Provide a detailed calculation of the amount in the “Details of the Dispute” box below.” At right of these two lines, a box with a \$ sign in it, with the right side of the box aligned with the first letter of the codes (at about 6.3”)

Subhead: Other Requests

- line 13 is new first line in this block, text the same, except that word “application” begins with a lower case ‘A’
- line 1 is new second line in this block, minus the first three word, and substituting the word ‘Act’ for ‘legislation’
- line 14 is the new third line in this block, and the text in parentheses is revised to “provide details in the box below”

Tenant’s Request for Orders block

- delete

New block: Details of the Dispute

- headline flush left, 13 pt Verdana bold
- Text new: “In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When the dispute includes a request for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.”
- Add box, 0.5 point line, one inch deep.

Landlord block:

- This block deleted ... the relevant text has been relocated to the top of the page

This Application includes block

- Relocated to the Nature of the Dispute section, in the Request for a Monetary Order subsection

Signature block

- Unchanged, except for the font

Personal information disclosure box

- Unchanged

RTB-12-T

Form title: add the word “Tenant’s” before “Application for ...”

Form number under the form title

- move to bottom left corner (in footer)
- form number in italics
- note new format: number, then, in brackets, year slash month

Line under title: delete

Note box (screened): delete

If you are the Applicant row:

- the “if you are the ...” text is deleted
- Row now begins with check box, and there are two rows ... one for Residential Tenancy Act another for Manufactured Home Park Tenancy Act This is the same information that was there before

Applicant box:

- First word now Tenant(s) ... in Verdana 13 pt bold
- Word Tenant(s) followed by (Applicant(s): The person asking for dispute resolution) in 9 pt Verdana
- Removed text: “is (check only one) [] the Landlord or [] the Tenant”
- New line added to Applicant box: “If additional space is required to list all parties, use and attach “Schedule of Parties”, form #RTB-26.”
- Applicant box shaded about 10% (sorry, I couldn’t find the setting).
- Applicant box enclosed in 2.25 pt box border

Borders throughout page 1:

- only on the boxes to be filled
- boxes removed from the explanatory text (e.g., Last name)
- boxes to be filled in 0.5 pt
- Key titles (Tenant(s), Dispute Address, Landlord(s)) in 2.25 pt border

Last name in first row after Applicant(s) (now Tenant(s))

- Add “or the full legal business name”

Last name in the second row after Applicant(s) (now Tenant(s))

- Add “(if more than one landlord, also use form #RTB-26)” ... type Verdana 9 pt, condensed by 0.75 pt

Applicant Address

- Key words Applicant Address in Verdana 11 pt bold
- Follow by: “(address for service of documents or notices – where material will be given personally, left for, faxed or mailed)” This differs from previous text by adding “for service of documents or notices” and deleting ‘to you to effect service’

- Type: Verdana 9 pt, condensed by 0.75 pt
- Postal Code: type condensed by 0.75 pt

Line after Daytime Phone Number

- Deleted

Yes, a Schedule of Parties *line*

- Followed by new line: tick box, then “Yes, the **Mailing Address** is different from the Applicant address and it is attached.”
- Mailing Address is bold
- Text is Verdana 9 pt

Dispute Address block

- Moved up from bottom of fillable part of this page
- Differences are font and line encasing descriptive text

Respondent(s) block

- First word, in Verdana 13 pt bold, Landlord(s)
- Follow by “(Respondent(s): The other party to the dispute)” in Verdana 9 pt
- Delete ‘is (check only one) [] the Landlord or [] the Tenant’
- Still in box, add the line “If additional space is required to list all parties, use and attach “Schedule of Parties”, form #RTB-26.”

Service Address

- Renamed ‘Respondent Address’ in Verdana 11 pt bold
- Follow by: “(address for service of documents or notices – where material will be given personally, left for, faxed or mailed)” This differs from previous text by adding “for service of documents or notices” and deleting ‘to you to effect service’
- Type: Verdana 9 pt, condensed by 0.75 pt
- **Postal Code:** note: type condensed by 0.75 pt

Line after Daytime Phone Number

- Deleted

Yes, a Schedule of Parties *line*

- Followed by new line: tick box, then “Yes, the **Mailing Address** is different from the Applicant address and it is attached.”
- Mailing Address is bold
- Text is Verdana 9 pt

To file this application block

- In point 1 ... delete the word ‘all’
- In Part 2, replace the words in the phrase after ‘check the boxes, provide details’ to ‘that apply to your request’ from ‘for the orders you are requesting’

- To the Government Agents Office bullet, replace with “Any Service BC-Government Agents Office”
- Font for this block Verdana 9 pt condensed by 0.75 pt

Bottom of page footer

- Form number changed to #RTB-12-L (2007-04), Verdana 9 pt italics

Page 2 ... big changes throughout

Header:

- (new) name of form “Tenant’s Application for Dispute Resolution” in Verdana 11 pt, bold, right justified
- Second line: “Page 2” Verdana 9 pt
- Space (blank line, 6 pt)
- (new) add “For RTB use only: File # _____” The length of the line is not critical, but should be about 4 cm
- Space (blank line, 6 pt)

Put an “X” beside ... line

- Deleted

Landlord’s Request for Orders block

- deleted

Tenant’s request for orders block ... replaced by “Nature of the Dispute” block

- Title “Nature of the Dispute” in Verdana 13 pt bold flush left
- Subheads in Verdana 10 pt bold, space before 3 pt, indented 0.25 inches
- Material reordered under subheads “Request for more time for application process”, etc.
- Check boxes indented to about 0.6 inches, so that they do not interfere with the descendent in the letter Q of the word request
- First word capitalized in line of text; others lower case
- Dot leaders between the text and the code, which is at a tab set at 6.25 inches

All line numbers refer to the line under the old headline “Tenant’s Request for Orders”

Note: lines 14 and 26 are not carried forward to this form

Subhead: Request for more time for application process

- Line 3 is new first line in this section
- Second line has no check box, text aligns with text in first line “Date the *Notice to End Tenancy* was received:” followed by a line that extends to the end of the dot leader in the line above

Subhead: Dispute an additional rent increase

- Line 3 is new first line (only line) in this section, text revised to insert the word ‘a’ as the second word in the line

Subhead: Cancel a *Notice to End Tenancy* for the following reason:

- Phrase “for the following reason:” is in Verdana 9 pt
- line 7 is new first line in this block, text shortened to “Tenant does not qualify for subsidized housing ...CNQ”
- line 8 is new second line in this block, text shortened to “Tenant’s employment with landlord has ended ... CNE”
- line 9 is new third line in this block, text revised to “Cause (state provision of the Act in the ‘Details of the Dispute’ box below) ... CNC”
- line 10 is new fourth line in this block, text revised to “Landlord’s intention to convert manufactured home park to another use ... CNLC”
- line 11 is the new fifth line in this block, text shortened to “Landlord’s use of rental property ... CNL
- line 12 is the new sixth line in this block, new phrase added text revised to “Unpaid rent or utilities ... CNR”

Subhead: Request for a Monetary Order for the following reason:

- line 15 is new first line in this block, text shortened to “Cost of emergency repairs ... MNR”
- line 16 is new second line in this block, text shortened to begin at “money owed...”
- line 17 is new third line in this block, text revised to “Return all or part of pet damage deposit or security deposit ... MNSD”
- new block, aligned with list text ... first line in bold, ‘The request for a Monetary Order is for the following amount:’, second line, not bold, “Provide a detailed calculation of the amount in the “Details of the Dispute” box below.” At right of these two lines, a box with a \$ sign in it, with the right side of the box aligned with the first letter of the codes (at about 6.3”)

Subhead: Request that a landlord be required to act in the following way:

- Line 19 is new first line in this section, revising text to “Comply with the Act, regulations or tenancy agreement (state section, or attach copy of tenancy agreement) ... OLC” , with phrase in parentheses in Verdana 9 pt condensed by .75 pt
- Line 20 is new second line in this section, beginning text at “Make emergency ...”
- Line 21 is the new third line in this section, revising text to delete slashes and replaced with punctuation “Make repairs to the unit, site or property ... RP”
- Line 22 is the new fourth line in this section, beginning at “Provide services...” and adding phrase in parentheses after the text, before the dot leader, “(state Act and section)”
- Line 23 is the new fifth line in this section, beginning at “Return the tenant’s...”

Subhead: Request an action by a tenant

- Line 17 is new first line in this section, changing ‘unit/site’ to ‘unit or site’
- Line 1 is new second line in this section, changing ‘unit/site’ to ‘unit or site’
- Line 6 is the new third line in this section, adding articles ‘a’ and ‘the’

- Line 4 is the new fourth line in this section, changing the word ‘consent’ to ‘permission’, adding ‘the’ before ‘landlord’
- Line 5 is the new fifth line in this section, adding ‘a’ before ‘tenant’ and changing ‘agrees’ to ‘agreed’

Subhead: Other Requests

- line 24 is new first line in this block, text the same, except that word “application” begins with a lower case ‘A’
- line 2 is new second line in this block, minus the first three word, and substituting the word ‘Act’ for ‘legislation’
- line 26 is the new third line in this block, and the text in parentheses is revised to “provide details in the box below”

New block: Details of the Dispute

- headline flush left, 13 pt Verdana bold
- Text new: “In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When the dispute includes a request for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.”
- Add box, 0.5 point line, one inch deep.

Landlord block:

- First two line deleted ... the relevant text has been relocated to form #RTB-12-L
- Tenant line: relocated to first subsection in Nature of the Dispute

This Application includes block

- Relocated to the Nature of the Dispute section, in the Request for a Monetary Order subsection

Signature block

- Unchanged, except for the font

Personal information disclosure box

- Unchanged

Landlord's Application for Dispute Resolution

For RTB use only: File # _____

- This application is being made under the *Manufactured Home Park Tenancy Act*
 This application is being made under the *Residential Tenancy Act*

Landlord(s) (Applicant(s): The person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name or the full legal business name	First and middle names
<input type="text"/>	<input type="text"/>
Last name (if more than one landlord, also use form #RTB-26)	First and middle names

Applicant Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and it is attached.
 Yes, the **Mailing Address** is different from the Applicant Address, and it is attached.

Dispute Address (address of the rental unit or manufactured home site)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
			BC	

Tenant(s) (Respondent(s): The other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name	First and middle names
<input type="text"/>	<input type="text"/>
Last name	First and middle names

Respondent Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and it is attached.
 Yes, the **Mailing Address** is different from the Respondent Address, and it is attached.

TO FILE THIS APPLICATION:

- On this page, fill in the information boxes.
- On page 2, check the boxes that apply to your request, provide details and sign at the bottom.
- Submit your application in-person at:
 - RTB Burnaby: 400 – 5021 Kingsway Avenue
 - RTB Kelowna: 101–2141 Springfield Road
 - RTB Victoria: 1st floor, 1019 Wharf Street
 - Any Service BC-Government Agents Office
- Applications may also be submitted online at www.rto.gov.bc.ca.
- Do not give a copy of your Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

RTB use only – date stamp & initial

Office of Housing and Construction Standards

Residential Tenancy Branch
Lower Mainland: 604-660-1020 Victoria: 250-387-1602 Elsewhere in BC: 1-800-665-8779
Website: www.rto.gov.bc.ca

#RTB-12-L (2007/06)



For RTB use only: File # _____

Nature of the Dispute

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution and the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this Application was served:

How was it served?

Reason for ending tenancy:

- Employment with landlord has ended OPE
- The tenant has not paid rent or utilities OPR
- The landlord wants the unit or property for another use OPL
- The landlord has cause, as described in the Act or Tenancy Agreement (provide details below) OPC
- The tenant does not qualify for subsidized housing OPQ
- The tenant has breached an agreement with the landlord (attach copy of agreement) OPB

Monetary Order:

- For damage to the unit, site or property MND
- For unpaid rent or utilities MNR
- To keep all or part of pet damage deposit or security deposit MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the "Details of the Dispute" box below. \$

Other

- Recover filing fee from the tenant for the cost of this application FF
- Serve documents or evidence in a different way than required by the Act SS
- End Tenancy Early and obtain an Order of Possession..... ET
- Other (provide details in the box below) O

Details of the Dispute

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.

Signature: _____ Date: _____

Print name: _____

Landlord's Application for Dispute Resolution

For RTB use only: File # _____

- This application is being made under the *Manufactured Home Park Tenancy Act*
 This application is being made under the *Residential Tenancy Act*

Landlord(s) (Applicant(s): The person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name or the full legal business name	First and middle names
<input type="text"/>	<input type="text"/>
Last name (if more than one landlord, also use form #RTB-26)	First and middle names

Applicant Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and it is attached.
 Yes, the **Mailing Address** is different from the Applicant Address, and it is attached.

Dispute Address (address of the rental unit or manufactured home site)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
			BC	

Tenant(s) (Respondent(s): The other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name	First and middle names
<input type="text"/>	<input type="text"/>
Last name	First and middle names

Respondent Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and it is attached.
 Yes, the **Mailing Address** is different from the Respondent Address, and it is attached.

TO FILE THIS APPLICATION:

- On this page, fill in the information boxes.
- On page 2, check the boxes that apply to your request, provide details and sign at the bottom.
- Submit your application in-person at:
 - RTB Burnaby: 400 – 5021 Kingsway
 - RTB Kelowna: 305–478 Bernard Avenue
 - RTB Victoria: 1st Floor, 1019 Wharf Street
 - Any Service BC-Government Agents Office
- Applications may also be submitted online at www.rto.gov.bc.ca.
- Do not give a copy of your Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

RTB use only – date stamp & initial

Ministry of Housing and Social Development

Residential Tenancy Branch
Lower Mainland: 604-660-1020 Victoria: 250-387-1602 Elsewhere in BC: 1-800-665-8779
Website: www.rto.gov.bc.ca

#RTB-12-L (2009/09)



For RTB use only: File # _____

Nature of the Dispute

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution and the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this Application was served: _____

How was it served? _____

Reason for ending tenancy:

- Employment with landlord has ended OPE
- The tenant has not paid rent or utilities OPR
- The landlord wants the unit or property for another use OPL
- The landlord has cause, as described in the Act, regulation (state section in the 'Details of the Dispute' box below), or tenancy agreement (provide a copy) OPC
- The tenant does not qualify for subsidized housing OPQ
- The tenant has breached an agreement with the landlord (provide a copy of agreement) OPB

Monetary Order:

- For damage to the unit, site or property MND
- For unpaid rent or utilities MNR
- To keep all or part of pet damage deposit or security deposit MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the 'Details of the Dispute' box below.

\$

Other

- Recover filing fee from the tenant for the cost of this application FF
- Serve documents or evidence in a different way than required by the Act SS
- End Tenancy Early and obtain an Order of Possession..... ET
- Other (provide details in the 'Details of the Dispute' box below) O

Details of the Dispute

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.

Signature: _____ Date: _____

Print name: _____

Landlord's Application for Dispute Resolution

For RTB use only: File # _____

- This application is being made under the *Manufactured Home Park Tenancy Act*
 This application is being made under the *Residential Tenancy Act*

Landlord(s) (Applicant(s): The person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name or the full legal business name	First and middle names
<input type="text"/>	<input type="text"/>
Last name (if more than one landlord, also use form #RTB-26)	First and middle names

Applicant Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and it is attached.
 Yes, the **Mailing Address** is different from the Applicant Address, and it is attached.

Dispute Address (address of the rental unit or manufactured home site)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
			BC	

Tenant(s) (Respondent(s): The other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

<input type="text"/>	<input type="text"/>
Last name	First and middle names
<input type="text"/>	<input type="text"/>
Last name	First and middle names

Respondent Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit/site #	Street # and street name	City	Province	Postal Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Daytime phone number	Other phone number	Fax number for document service		

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and it is attached.
 Yes, the **Mailing Address** is different from the Respondent Address, and it is attached.

TO FILE THIS APPLICATION:

1. On this page, fill in the information boxes.
2. On page 2, check the boxes that apply to your request, provide details and sign at the bottom.
3. Submit your application in-person at:
 - RTB Burnaby: 400 – 5021 Kingsway
 - RTB Kelowna: 305–478 Bernard Avenue
 - RTB Victoria: 1st floor, 1019 Wharf Street
 - Any Service BC-Government Agents Office
- Applications may also be submitted online at www.rto.gov.bc.ca.
- Do not give a copy of your Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

RTB use only – date stamp & initial

Ministry of Housing and Social Development

Residential Tenancy Branch
Lower Mainland: 604-660-1020 Victoria: 250-387-1602 Elsewhere in BC: 1-800-665-8779
Website: www.rto.gov.bc.ca

#RTB-12-L (2010/10)



For RTB use only: File # _____

Nature of the Dispute

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution and the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this Application was served: _____

How was it served? _____

Reason for ending tenancy:

- Employment with landlord has ended OPE
- The tenant has not paid rent or utilities OPR
- The landlord wants the unit or property for another use OPL
- The landlord has cause, as described in the Act, regulation (state section in the 'Details of the Dispute' box below), or tenancy agreement (provide a copy) OPC
- The tenant does not qualify for subsidized housing OPQ
- The tenant has breached an agreement with the landlord (provide a copy of agreement) OPB

Monetary Order:

- For damage to the unit, site or property MND
- For unpaid rent or utilities MNR
- To keep all or part of pet damage deposit or security deposit MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the 'Details of the Dispute' box below.

\$

Other

- Recover filing fee from the tenant for the cost of this application FF
- Serve documents or evidence in a different way than required by the Act SS
- End Tenancy Early and obtain an Order of Possession..... ET
- Other (provide details in the 'Details of the Dispute' box below) O

Details of the Dispute

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.

Signature: _____ Date: _____

Print name: _____

Landlord's Application for Dispute Resolution

For RTB use only: File # _____

- This application is being made under the *Manufactured Home Park Tenancy Act*
 This application is being made under the *Residential Tenancy Act*

Landlord(s) (Applicant(s): The person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

--	--

Last name or the full legal business name

First and middle names

--

--

Last name (if more than one landlord, also use form #RTB-26)

First and middle names

Applicant Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

--	--	--	--	--

Unit/site #

Street # and street name

City

Province

Postal Code

--

--

--

Daytime phone number

Other phone number

Fax number for document service

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and it is attached.
 Yes, the **Mailing Address** is different from the Applicant Address, and it is attached.

Dispute Address (address of the rental unit or manufactured home site)

			BC	
--	--	--	----	--

Unit/site #

Street # and street name

City

Province

Postal Code

Tenant(s) (Respondent(s): The other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties", form #RTB-26.

--	--

Last name

First and middle names

--

--

Last name

First and middle names

Respondent Address (address for service of documents or notices – where material will be given personally, left for, faxed, or mailed)

--	--	--	--	--

Unit/site #

Street # and street name

City

Province

Postal Code

--

--

--

Daytime phone number

Other phone number

Fax number for document service

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and it is attached.
 Yes, the **Mailing Address** is different from the Respondent Address, and it is attached.

TO FILE THIS APPLICATION:

- On this page, fill in the information boxes.
- On page 2, check the boxes that apply to your request, provide details and sign at the bottom.
- Submit your application in-person at:
 - RTB Burnaby: 400 – 5021 Kingsway
 - RTB Victoria: Suite 101 - 3350 Douglas Street
 - Any Service BC-Government Agents Office
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- Do not give a copy of your Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

RTB use only – date stamp & initial

Residential Tenancy Branch Office of Housing and Construction Standards

Lower Mainland: 604-660-1020 Victoria: 250-387-1602 Elsewhere in BC: 1-800-665-8779
Website: www.rto.gov.bc.ca

#RTB-12-L (2011/03)



For RTB use only: File # _____

Nature of the Dispute

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution and the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this Application was served: _____

How was it served? _____

Reason for ending tenancy:

- Employment with landlord has ended OPE
- The tenant has not paid rent or utilities OPR
- The landlord wants the unit or property for another use OPL
- The landlord has cause, as described in the Act, regulation (state section in the 'Details of the Dispute' box below), or tenancy agreement (provide a copy) OPC
- The tenant does not qualify for subsidized housing OPQ
- The tenant has breached an agreement with the landlord (provide a copy of agreement) OPB

Monetary Order:

- For damage to the unit, site or property MND
- For unpaid rent or utilities MNR
- To keep all or part of pet damage deposit or security deposit MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the 'Details of the Dispute' box below.

\$

Other

- Recover filing fee from the tenant for the cost of this application FF
- Serve documents or evidence in a different way than required by the Act SS
- End Tenancy Early and obtain an Order of Possession..... ET
- Other (provide details in the 'Details of the Dispute' box below) O

Details of the Dispute

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation. Attach a separate sheet if necessary. Any additional sheets must be signed.

Signature: _____ Date: _____

Print name: _____

For RTB Use only: File #

- This application is being made under the *Manufactured Home Park Tenancy Act*
- This application is being made under the *Residential Tenancy Act*

LANDLORD(s): (Applicant(s): the person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties," form #RTB-26.

Full Name: (if entry is a business name, use 'last name' field box to enter the full legal business name)

<input type="text"/>	<input type="text"/>
last name	first and middle name(s)

<input type="text"/>	<input type="text"/>
last name	first and middle name(s)

Applicant Mailing Address: (address for service of documents or notices—where material will be given personally, left, faxed or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
unit/site #	street # and street name	city	province	postal code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
daytime phone number	other phone number	fax number for document service	

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and is attached.
- Yes, the **Mailing Address** is different from the Applicant Address, and is attached.

DISPUTE ADDRESS: (address of the rental unit or manufactured home site)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
unit/site #	street # and street name	city	BC province	postal code

TENANT(s): (Respondent(s): the other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties," form #RTB-26.

Full Name(s):

<input type="text"/>	<input type="text"/>
last name	first and middle name(s)

<input type="text"/>	<input type="text"/>
last name	first and middle name(s)

Respondent Mailing Address:(address for service of documents or notices—where material will be given personally, left, faxed or mailed)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
unit/site #	street # and street name	city	province	postal code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
daytime phone number	other phone number	fax number for document service	

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and is attached.
- Yes, the **Mailing Address** is different from the Respondent Address, and is attached.

TO FILE THIS APPLICATION:

Submit your application and a copy of your available evidence in-person to:

- RTB Burnaby: 400 – 5021 Kingsway
- RTB Victoria: Suite 101 - 3350 Douglas Street
- Any Service BC Office

Do not give a copy of the Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

RTB use only – date stamp & initial

Your personal information is collected under section 26 (a) and (c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act*. If you have any questions regarding the collection of your personal information, please contact an information officer by calling 604-660-1020 in Greater Vancouver; 250-387-1602 in Victoria; or 1-800-665-8779 elsewhere in B.C.

NATURE OF DISPUTE:

For RTB Use only: File #

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution **and** the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this application was served:
day month year

How was it served?

Reason for ending tenancy:

- Employment with landlord has ended.....OPE
- The tenant has not paid rent or utilities.....OPR
- The landlord wants the unit or property for another use.....OPL
- The landlord has cause, as described in the Act, regulation (state section in the 'Details of the Dispute' box below), or tenancy agreement (provide a copy).....OPC
- The tenant does not qualify for subsidized housing.....OPQ
- The tenant has breached an agreement with the landlord (provide a copy of agreement).....OPB

Monetary Order:

- For damage to the unit, site or property.....MND
- For unpaid rent or utilities.....MNR
- To keep all or part of the pet damage deposit or security deposit.....MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement....MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the 'Details of the Dispute' box below. \$

Other:

- Recover filing fee from the tenant for the cost of this application.....FF
- Serve documents (not including Notice of Hearing package) in a different way than required by the Act.....SS
- End Tenancy Early **and** obtain an Order of Possession.....ET
- Other (provide details in the 'Details of the Dispute' box below).....O

DETAILS OF THE DISPUTE:

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation and a copy of the Monetary Order Worksheet (form #RTB-37). Attach a separate sheet if necessary. Any additional sheets must be numbered and signed.

Signature: _____

Date:
day month year

last name

first and middle name(s)

FOR MORE INFORMATION

RTB website: www.gov.bc.ca/landlordtenant

Public Information Lines 1-800-665-8779 (toll-free) Greater Vancouver 604-660-1020

Victoria 250-387-1602

For RTB Use only: File #

- This application is being made under the *Manufactured Home Park Tenancy Act*
- This application is being made under the *Residential Tenancy Act*

LANDLORD(s): (Applicant(s): the person asking for dispute resolution)

If additional space is required to list all parties, use and attach "Schedule of Parties," form #RTB-26.

Full Name: (if entry is a business name, use 'last name' field box to enter the full legal business name)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--

last name

first and middle name(s)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--

last name

first and middle name(s)

Applicant Mailing Address: (address for service of documents or notices--where material will be given personally, left, faxed or mailed)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--	--	--	--

unit/site #

street # and street name

city

province

postal code

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--	--	--

daytime phone number

other phone number

fax number for document service

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Applicants to this application and is attached.

- Yes, the **Mailing Address** is different from the Applicant Address, and is attached.

DISPUTE ADDRESS: (address of the rental unit or manufactured home site)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--	--	--	--

unit/site #

street # and street name

city

 BC
 province

postal code

TENANT(s): (Respondent(s): the other party to the dispute)

If additional space is required to list all parties, use and attach "Schedule of Parties," form #RTB-26.

Full Name(s):

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--

last name

first and middle name(s)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--

last name

first and middle name(s)

Respondent Mailing Address:(address for service of documents or notices--where material will be given personally, left, faxed or mailed)

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--	--	--	--

unit/site #

street # and street name

city

province

postal code

<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
--	--	--	--

daytime phone number

other phone number

fax number for document service

- Yes, a Schedule of Parties (#RTB-26) is being used to add more Respondents to this application and is attached.

- Yes, the **Mailing Address** is different from the Respondent Address, and is attached.

TO FILE THIS APPLICATION:

Submit your application and a copy of your available evidence in-person to:

- RTB Burnaby: 400 – 5021 Kingsway
- Any Service BC Office

Do not give a copy of the Application to the Respondent(s) until the Residential Tenancy Branch accepts it and you have paid the application fee or obtained a fee waiver.

 RTB use only – date stamp & initial

Your personal information is collected under section 26 (a) and (c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of administering the *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act*. If you have any questions regarding the collection of your personal information, please contact an information officer by calling 604-660-1020 in Greater Vancouver; 250-387-1602 in Victoria; or 1-800-665-8779 elsewhere in B.C.

Residential Tenancy Branch

Office of Housing and Construction Standards

#RTB-12-L (2015/04)

NATURE OF DISPUTE:

For RTB Use only: File #

Ending tenancy, and seeking an Order of Possession:

Notice to End Tenancy

When the dispute involves a *Notice to End Tenancy*, the *Notice to End Tenancy* must be given to the tenant before applying for Dispute Resolution **and** the *Notice to End Tenancy* must be submitted to the Residential Tenancy Branch.

Date the *Notice to End Tenancy* referred to in this application was served:
day month year

How was it served?

Reason for ending tenancy:

- Employment with landlord has ended.....OPE
- The tenant has not paid rent or utilities.....OPR
- The landlord wants the unit or property for another use.....OPL
- The landlord has cause, as described in the Act, regulation (state section in the 'Details of the Dispute' box below), or tenancy agreement (provide a copy).....OPC
- The tenant does not qualify for subsidized housing.....OPQ
- The tenant has breached an agreement with the landlord (provide a copy of agreement).....OPB

Monetary Order:

- For damage to the unit, site or property.....MND
- For unpaid rent or utilities.....MNR
- To keep all or part of the pet damage deposit or security deposit.....MNSD
- For money owed or compensation for damage or loss under the Act, regulation or tenancy agreement....MNDC

The request for a Monetary Order is for the following amount:

Provide a detailed calculation of the amount in the 'Details of the Dispute' box below.

\$

Other:

- Recover filing fee from the tenant for the cost of this application.....FF
- Serve documents (not including Notice of Hearing package) in a different way than required by the Act.....SS
- End Tenancy Early **and** obtain an Order of Possession.....ET
- Other (provide details in the 'Details of the Dispute' box below).....O

DETAILS OF THE DISPUTE:

In two or three sentences, describe the issue. Include any dates, times, people or other information that says who, what, where and when the issue arose or the event occurred. When you are asking for a Monetary Order, include a detailed calculation and a copy of the Monetary Order Worksheet (form #RTB-37). Attach a separate sheet if necessary. Any additional sheets must be numbered and signed.

Signature: _____

Date:
day month year

last name

first and middle name(s)

FOR MORE INFORMATION

RTB website: www.gov.bc.ca/landlordtenant

Public Information Lines 1-800-665-8779 (toll-free) Greater Vancouver 604-660-1020

Victoria 250-387-1602

The Residential Tenancy Branch does not have an archive of all web content for the requested dates. However, we can confirm that the following URLs included links to RTB's online submission for the Application for Dispute Resolution process either for the dates requested or the date indicated below.

<http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/tools-and-resources>

<http://www2.gov.bc.ca/eSYXm/gov/content/housing-tenancy/residential-tenancies/tools-and-resources/online-application> [URL no longer active]

<http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems>

<http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution/applying-for-dispute-resolution/submit-an-application> [URL no longer active]

For the following URL, we don't have an archive to confirm that this content included a link to the online application at the time requested; however, it likely linked to that content at that time and we can confirm that it did link to that content on October 11, 2015: <http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution/applying-for-dispute-resolution>

Submit an Application

Follow these steps to apply for dispute resolution and have a hearing scheduled with an arbitrator.

Complete the Application

Choose to complete either the online or paper application – be sure to fill in all required fields.

- [Apply online](#)
- [Tips for completing the paper application form](#)

Download and print a copy of the form:

- [Tenant's Application for Dispute Resolution \(PDF\)](#)
- [Landlord's Application for Dispute Resolution \(PDF\)](#)
- [Application for Direct Request \(PDF, 1.9MB\)](#)

Applications also can be picked up at [Residential Tenancy Branch offices](#) and [Service BC locations](#).

File the Application

Applicants need to submit their application along with any supporting documentation and evidence to the Residential Tenancy Branch (RTB). Some applications are time-sensitive, like claims against a deposit or to cancel a notice to end tenancy. If it is near the deadline for making your application, you should submit it **in person**, if possible.

- **Online:** You will be prompted to submit your online application once it's complete.
- **In person:** Paper applications can be delivered to [Residential Tenancy Branch offices](#) or [Service BC locations](#).

NOTE: Applicants for a [fee waiver](#) or a [Direct Request](#) can't use the online application at this time.

Pay the Filing Fee

The total fee depends on each application. There are also some cases where the fee can be waived.

- [Fees and fee waivers](#)

Follow the Rules

Dispute resolution is a formal process – it's a lot like going to court. Both the landlord and the tenant need to know and follow the [Dispute Resolution Rules of Procedure \(PDF\)](#).

- [Make sure you're prepared](#)

Apply for Dispute Resolution

Before applying for dispute resolution, [try to resolve a problem by talking](#) or [research past arbitration](#)

[decisions.](#)

Apply online: You will need a credit card and a [BCeID](#) to use the online application.

[Register for a basic BCeID \(new users only\)](#)

[Create a new application](#)

[View an existing application](#)

[Get more info](#)

Apply in person: Visit a Residential Tenancy Branch office or Service BC location to file an application.

Service BC

You can also pick up tenancy guides and forms or apply for dispute resolution at Service BC locations.

- [Find a location in your area](#)

Forms

- [Tenant's Application for Dispute Resolution \(PDF\)](#)
- [Landlord's Application for Dispute Resolution \(PDF\)](#)
- [Application for Direct Request \(PDF, 1.9MB\)](#)
- [All tenancy forms](#)

Online Application for Dispute Resolution

Apply online: You will need a basic BCeID, an email address that can be accessed daily, a printer and a Visa, Visa Debit, MasterCard, or American Express credit card to use the online application.

- Register for a basic BCeID (new users only)
- Create a new application
- View an existing application

NOTE: Online applications for a fee waiver or a Direct Request are not supported at this time.

If you're unable to use the online service, you can apply:

- **In person:** Paper applications can be delivered to Residential Tenancy Branch offices or Service BC locations.
- **By mail:** Send your application along with a money order to the Burnaby Residential Tenancy Branch office.

Filing Fee

The total fee depends on each application.

- Fees and fee waivers

Application Process

The following is an overview of the online application process:

- Complete the online application for dispute resolution and print a copy to include with important documents you'll receive from the Residential Tenancy Branch
- Once the form is complete and you're satisfied all the information is correct, pay the filing fee and submit the application
- Review the Quick Guide to the Online Application

The Residential Tenancy Branch reviews the application (usually within one or two business days), schedules a hearing and emails important documents which must be served by the applicant to each respondent.

- See what happens when a hearing is scheduled
- Learn how to serve documents properly

New Online Application

May 1, 2015

Check out the improved online application for dispute resolution.

Improvements were based on feedback from landlords, tenants and staff. The new application follows a question and answer format.

Please try our new and easy-to-use online application.

Service BC

You can also pick up tenancy guides and forms or apply for dispute resolution at any Service BC office.

Find a location in your area

Useful Contacts

Contact the Residential Tenancy Branch for more information.

Evidence

Evidence to support your claim can be submitted by fax, mail or in person at a Residential Tenancy Branch office or a Service BC location. The 5-digit reference number from your online application or the 6-digit file number on your Notice of Hearing Letter must be on the front page of the evidence package.

- [Learn more about submitting evidence](#)

The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: May 1, 2015.

The following table provides an account of changes to the Online Application page on the Residential Tenancies website:
<http://www2.gov.bc.ca/eSYXm/gov/content/housing-tenancy/residential-tenancies/tools-and-resources/online-application>
 [URL no longer active]

We don't have a library of all archives, but not all changes for which we have archives below.

Date	Nature of revisions	Archive?	Copy provided?
September 16, 2014	Page launched	No archive available	No, not available
March 9, 2015	Addition: Visa Debit payment option	No archive available	No, not available
April 1, 2015	Unknown as no previous archive available	<i>The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: April 1, 2015.</i>	Yes
May 1, 2015	Addition: New box: New Online Application <i>May 1, 2015</i> Check out the improved online application for dispute resolution. Improvements were based on feedback from landlords, tenants and staff. The new application follows a question and answer format. Please try our new and easy-to-use online application.	<i>The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: May 1, 2015.</i>	Yes
June 16, 2015	Added "(PDF)" Review the Quick Guide to the Online Application (PDF)	<i>The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: June 16, 2015.</i>	Yes
June 17, 2015	Addition: Before You Apply Application filing fees are non-refundable. Before	No archive available	No, not available

	<p>you submit your application, make sure that you are filing within the timelines set out in the law. Contact an information officer if you are unsure.</p>		
<p>October 7, 2015</p>	<p>Additions/revisions New box: New Online Application <i>October 7, 2015</i> Check out the improved online application for dispute resolution.</p> <p>Now you can apply online and then submit your payment within 3 days to the Residential Tenancy Branch or any Service BC office.</p> <p>Also new is the ability for landlords to apply for a direct request online.</p> <p>Please try our new and easy-to-use online application.</p> <p>Apply online: You will need a basic BCeID, an email address that can be accessed daily and access to a printer to use the online application.</p> <p>NOTE: Online applications for Dispute Resolution by Direct Request must also provide a Direct Request Worksheet (form RTB-46) as outlined in instructions received from the Residential Tenancy Branch. Moved placement of link "Review the Quick Guide to the Online Application (PDF)" to immediately below</p>	<p><i>The content on this website is periodically reviewed and updated by the Province of British Columbia as per the date noted on each page: October 7, 2015.</i></p>	<p>Yes, though not requested</p>

	<p>Application Process</p> <p>Added highlighted content: “• Once the form is complete and you’re satisfied all the information is correct, select how you would like to make your payment (or submit your application for fee waiver)”</p>		
January 11, 2016	<p>Unable to clearly determine from partial archive.</p> <p>New title and date in box promoting online application</p> <p>Improved Online Application <i>January 11, 2016</i></p> <p>Check out the improved online application for dispute resolution.</p> <p>Now you can apply online and then submit your payment within 3 days to the Residential Tenancy Branch or any Service BC office.</p> <p>Also new is the ability for landlords to apply for a direct request online.</p> <p>Please try our new and easy-to-use online application.</p>	Only partial archive available as screen shot	Yes
July 22, 2016	<p>Page deleted with all related content under http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution/applying-for-dispute-resolution</p>		

Policy Guideline 40: Useful Life of Building Elements was published as its own policy guideline in March 2012.

Previously, Policy Guideline 37: Rent Increases contained the information provided in the table as “Table 1: Useful Life of Work Done or Thing Purchased.”

The rationale for the move was that this information was used for purposes other than determining applications for additional rent increase. The new guideline also allowed the Residential Tenancy Branch to provide specific content about how the information could be used as well as additional considerations.

The only revision to the table when it was re-published in March 2012 as Policy Guideline 40 was the addition of the word “drywall” next to “Gypsum board.”

The content of the table was established in 2004 and was derived primarily from the Ontario model.

**MINUTES
POLICY GUIDELINE COMMITTEE MEETING
CONFERENCE CALL
04 March 2004**

Present:

Kathy Brereton, Chair
Karen Dunham, Policy
Doug Anderson
David Coulson
Jeanette Hermes
Allan Wotherspoon
Gerry Molnar [at end of meeting]

Regrets:

Leah Bailey, Director

APPROVAL OF AGENDA

- The Agenda was approved. Consideration of Guideline 38, Repeated Late Payment of Rent was deferred to the end of the meeting.

APPROVAL OF MINUTES

- The Minutes of 26 February 2004 were approved as submitted with changes approved at this meeting. The amended Minutes will be circulated with the Minutes of this meeting.

MINUTES

- **GUIDELINE RENUMBERING**

This item is out of order in the Minutes so that the Minutes can correctly reflect the number of the Guideline being discussed herein.

The Committee determined that all Guidelines will retain their current numbers with the exception of the three Guidelines numbered Thirty Five. The transitional Security Deposit Guideline will remain number Thirty Five. The Exceptional Circumstances Guideline will now be Guideline Thirty Six. The Rent Increases Guideline will be Guideline Thirty Seven. The Repeated Late Payment of Rent will be Guideline Thirty Eight.

All future Guidelines will be numbered the next available consecutive number. If it is issued out of order, the number will appear on the internet and intranet sites indicating that the Guideline will be issued at a future time.

- **GUIDELINE THIRTY SIX: EXCEPTIONAL CIRCUMSTANCES: JEANETTE HERMES AND DOUG ANDERSON**

The Committee agreed that the example in bullet two will be deleted because if the person were out of the country the person would not have been served.

Kathy Brereton suggested that she would make inquiries about the use of dial up translation services where the arbitrator is faced with a party who literally cannot speak English and cannot understand what the arbitrator is saying.

Guideline Thirty Six Approved as Amended by Committee.

- **GUIDELINE THIRTY SEVEN: RENT INCREASES: KAREN DUNHAM AND KATHY BRERETON**

The Committee agreed that where the ground for a rent increase is proof of financial loss, financial statements submitted by a landlord should be either audited by an accountant, certified by an accountant, or submitted with a sworn affidavit by the landlord that the information in the financial statements is true. Where the financial statements are not audited, the landlord should bring the supporting documents from which the financial information was compiled to the hearing.

If the tenant wishes to review the supporting documents, the arbitrator may allow the tenant to do so and adjourn to allow this review to occur. The tenant may then indicate issues the tenant has with the financial statements based on this review of the supporting documents.

s.14

The question of rounding the rent increase up (it can always be rounded down) was raised. It was agreed that if the parties both agree, the amount of the increase can be rounded up to the next dollar. It was not clear whether or not it would be advisable to have a new regulation allowing rounding up without agreement of the landlord and tenant. In any event it would take about a year before such a new regulation would be in force.

The Committee agreed that only policy issues regarding rent increases would be in the Guideline and factual matters would appear in a separate fact sheet.

The Committee considered whether or not a Notice of Rent Increase would be required where both the landlord and tenant agreed to a rent increase which was not permitted by the legislation without their agreement. The Committee agreed that the landlord and tenant could make such an agreement without the issuance of an NRI, but that the tenant would have to sign a written agreement to the agreed upon rent increase. The written agreement would have to be in accordance with the relevant Regulation and would have to state the effective date of the increase and the amount. s.14

s.14

Karen Dunham will work on reducing the size of the accompanying table which she took from the Ontario model.

GUIDELINE THIRTY EIGHT: REPEATED LATE PAYMENT OF RENT: GERRY MOLNAR

The Committee agreed that the Guideline would be revised to indicate that an arbitrator may take into consideration the pattern of late payments and any exceptional circumstances involved in particular late payment(s) in the context of the meaning of repeated late payment in the legislation. Some of the issues canvassed by the Committee included a pattern of late payment where the late payments occurred at least several months prior to the final late payment and whether the late payments were due to, for example, a bank error which could be established by evidence from the bank submitted by the tenant.

The Committee agreed that the parties are free, subject to unconscionability, to determine when the rent is due and that if it is late the lateness must be viewed in light of the agreement between the parties.

The Committee agreed that even if the tenant were late for the first two months of the tenancy, that it would take three late payments to end the tenancy for repeated late payment of rent, as the landlord could always end the tenancy for non-payment of rent at the beginning of the tenancy.

The Committee agreed that the landlord's circumstances are not relevant -- ie. whether or not the late payment affected the landlord's business as a landlord.

- **GUIDELINE SEVENTEEN: SECURITY DEPOSITS: ALLAN WOTHERSPOON**

Allan Wotherspoon will have a draft of this Guideline circulated before the next meeting of the Committee.

NEXT MEETING: 11 MARCH 2004 3:30 P.M. BY CONFERENCE CALL

Respectfully submitted
Jeanette Hermes

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**AMENDED MINUTES
POLICY GUIDELINE COMMITTEE MEETING
CONFERENCE CALL
29 April 2004**

Present:

Kathy Brereton, Chair
Karen Dunham
Jeanette Hermes
Larry Plenert
Allan Wotherspoon

Regrets:

Leah Bailey, Director
Doug Anderson
Gerry Molnar

*N.B. The Minutes are not necessarily in order of presentation at the meeting. The reason for this is that for ease of reference it is preferable to have discussion of the Guidelines themselves in numerical order in a single section of the Minutes.

The amendments were made on 12 May 2004 and are in boldface.

APPROVAL OF AGENDA

- The Agenda was approved with the following additions: Amendment to Guideline Twelve; discussion of how items are included in the Minutes.

APPROVAL OF PREVIOUS MINUTES

- The Minutes of 22 April 2004 were approved as amended.

AMENDMENTS TO MINUTES

- The Guideline Committee agreed that if a Committee member has suggested amendments to the Minutes, that these suggested amendments be forwarded to the Committee prior to the meeting.

INCLUSIONS IN MINUTES

- The Committee suggested that where there is a lengthy discussion about a subject by the Committee that this continue to be reflected in the Minutes and where consensus appears to have been reached, this continue to be reflected in the Minutes.

GUIDELINES ON INTERNET AND INTRANET

- Kathy Brereton will ask Sharon Scott to put approved Guidelines both on the Internet and on the Intranet. The Intranet version is in Word format.

ACCESS TO CURRENT LEGISLATION ON THE INTERNET

- The Committee discussed the fact that the Queen's Printer is now charging for access to current legislation. The site which provides free access to legislation is no longer being regularly updated.

- Kathy Brereton will discuss the possibility of getting site access to the paid site for arbitrators. The Committee expressed a preference for access which is not limited to one arbitrator at a time.

SECURITY DEPOSITS AS THEY APPLY TO STUDENTS AND ASSISTED LIVING TENANTS

- Kathy Brereton agreed to ask Doug Anderson to provide his research on this topic as soon as possible so that the Committee can continue its discussion as to whether or not the issue of security deposits paid under the former Act can be arbitrated for students and assisted living tenants who are no longer covered under the new Act.

RETROSPECTIVITY AND TRANSITIONAL SECTION 101 OF THE RTA

- The Committee had further discussion, following upon a review of the material in Driedger and Sullivan, of whether or not Transitional Section 101 is sufficiently explicit to eliminate vested rights under the former Act.

s.14

GUIDELINE THREE: CLAIMS FOR RENT & DAMAGES FOR LOSS OF RENT: ALLAN WOTHERSPOON

- Allan Wotherspoon amended this Guideline as directed at the previous meeting of the Guideline Committee.
- **THIS GUIDELINE WAS APPROVED AS AMENDED**

GUIDELINE TWELVE: SERVICE PROVISIONS: DOUG ANDERSON

- The Guideline Committee referred this Guideline back to its author, Doug Anderson to amend references to the Company Act to read "Business Corporations Act" as that new Act was proclaimed on 29 March 2004. Doug Anderson was asked by the Committee to review the new Business Corporations Act to determine if any other amendments to Guideline Twelve are necessary to comply with that new legislation.

GUIDELINE THIRTY SEVEN: RENT INCREASES: KAREN DUNHAM AND KATHY BRERETON

- The Guideline Committee determined that further revisions to Guideline Thirty Seven would be useful. The potential revisions discussed included expanding the discussion of the requirement that an additional rent increase is limited to "extraordinary circumstances", and some expansion of the discussion of the circumstances in which an additional rent increase may be awarded where comparable rents are at issue.
- The Committee discussed clarifying the question of when a landlord may apply for an additional rent increase based on repair or capital expenditures not yet the subject of a **rent** increase application. Kathy Brereton will review what was decided at the Arbs Conference with regard to this question. There was some discussion to the effect that if the landlord had

an opportunity to increase the rent for these items but did not do so, that the landlord could not now do so under the current Act. A determination was deferred to a future meeting.

- The Committee discussed the need for clarification of what financial documentation needs to be presented at the hearing where the additional rent increase is based on the ground of financial loss and whether or not such financial information may be demanded by the tenant prior to the hearing.
- The Committee discussed whether or not it would suffice to have the landlord bring the relevant financial documents to the hearing and have the documents shown to the tenant when and if the arbitrator finds said document(s) relevant.
- The Committee discussed whether or not audited financial statements might be required where the landlord has more than one corporate entity involved with the residential property.
- Karen Dunham agreed to discuss with Leah Bailey whether it may be useful to have a selected group of arbitrators specialize in rent increase applications and be given special training.
- The Committee determined that, with regard to the tables, the "finishes for painting" would be changed as follows: for exterior painting to eight years and for interior painting to four years.
- The Committee determined **that Table 1 will indicate that it is intended to be used as a "general guide."**
- Guideline Thirty Seven was deferred to a future meeting for further consideration.
- **THE COMMITTEE WAS REQUESTED TO PROVIDE, BY E-MAIL, AND BY TOMORROW MORNING, ANY FURTHER SUGGESTIONS FOR CHANGES TO THIS GUIDELINE.**

GUIDELINE THIRTY NINE: HUMAN RIGHTS CODE: KATHY BRERETON

- It was suggested that the first paragraph be omitted with the exception of the reference to the fact that the Human Rights Code (the "Code") overrides other legislation.
- It was suggested that the second paragraph of this Guideline be moved forward to the first paragraph.
- It was suggested that an "executive summary" may be helpful because of the length and complexity of this Guideline.
- It was suggested that it would be useful to obtain some guidance about the role of an arbitrator including answers to such questions as the following:
 - when does an arbitrator take cognizance of a Human Rights issue: e.g. only if brought up by one of the parties; if it appears to be an issue on the face of the application; if it appears to be an issue on the evidence presented?
 - if an arbitrator does take cognizance of a Human Rights issue, what authority does an arbitrator have to address such an issue: for example, can an arbitrator retain the services of a mental health advocate where needed; what can an arbitrator direct a landlord to do to accommodate a disabled tenant

- Kathy Brereton suggested that it may be useful to circulate this Guideline for discussion among the arbitrators before the Committee makes any final determination about its content.
- It was suggested that the Human Rights Tribunal be asked for their input as to how these issues should be addressed in the context of RTO hearings and, more particularly, how the Code and the relevant common law would apply to the kinds of issues which may arise in a residential tenancy context and within the jurisdiction of a residential tenancy arbitrator. Kathy Brereton agreed to discuss this with Leah Bailey.

NEXT MEETING: THURSDAY 13 MAY 2004 3:30 P.M. BY CONFERENCE CALL

Respectfully submitted
Jeanette Hermes

\\hermes\word\rt\gl2004\29 April 2004

This Policy Guideline is intended to provide a statement of the policy intent of legislation, and has been developed in the context of the common law and the rules of statutory interpretation, where appropriate. This Guideline is also intended to help the parties to an application understand issues that are likely to be relevant. It may also help parties know what information or evidence is likely to assist them in supporting their position. This Guideline may be revised and new Guidelines issued from time to time.

This guideline deals with rent increases permitted under the *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act* (the Legislation).

The Legislation permits a landlord to impose a rent increase up to the amount

- (a) calculated in accordance with the regulations, or
- (b) ordered by a dispute resolution officer on application¹.

A tenant's rent cannot be increased unless the tenant has been given proper notice in the approved form at least 3 months before the increase is to take effect. The tenant's rent can only be increased once every 12 months. A rent increase that falls within the limit permitted by the applicable Regulation² cannot be disputed at a dispute resolution proceeding.

Rent Increase Calculated in Accordance with the Residential Tenancy Regulation ("Annual Rent Increase")

A landlord may impose an Annual Rent Increase up to, but not greater than, the percentage amount calculated as follows:
inflation rate + 2%

The allowable percentage rent increase for each calendar year will be available on the Residential Tenancy Branch website in September of the previous year, when the numbers to calculate the all-items Consumer Price Index (CPI) become available.

The "inflation rate" is defined in the regulations and means the 12 month average percent change in the all-items CPI for British Columbia (BC) ending in the July that is most recently available for the calendar year for which a rent increase takes effect. The Residential Tenancy Branch publishes the inflation rate for the year on the Branch website, (www.rto.gov.bc.ca) under the heading "News".

As the Act specifies that the rent increase **cannot exceed** the percentage amount, a landlord should not round up any cents left in calculating the allowable increase. For example, if the base rent is \$800 and the maximum allowable increase is \$36.80, the landlord can issue a Notice of Rent Increase for a new rent of up to \$836.80, but not \$837.

Rent Increase Calculated in Accordance with the Manufactured Home Park Tenancy Regulation ("Annual Rent Increase")

A landlord may impose an Annual Rent Increase up to, but not greater than, the amount

¹ *Residential Tenancy Act*, section 43(3), *Manufactured Home Park Tenancy Act*, section 36(3)

² *Residential Tenancy Regulation*, section 22; *Manufactured Home Park Tenancy Regulation*, section 32

calculated as follows:

$$\text{inflation rate} + 2\% + \text{proportional amount}^3$$

The allowable percentage rent increase (inflation rate + 2%) for each calendar year will be available on the Residential Tenancy Branch website in September of the previous year, when the numbers to calculate the all-items Consumer Price Index (CPI) become available.

The “inflation rate” is defined in the regulations and means the 12 month average percent change in the all-items CPI for British Columbia (BC) ending in the July that is most recently available for the calendar year for which a rent increase takes effect. The Residential Tenancy Branch publishes the inflation rate for the year on the Branch website, (www.rto.gov.bc.ca) under the heading “News”.

The “proportional amount” is the sum of the change in local government levies and the change in utility fees divided by the number of manufactured home sites in the manufactured home park.

The “change in local government levies” is the local government levies for the 12-month period ending at the end of the month before the month in which notice under section 35(2) of the Act was given, less the local government levies for the previous 12-month period. The formula for the change in local government levies is:

$$\text{this year's levies} - \text{last year's levies}$$

The “change in utility fees” is the utility fees for the 12-month period ending at the end of the month before the month in which notice under section 35(2) of the Act was given, less the utility fees for the previous 12-month period. The formula for the change in utility fees is:

$$\text{this year's fees} - \text{last year's fees}$$

The term “local government levies” means the sum of the payments respecting a manufactured home park made by the landlord for property tax values, and municipal fees under section 194 of the *Community Charter*.

The term “utility fees” means the sum of the payments respecting a manufactured home park made by the landlord for the supply of electricity, natural gas, water, telephone services or coaxial cable services provided by the following:

- a) a public utility as defined in section 1 of the *Utilities Commission Act*;
- b) a gas utility as defined in section 1 of the *Gas Utility Act*;
- c) a water utility as defined in section 1 of the *Water Utility Act*;
- d) a corporation licensed by the Canadian Radio-television and Telecommunications Commission for the purposes of that supply.

Expenses that do not meet the definition of “local government fees” and “utility fees” cannot be included when calculating a rent increase. If electricity is generated by diesel fuel, for example, a landlord may not include the increased cost of diesel fuel. The fees must be paid to a local government or a regulation utility in order to be included.

³ Effective July 18, 2007

As the Act specifies that the rent increase **cannot exceed** the calculated amount, a landlord should not round up any cents left in calculating the allowable increase. For example, if the base rent is \$800 and the maximum allowable increase is \$36.80, the landlord can issue a Notice of Rent Increase for a new rent of up to \$836.80, but not \$837.

Tenant May Agree to a Rent Increase Greater than the Prescribed Amount

A landlord who desires to increase a tenant's rent by more than the amount of the allowed annual rent increase can ask the tenant to agree to an increase that is greater than that allowed amount. If the tenant agrees in writing to the proposed increase, the landlord is not required to apply to a dispute resolution officer for approval of that rent increase. The landlord must still follow requirements regarding the timing and notice of rent increases.

The tenant's written agreement to a proposed rent increase must clearly set out the agreed rent increase (for example, the percentage increase and the amount in dollars), and the tenant's agreement to that increase. It is recommended the landlord attach a copy of the agreement to the Notice of Rent Increase given to the tenant.

Payment of a rent increase in an amount more than the allowed annual increase does not constitute a written agreement to a rent increase in that amount.

Additional Rent Increase under the Residential Tenancy Act

The Residential Tenancy Act allows a landlord to apply to a dispute resolution officer for approval of a rent increase in an amount that is greater than the basic Annual Rent Increase. The policy intent is to allow the landlord to apply for dispute resolution only in "extraordinary" situations. The Residential Tenancy Regulation⁴ sets out the limited grounds for such an application. A landlord may apply for an additional rent increase if one or more of the following apply:

- (a) after the allowable Annual Rent Increase, the rent for the rental unit is significantly lower than the rent payable for other rental units that are similar to, and in the same geographic area as, the rental unit;
- (b) the landlord has completed significant repairs or renovations to the residential property in which the rental unit is located that
 - (i) could not have been foreseen under reasonable circumstances, and
 - (ii) will not recur within a time period that is reasonable for the repair or renovation;
- (c) the landlord has incurred a financial loss from an extraordinary increase in the operating expenses of the residential property;
- (d) the landlord, acting reasonably, has incurred a financial loss for the financing costs of purchasing the residential property, if the financing costs could not have been foreseen under reasonable circumstances;

⁴ RT Reg, s. 23

37. Rent Increases

August-07

- (e) the landlord, as a tenant, has received an additional rent increase under this section for the same rental unit.

An additional rent increase under paragraphs (a) or (e) can apply to a single unit. If the landlord applies for an increase under paragraph (b), (c), or (d), the landlord must make a single application to increase the rent for all rental units in the residential property by an equal percentage. If one or more tenants of rental units in the residential property agree in writing to the proposed increase, the landlord must include those rental units in calculating the portion of the rent increase that will apply to each unit, however the tenants need not be named and served on the Application for Additional Rent Increase (AARI).

A landlord cannot carry forward any unused portion of an allowable rent increase or an approved additional increase that is not issued within 12 months of the date the increase comes into effect without a dispute resolution officer's order.

Additional Rent Increase under the Manufactured Home Park Tenancy Act

The Manufactured Home Park Tenancy Act allows a landlord to apply to a dispute resolution officer for approval of a rent increase in an amount that is greater than the basic Annual Rent Increase. The Manufactured Home Park Tenancy Regulation⁵ sets out the limited grounds for such an application. A landlord may apply for an additional rent increase if one or more of the following apply:

- (a) after the allowable Annual Rent Increase, the rent for the manufactured home site is significantly lower than the rent payable for other manufactured home sites that are similar to, and in the same geographic area as, the manufactured home site;
- (b) the landlord has completed significant repairs or renovations to the manufactured home park in which the manufactured home site is located that
- (i) are reasonable and necessary, and
 - (ii) will not recur within a time period that is reasonable for the repair or renovation;
- (c) the landlord has incurred a financial loss from an extraordinary increase in the operating expenses of the manufactured home park;
- (d) the landlord, acting reasonably, has incurred a financial loss for the financing costs of purchasing the manufactured home park, if the financing costs could not have been foreseen under reasonable circumstances;
- (e) the landlord, as a tenant, has received an additional rent increase under this section for the same manufactured home site.

An additional rent increase under paragraphs (a) or (e) can apply to a single manufactured home site. If the landlord applies for an increase under paragraph (b), (c), or (d), the landlord must make a single application to increase the rent for all sites in the manufactured home park by an equal percentage. If one or more tenants of sites in the

⁵ MHPT Reg, s. 33

manufactured home park agree in writing to the proposed increase, the landlord must include those sites in calculating the portion of the rent increase that will apply to each site, however the tenants need not be named and served on the Application for Additional Rent Increase (AARI).

A landlord cannot carry forward any unused portion of an allowable rent increase or an approved additional increase that is not issued within 12 months of the date the increase comes into effect without a dispute resolution officer's order.

Application for Additional Rent Increase

Unless a tenant agrees to a rent increase of an amount that is greater than the prescribed amount, a landlord must apply for dispute resolution for approval to give the additional rent increase. The landlord must properly complete the application. The rent increase identified on the AARI must be the total proposed rent increase, which is the sum of the annual rent increase + the additional rent increase:

$$\text{Proposed rent increase} = \text{annual rent increase} + \text{additional rent increase}$$

The application will be considered by the dispute resolution officer in relation to the circumstance(s) identified as applicable to each application. Select items relevant to each circumstance are discussed below.

In order to ensure that an additional rent increase is issued in accordance with the Legislation, and cannot be disputed by a tenant, the landlord should either obtain the tenant's consent, in writing, or apply for the increase before issuing the first Notice of Rent Increase that will include the additional rent increase. If the application results from significant repairs or renovations, or a financial loss resulting from an increase in operating expenses or financing costs, the application should be made before the first Notice of Rent Increase for the calendar year is issued.

Each tenant named on the application must be served with a copy of the Application and hearing package. The landlord is required to provide affected tenants with copies of the evidence used in support of the Application for Additional Rent Increase, including relevant invoices, financing records, and financial statements if applicable. **The landlord has the burden of proving any claim for a rent increase of an amount that is greater than the prescribed amount.** The tenants will have an opportunity to appear at the hearing of the application, question the landlord's evidence, and submit their own evidence.

In considering an Application for Additional Rent Increase, the dispute resolution officer must consider the following factors. The dispute resolution officer will determine which factors are relevant to the application before him or her:

- the rent payable for similar rental units in the property immediately before the proposed increase is to come into effect;
- the rent history for the affected unit for the preceding 3 years;
- any change in a service or facility provided in the preceding 12 months;

- . any relevant and reasonable change in operating expenses and capital expenditures in the preceding 3 years, and the relationship of such a change to the additional rent increase applied for;
- . a relevant submission from an affected tenant;
- . a finding by a dispute resolution officer that the landlord has failed to maintain or repair the property in accordance with the Legislation⁶;
- . whether and to what extent an increase in costs, with respect to repair or maintenance of the property, results from inadequate repair or maintenance in the past;
- . whether a previously approved rent increase, or portion of a rent increase, was reasonably attributable to a landlord's obligation under the Legislation that was not fulfilled;
- . whether a dispute resolution officer has set aside a notice to end a tenancy within the preceding 6 months; and
- . whether a dispute resolution officer has found, in a previous application for an additional rent increase, that the landlord has submitted false or misleading evidence, or failed to comply with a dispute resolution officer's order for the disclosure of documents.

A dispute resolution officer's examination and assessment of an AARI will be based significantly on the dispute resolution officer's reasonable interpretation of:

- . the application and supporting material;
- . evidence provided that substantiates the necessity for the proposed rent increase;
- . the landlord's disclosure of additional information relevant to the dispute resolution officer's considerations under the applicable Regulation⁷; and
- . the tenant's relevant submission.

Evidence regarding lack of repair or maintenance will be considered only where it is shown to be relevant to whether an expenditure was the result of previous inadequate repair or maintenance. A tenant's claim about what a landlord has not done to repair and maintain the residential property may be addressed in an application for dispute resolution about repair and maintenance.

Significantly lower rent⁸

The landlord has the burden and is responsible for proving that the rent for the rental unit is significantly lower than the current rent payable for similar units in the same geographic area. An additional rent increase under this provision can apply to a single unit, or many units in a building. If a landlord wishes to compare all the units in a building to rental units in other buildings in the geographic area, he or she will need to provide evidence not only of rents in the other buildings, but also evidence showing that the state of the rental units and amenities provided for in the tenancy agreements are comparable.

⁶ RTA, s. 32; MHPTA, s. 26

⁷ RT Reg, s. 23; MHPT Reg, s. 33

⁸ RT Reg, s. 23(1)(a); MHPT Reg, s. 33(1)(a)

The rent for the rental unit may be considered “significantly lower” when (i) the rent for the rental unit is considerably below the current rent payable for similar units in the same geographic area, or (ii) the difference between the rent for the rental unit and the current rent payable for similar units in the same geographic area is large when compared to the rent for the rental unit. In the former, \$50 may not be considered a significantly lower rent for a unit renting at \$600 and a comparative unit renting at \$650. In the latter, \$50 may be considered a significantly lower rent for a unit renting at \$200 and a comparative unit renting at \$250.

“Similar units” means rental units of comparable size, age (of unit and building), construction, interior and exterior ambiance (including view), and sense of community.

The “same geographic area” means the area located within a reasonable kilometer radius of the subject rental unit with similar physical and intrinsic characteristics. The radius size and extent in any direction will be dependant on particular attributes of the subject unit, such as proximity to a prominent landscape feature (e.g., park, shopping mall, water body) or other representative point within an area.

Additional rent increases under this section will be granted only in exceptional circumstances. It is not sufficient for a landlord to claim a rental unit(s) has a significantly lower rent that results from the landlord’s recent success at renting out similar units in the residential property at a higher rate. However, if a landlord has kept the rent low in an individual one-bedroom apartment for a long term renter (i.e., over several years), an Additional Rent Increase could be used to bring the rent into line with other, similar one-bedroom apartments in the building. To determine whether the circumstances are exceptional, the dispute resolution officer will consider relevant circumstances of the tenancy, including the duration of the tenancy, the frequency and amount of rent increases given during the tenancy, and the length of time over which the significantly lower rent or rents was paid.

The landlord must clearly set out all the sources from which the rent information was gathered. In comparing rents, the landlord must include the Allowable Rent Increase and any additional separate charges for services or facilities (e.g.: parking, laundry) that are included in the rent of the comparable rental units in other properties. In attempting to prove that the rent for the rental unit is significantly lower than that for similar units in the same geographical area, it is **not** sufficient for the landlord to solely or primarily reference Canada Mortgage and Housing Corporation (CMHC) statistics on rents. Specific and detailed information, such as rents for all the comparable units in the residential property and similar residential properties in the immediate geographical area with similar amenities, should be part of the evidence provided by the landlord.

The amount of a rent increase that may be requested under this provision is that which would bring it into line with comparable units, but not necessarily with the highest rent charged for such a unit. Where there are a number of comparable units with a range of rents, a dispute resolution officer can approve an additional rent increase that brings the subject unit(s) into that range. For example, a dispute resolution officer may approve an additional rent increase that is an average of the applicable rental units considered. An application must be based on the projected rent after the allowable rent increase is

added. Such an application can be made at any time before the earliest Notice of Rent Increase to which it will apply is issued.

Significant repairs or renovations

In conventional tenancies⁹, a landlord's completion of a repair or renovation is a circumstance under which he or she can apply for an additional rent increase if: (1) the repair or renovation is significant; (2) the repair or renovation could not have been foreseen under reasonable circumstances; and (3) the repair or renovation will not reoccur within a time period that is reasonable for the repair or renovation.

In manufactured home park tenancies¹⁰, a landlord's completion of a repair or renovation is a circumstance under which he or she can apply for an additional rent increase if: (1) the repair or renovation is significant; (2) the repair or renovation is reasonable and necessary; and (3) the repair or renovation will not reoccur within a time period that is reasonable for the repair or renovation.

A repair or renovation may be considered "significant" when (i) the expected benefit of the repair or renovation can reasonably be expected to extend for at least one year, and (ii) the repair or renovation is notable or conspicuous in effect or scope, or the expenditure incurred on the repair or renovation is of a noticeably or measurably large amount.

In order for a capital expense for a significant repair or renovation to be allowed in an AARI for a conventional tenancy, the landlord must show that the repair or renovation could not have been foreseen under reasonable circumstances and will not reoccur within a time period that is reasonable for the repair or renovation. An example of work that could not have been foreseen under reasonable circumstances is repairs resulting from a ruptured water pipe or sewer backup even though adequate maintenance had been performed. Another example is capital work undertaken by a municipality, local board or public utility for which a landlord is obligated to pay (e.g., sewer system upgrade, water main installation), unless the work is undertaken because of the landlord's failure to do the work. An example of work that could have been foreseen under reasonable circumstances, and for which a rent increase would not be allowed, is a new roof.

In order for a capital expense for a significant repair or renovation to be allowed in an AARI for a manufactured home park tenancy, the landlord must show that the repair or renovation was reasonable and necessary, and will not reoccur within a time period that is reasonable for the repair or renovation. A repair or renovation may be considered "reasonable" when (i) the repair or renovation, (ii) the work performed to complete the repair or renovation, and (iii) the associated cost of the repair or renovation, are suitable and fair under the circumstances of the repair or renovation. A repair or renovation may be considered "necessary" when the repair or renovation is required to (i) protect or restore the physical integrity of the manufactured home park, (ii) comply with municipal or provincial health, safety or housing standards, (iii) maintain water, sewage, electrical, lighting, roadway or other facilities, (iv) provide access for persons with disabilities, or

⁹ RT Reg, s. 23(1)(b)

¹⁰ MHPT Reg, s. 33(1)(b)

(v) promote the efficient use of energy or water.

Where an expenditure incurred on the repair or renovation has been, is anticipated to be, or will be reimbursed or otherwise recovered (e.g., by grant or other assistance from a government, by an insurance claim), a rent increase will not be ordered.

The attached Table 1: 'Useful Life of Work Done or Thing Purchased' is a guide for determining the useful life of work done or thing purchased for the purpose of this provision. If, when a thing is purchased it has previously been used, the useful life of the thing will be determined taking into account the length of time of that previous use. If the work done or thing purchased does not appear in the Table, the useful life of the work or thing will be determined with reference to items with similar characteristics that do appear in the Table. If the useful life of work done or thing purchased cannot be determined because the work or thing does not appear in the Table and no item with similar characteristics appears in the Table, the useful life of the work or thing will be what is generally accepted as the useful life of such work or thing.

In considering a landlord's capital expense for a significant repair or renovation, the dispute resolution officer will consider only those expenditures which have not been included in full or in part in a previous rent increase given to the tenant before the subject proposed rent increase. A landlord can apply for an additional rent increase on significant repairs that were done before the Legislation came into effect if the landlord hasn't previously had an opportunity to obtain an increase for those repairs. For example, if the rent increase the landlord gave (or could have given) to take effect in 2003 was for a fiscal year that ended in March 2002, and the repairs were done in September 2002, then the landlord could request an additional rent increase in 2004 for the cost of those repairs.

An application can be made at any time after the landlord has made the repairs or renovations and is able to provide proof of their cost. The landlord does not have to have completed paying for the repairs or renovations. A landlord could complete a major renovation project in phases, and seek an additional rent increase at the completion of each phase. However, the additional rent increase must apply equally to all rental units in the building.

The landlord must provide documentary evidence (e.g. invoices) of the costs of those repairs or renovations, and must also be prepared to show why those costs could not have been foreseen (conventional tenancy) or are reasonable and necessary (manufactured home park tenancy), and that they will not recur within a reasonable time period.

Financial loss

"Financial loss" means the amount by which the total costs that have been experienced by a landlord in respect of a residential property for an annual accounting period exceed the revenue for the same period. Proof of financial loss normally consists of an audited or certified financial statement that (i) summarizes the financial condition of the landlord, (ii) includes a balance sheet, (iii) includes a statement of profit and loss, and (iv) is signed by an individual authorized to sign audited financial statements in the Province of

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British Columbia, certified by a professional accountant, or accompanied by a sworn affidavit of the landlord that the financial statements are true.

If an application is made on the basis of a financial loss, the landlord is not required to provide tenants with more than an audited financial statement at the time of application. If an audited financial statement(s) is not available, the landlord must provide before or at the hearing sufficient evidence (for example, all relevant financial records supporting the application) to prove the financial loss. It is in the landlord's best interest to provide this evidence in sufficient time before the hearing to allow the dispute resolution officer and tenants to thoroughly review the evidence in advance of the hearing. In considering an application under this section, the dispute resolution officer may order that the landlord must provide to the dispute resolution officer and tenants an audited financial statement as proof of the financial condition of the landlord. An example of when a dispute resolution officer may make an order for an audited financial statement is the landlord has more than one corporate entity involved with the residential property.

The landlord can request an increase sufficient to cover the loss experienced as a result of the increase in operating or financing costs. The additional rent increase must apply equally to all rental units in the building. The application cannot be made until after the fiscal year end of the rental property, in order that the landlord is able to show the financial loss incurred.

If an application results from a significant increase in operating expenses¹¹, the landlord must show what costs have increased, provide documentary evidence of the increase in costs (e.g. invoices for the most recent and the preceding year), and the impact on the landlord's financial position. "Operating expenses" includes utility charges (including heat, hydro, water), municipal taxes (including property and school taxes), recycling, sewer and garbage fees payable to the local government or other party, insurance premiums, routine repair and maintenance (including interior painting done on a regular schedule), reasonable management fees for the management of the residential property, and the cost of leasing land for purposes directly related to the operation and use of the residential property. Expenses that are not operating expenses include expenses that are not related to the normal or usual operation of the residential property, non-recurring expenses, capital expenses, fines or penalties levied for failure to meet an obligation, financing costs (including interest expenses and mortgage interest), capital cost allowance or depreciation, and income taxes. A capital expense means an expenditure for a repair, renovation, or new addition that has a lasting and long term benefit to the residential property (including a roof, an appliance, carpets and exterior painting), and consists of the net cost to the landlord after an allowance for trade-in, if any.

"Extraordinary" means going beyond what is usual or regular, or exceptional to a marked extent. The landlord must prove the financial loss has incurred from an extraordinary increase in the operating expenses of the residential property. The extraordinary increase in operating expenses may be incurred over the landlord's most recent annual accounting period, or it may be an increase accumulated over previous accounting

¹¹ RT Reg, s. 23(1)(c); MHPT Reg, s. 33(1)(c)

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periods and resulting in the financial loss in the most recent accounting period. If, over the preceding years, a landlord has simply failed to give rent increases to capture rising operating expenses, the landlord is not allowed to recapture those previously forsaken expenses.

If an application results from an increase in financing costs¹², the landlord must prove that he or she has incurred a financial loss for the financial costs of purchasing the residential property. The landlord must provide evidence of the new financing costs, the previous financing costs, and the impact on the landlord's financial position. The landlord must prove the financing costs incurred are usual or regular. The landlord must also explain why the financing costs could not have been foreseen under reasonable circumstances. The financial loss must be incurred by a landlord acting reasonably in entering into the agreement or debt with the subject financing costs. "Financing costs" means the interest and amortization rates attributable to the purchase of the residential property made in good faith and at arm's length. The attached Table 2: 'Chartered Bank Administered Interest Rates' provides a guide for determining appropriate interest rates attributable to purchasing residential property. A landlord incurring financial costs that are unusual or irregular (for example, when compared with Table 2) will be determined as not acting reasonably, unless the landlord provides clear evidence to the contrary.

In considering a landlord's financing costs, a dispute resolution officer will not consider an increase in financing costs that is the result of a new loan or a change in the principal or term of the existing loan for the purchase of the residential property. Where there has been a reduction in the principal of a loan because of a payment against the principal other than through regular blended payments of principal and interest, the dispute resolution officer will consider any change in financing costs on the basis of the amount of the principal of the loan after the reduction. This provision is not applicable to other costs or losses associated with the property purchase, including the direct costs of purchasing the property.

Landlord has received an additional rent increase

If a tenant receives a rent increase that includes an additional rent increase granted by a dispute resolution officer in accordance with the Legislation, and that tenant is subletting the rental unit to a subtenant, the tenant may request an increase under the applicable Regulation¹³. The intent of an application under this provision is to pass along the rent increase received from the original landlord to the subtenant. In these circumstances, it is sufficient to provide a copy of the dispute resolution officer's decision and order granting the original increase, and the resulting Notice of Rent Increase.

A tenant who is subletting the rental unit to a subtenant can make an application at any time after the tenant receives notice of the Application for Additional Rent Increase on his or her own tenancy, and ask that it be heard together with the "head" application. If the tenant does not wish the two matters to be scheduled together, the tenant's application cannot be heard until a decision is issued on the landlord's application.

¹² RT Reg, s. 23(1)(d); MHPT Reg, s. 33(1)(d)

¹³ RT Reg, s. 23(1)(e); MHPT Reg, s. 33(1)(e)

A dispute resolution officer may hear a tenant's application under this provision before the tenant is issued the Notice of Rent Increase that pertains to the additional rent increase sought by the landlord. In those circumstances, the dispute resolution officer should consider allowing an additional increase of "the lesser of the percentage increase granted to the landlord or the actual increase issued to the tenant".

Dispute Resolution Officer's Powers on an Application for Additional Rent Increase

In considering an application for additional rent increase, a dispute resolution officer may:

- . grant the application, in whole or in part;
- . refuse the application;
- . order that the increase granted be phased in over a period of time; or,
- . order that the effective date of the increase is conditional on the landlord's compliance with a dispute resolution officer's order respecting the residential property.

A dispute resolution officer may order the landlord to supply any financial records the dispute resolution officer considers necessary to properly consider the application, may issue a summons for such records, or may refuse the application if inadequately supported.

The dispute resolution officer's order will set out the amount of the maximum allowed increase. That amount includes the annual rent increase and any additional amount granted and, if applicable, the amount to be phased in over multiple years. A dispute resolution officer's refusal of the application will result in an order for the amount of the Annual Rent Increase.

Negotiated Agreement

If all the parties to the dispute resolution (or representatives of those parties) attend the hearing and negotiate an agreement that results in the dispute resolution officer recording that agreement, in the absence of circumstances that render the agreement invalid – such as fraud, duress or misrepresentation – the parties are bound by the agreement.

If all the parties or the parties' representatives do not attend the hearing, the dispute resolution officer must presume that the tenants not in attendance have no comment other than that, if any, provided by written submission. The dispute resolution officer will give opportunity to parties in attendance to respond to the submission in accordance with Rule 8.5 of the Dispute Resolution Rules of Procedure. Where only some of the tenants named on the landlord's application attend or are represented at the hearing, the landlord still has the burden of proving his or her claim for the proposed rent increase for the remaining tenants. There is no provision in the Legislation or Dispute Resolution Rules of Procedure for a dispute resolution officer to make default orders against respondents who do not attend hearings. Where appropriate, the dispute resolution officer may adjourn the hearing to give those tenants who are not present or represented at the hearing the opportunity to agree to the negotiated settlement.

Phased Increases

A dispute resolution officer's decision to order an increase phased in over a period of time will be determined in the context of the particular application. Examples in which a phased increase may be considered are (i) where an application justifies a rent increase of an amount that is significant in relation to the current rent amount, and (ii) the increase is associated with a significant repair or renovation of which the expected benefit of the repair or renovation has a lasting and long-term benefit to the rental unit or residential property. In the latter example, the period of the expected benefit is determined in association with the reasonable life expectancy of the repair or renovation.

An order for a phased-in increase applies to the existing tenant and any assignee of the tenancy agreement from the tenant. New tenants under new tenancy agreements cannot rely on phased increases previously ordered for that rental unit.

Notices of Rent Increase

If a landlord applies for an additional rent increase and the application is successful in full or in part,

- (a) the landlord may give a notice of rent increase to one or all tenants of rental units in the residential property for a rent increase of an amount up to that ordered; and
- (b) the landlord may give a notice of rent increase to one or all other tenants agreeing to an additional rent increase in writing, for a rent increase of an amount up to the amount agreed.

If a landlord applies for an additional rent increase and the application is not successful,

- (a) the landlord may give a notice of rent increase to one or all tenants of rental units in the residential property for a rent increase of an amount up to that calculated under the applicable Regulation¹⁴; and
- (b) the landlord may give a notice of rent increase to one or all tenants agreeing to an additional rent increase in writing, for a rent increase of an amount up to the amount agreed.

The Regulations provide that where a landlord has not fully applied an approved rent increase within 12 months of the date the increase comes into effect, the unused portion cannot be carried forward or added to another rent increase, unless a dispute resolution officer orders otherwise¹⁵.

Disputing a Proposed Rent Increase

A tenant cannot dispute a rent increase that does not exceed the percentage permitted as an Annual Rent Increase¹⁶, an amount the tenant has agreed to in writing, or an amount ordered by a dispute resolution officer as an Additional Rent Increase¹⁷. A

14 RT Reg, s. 22(2); MHPT Reg, s. 32(2)

15 RT Reg, s. 23(5); MHPT Reg, s. 33(5)

16 RT Reg, s. 22; MHPT Reg, s. 32

17 RT Reg, s. 23; MHPT Reg, s. 33

tenant is not required to pay an additional rent increase until served with the Notice of Rent Increase and a copy of the dispute resolution officer's order granting the additional rent increase.

A tenant will receive notice of a landlord's application for an additional rent increase, and will have an opportunity to provide evidence, however they may also choose to be represented by one or more of the tenants named as they are now in a joined application.

If a landlord collects a rent increase that does not comply with the Legislation, the tenant may deduct the increase from rent, or may apply for a monetary order for the amount of excess rent collected. In those circumstances, the landlord may issue a new 3 month Notice of Rent Increase, as the original notice did not result in an increased rent.

**Table 1:
Useful Life of Work Done or Thing Purchased***

ASSET		Useful life in years
PARKING LOT, DRIVEWAYS AND WALKWAYS		
	i. Asphalt, Concrete	15
	ii. Gravel	10
	iii. Interlocking Brick	20
	iv. Repairs	5
FENCES		
	i. Concrete	20
	ii. Metal, Steel, Chain Link	25
	iii. Wood	15
ROOFS		
	i. Sloped (Asphalt Shingles)	15
	ii. Flat	20
	iii. Repairs	5
CONCRETE		
1.	Concrete Floor (Slab), Rebar Repairs	10
2.	Curbs	15
3.	Foundation Walls	20
4.	Stairs and porches	10
5.	Retaining Walls	25
MASONRY		
	i. Replacement	20
	ii. Repairs	15
METALS		
1.	Balcony Railings, Steel	15
WOOD AND PLASTICS		
1.	Balcony Railings, Wood	10
2.	Decks and Porches	20
3.	Retaining Walls, Wood	15
DOORS AND WINDOWS		
1.	Doors	20
2.	Garage Door and Operator	10
3.	Lock Replacement, Building	20
4.	Windows	15

* Intended as a general guide.

DOORS AND WINDOWS (con't)		
5.	Window Framing	
	i. Wood	15
	ii. Aluminium	20
SIDING		
	i. Aluminium, Steel	25
	ii. Cedar, Masonite, Stucco	20
THERMAL AND MOISTURE PROTECTION		
1.	Eavestroughs, Downpipes	20
2.	Waterproofing	
	i. Membrane	15
	ii. Sealer	5
3.	Insulation	20
FINISHES		
1.	Carpets	10
2.	Flooring	
	i. Tile	10
	ii. Hardwood, Parquet	20
3.	Gypsum Board	20
4.	Painting	
	i. Exterior	8
	ii. Interior	4
5.	Panelling	20
MISCELLANEOUS		
1.	Elevator	20
2.	Landscaping	15
3.	Locker	15
4.	Mailbox	15
5.	Playground Equipment (swings, etc.)	10
6.	Satellite Dish	10
7.	Sauna	15
8.	Steel Television Antennae	15
9.	Storage	20
10.	Swimming Pool	15
11.	Whirlpool, Jacuzzi	15

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FURNISHINGS		
1.	Appliances	
	i. Clothes Washer / Dryer	15
	ii. Dishwasher	10
	iii. Microwave	10
	iv. Refrigerator	15
	v. Stove	15
2.	Cabinets, Counters: Bath, Kitchen	25
3.	Drapes, Venetian Blinds	10
4.	Furniture	10
MECHANICAL		
1.	Heating Systems	15
2.	Ventilation	
	i. Sanitary Exhaust	
	A. Central systems	20
	B. Individual systems	15
	ii. Insulation	25
	iii. Air Conditioning	20
	A. Incremental units	15
	B. Sleeve, Window units	15
	iv. Furnace	
	A. Electric, Forced Air	25
	B. Oil, Gas, Forced Air	25
	C. Oil, Gas, Wall or Floor	20
	xii. Hot Water Tanks	
	A. Commercial	20
	B. Domestic	10
3.	Mechanical	
	i. Culvert (Metal, Concrete)	25
	ii. Lawn Sprinklers (Underground)	10
	iii. Plumbing Fixtures	
	A. Faucets	15
	B. Tubs, Toilets, Sinks	20
	iv. Sanitary Systems	25
	v. Septic Tank and Tile Bed	20
	vi. Storm System	25

MECHANICAL (con't)		
	vii. Water Treatment	20
	viii. Wells and Water System	20
ELECTRICAL		
1.	Generator	25
2.	Fire Alarms, Smoke Detectors	15
3.	Fire Extinguishers	10
4.	Intercom	15
5.	Light Fixtures	15
6.	Panel and Wiring	15
7.	Power Line	25
8.	Rewiring	25
9.	Temperature Control	
	i. Electric	15
	ii. Pneumatic	15
10.	Transformer	25

**Table 2:
Chartered Bank Administered Interest Rates**

Date	CONVENTIONAL MORTGAGE – 1 YEAR	CONVENTIONAL MORTGAGE – 3 YEAR	CONVENTIONAL MORTGAGE – 5 YEAR	PRIME BUSINESS
31 Mar 1999	6.45	6.80	6.95	6.75
30 Apr 1999	6.30	6.75	6.95	6.50
31 May 1999	6.30	7.00	7.30	6.25
30 Jun 1999	6.75	7.45	7.70	6.25
31 Jul 1999	7.05	7.60	7.75	6.25
31 Aug 1999	7.05	7.75	7.80	6.25
30 Sep 1999	6.80	7.55	7.70	6.25
31 Oct 1999	7.35	8.05	8.25	6.25
30 Nov 1999	7.35	8.05	8.25	6.50
31 Dec 1999	7.35	8.05	8.25	6.50
31 Jan 2000	7.60	8.30	8.55	6.50
29 Feb 2000	7.60	8.30	8.55	6.75
31 Mar 2000	7.70	8.15	8.35	7.00
30 Apr 2000	7.70	8.15	8.35	7.00
31 May 2000	8.30	8.55	8.75	7.50
30 Jun 2000	8.10	8.30	8.45	7.50
31 Jul 2000	7.90	8.10	8.25	7.50
31 Aug 2000	7.90	8.10	8.25	7.50
30 Sep 2000	7.90	8.10	8.25	7.50
31 Oct 2000	7.90	8.10	8.25	7.50
30 Nov 2000	7.90	8.10	8.25	7.50
31 Dec 2000	7.70	7.80	7.95	7.50
31 Jan 2001	7.40	7.55	7.75	7.25
28 Feb 2001	7.20	7.55	7.75	7.25
31 Mar 2001	6.70	6.95	7.25	6.75
30 Apr 2001	6.80	7.10	7.50	6.50
31 May 2001	6.70	7.30	7.75	6.25
30 Jun 2001	6.70	7.30	7.75	6.25
31 Jul 2001	6.45	7.30	7.75	6.00
31 Aug 2001	6.20	7.15	7.60	5.75

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(con't)	CONVENTIONAL MORTGAGE – 1 YEAR	CONVENTIONAL MORTGAGE – 3 YEAR	CONVENTIONAL MORTGAGE – 5 YEAR	PRIME BUSINESS
30 Sep 2001	5.45	6.70	7.15	5.25
31 Oct 2001	4.90	6.15	6.90	4.50
30 Nov 2001	4.60	5.75	6.85	4.00
31 Dec 2001	4.60	5.75	6.85	4.00
31 Jan 2002	4.55	6.05	7.00	3.75
28 Feb 2002	4.55	5.75	6.85	3.75
31 Mar 2002	5.30	6.60	7.30	3.75
30 Apr 2002	5.40	6.75	7.45	4.00
31 May 2002	5.55	6.75	7.40	4.00
30 Jun 2002	5.55	6.60	7.25	4.25
31 Jul 2002	5.35	6.40	7.05	4.50
31 Aug 2002	5.35	6.15	6.80	4.50
30 Sep 2002	5.30	6.05	6.70	4.50
31 Oct 2002	5.30	6.20	7.00	4.50
30 Nov 2002	4.90	6.00	6.70	4.50
31 Dec 2002	4.90	6.00	6.70	4.50
31 Jan 2003	4.90	6.00	6.45	4.50
28 Feb 2003	4.90	6.00	6.60	4.50
31 Mar 2003	5.35	6.25	6.85	4.75
30 Apr 2003	5.35	6.25	6.65	5.00
31 May 2003	5.05	5.60	6.15	5.00
30 Jun 2003	4.85	5.20	5.80	5.00
31 Jul 2003	4.55	5.45	6.20	4.75
31 Aug 2003	4.55	5.70	6.35	4.75
30 Sep 2003	4.55	5.80	6.30	4.50
31 Oct 2003	4.55	5.80	6.40	4.50
30 Nov 2003	4.75	5.90	6.50	4.50
31 Dec 2003	4.75	5.90	6.45	4.50
31 Jan 2004	4.30	5.40	6.05	4.25
29 Feb 2004	4.30	5.20	5.80	4.25
31 Mar 2004	4.30	5.10	5.70	4.00
30 Apr 2004	4.45	5.55	6.15	3.75
31 May 2004	4.55	5.80	6.50	3.75
30 June 2004	4.70	6.10	6.70	3.75

(con't)	CONVENTIONAL MORTGAGE – 1 YEAR	CONVENTIONAL MORTGAGE – 3 YEAR	CONVENTIONAL MORTGAGE – 5 YEAR	PRIME BUSINESS
31 July 2004	4.60	5.90	6.55	3.75
31 Aug 2004	4.40	5.70	6.30	3.75
30 Sept 2004	4.80	5.80	6.30	4.00
31 Oct 2004	4.90	5.85	6.40	4.25
30 Nov 2004	Not yet available			

40. Useful Life of Building Elements

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This Policy Guideline is intended to provide a statement of the policy intent of legislation, and has been developed in the context of the common law and the rules of statutory interpretation, where appropriate. This Guideline is also intended to help the parties to an application understand issues that are likely to be relevant. It may also help parties know what information or evidence is likely to assist them in supporting their position. This Guideline may be revised and new Guidelines issued from time to time.

This guideline is a general guide for determining the useful life of building elements for considering applications for additional rent increases¹ and determining damages² which the director has the authority to determine under the *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act*. Useful life is the expected lifetime, or the acceptable period of use, of an item under normal circumstances.

Applications for additional rent increases

A landlord may apply for an additional rent increase in an amount greater than the basic Annual Rent Increase in extraordinary circumstances. One of those circumstances is when a landlord has completed significant repairs or renovations that could not have been foreseen under reasonable circumstances and that will not recur within a reasonable time period³. When reviewing applications for additional rent increases, the director may use this guide to determine whether the landlord could have foreseen the repair or renovation.

Damage(s)

When applied to damage(s) caused by a tenant, the tenant's guests or the tenant's pets, the arbitrator may consider the useful life of a building element and the age of the item. Landlords should provide evidence showing the age of the item at the time of replacement and the cost of the replacement building item. That evidence may be in the form of work orders, invoices or other documentary evidence.

If the arbitrator finds that a landlord makes repairs to a rental unit due to damage caused by the tenant, the arbitrator may consider the age of the item at the time of replacement and the useful life of the item when calculating the tenant's responsibility for the cost or replacement.

¹ Residential Tenancy Regulation, s. 23; Manufactured Home Park Tenancy Regulation, s. 33.

² RTA, s. 67; MHPTA, s. 60.

³ Residential Tenancy Regulation, s. 23; Manufactured Home Park Tenancy Regulation, s. 33.

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ADDITIONAL CONSIDERATIONS

Used items

If the item being replaced was used when first installed, then the useful life will be determined by taking into account the length of time of that previous use.

Items that do not appear in the table

If a building element does not appear in the table, the useful life will be determined with reference to items with similar characteristics in the table or information published by the manufacturer. Parties to dispute resolution may submit evidence for the useful life of a building element. Evidence may include documentation from the manufacturer for the particular item claimed.

Items where the useful life is substantially different from the table

If the useful life of a building element is substantially different from what appears in the table, parties to dispute resolution may submit evidence for the useful life of a building element. Evidence may include documentation from the manufacturer for the particular item claimed.

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ASSET		Useful life in years
PARKING LOT, DRIVEWAYS AND WALKWAYS		
	i. Asphalt, concrete	15
	ii. Gravel	10
	iii. Interlocking brick	20
	iv. Repairs	5
FENCES		
	i. Concrete	20
	ii. Metal, steel, chain link	25
	iii. Wood	15
ROOFS		
	i. Sloped (asphalt shingles)	15
	ii. Flat	20
	iii. Repairs	5
CONCRETE		
1.	Concrete floor (slab), rebar repairs	10
2.	Curbs	15
3.	Foundation walls	20
4.	Stairs and porches	10
5.	Retaining walls	25
MASONRY		
	i. Replacement	20
	ii. Repairs	15

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ASSET		Useful life in years
METALS		
1.	Balcony railings, steel	15
WOOD AND PLASTICS		
1.	Balcony railings, wood	10
2.	Decks and porches	20
3.	Retaining walls, wood	15
DOORS AND WINDOWS		
1.	Doors	20
2.	Garage door and operator	10
3.	Lock replacement, building	20
4.	Windows	15
5.	Window framing	
	i. Wood	15
	ii. Aluminium	20
SIDING		
	i. Aluminium, steel	25
	ii. Cedar, masonite, stucco	20
THERMAL AND MOISTURE PROTECTION		
1.	Eavestroughs, downpipes	20
2.	Waterproofing	
	i. Membrane	15
	ii. Sealer	5
3.	Insulation	20

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ASSET		Useful life in years
FINISHES		
1.	Carpets	10
2.	Flooring	
	i. Tile	10
	ii. Hardwood, parquet	20
3.	Gypsum board (drywall)	20
4.	Painting	
	i. Exterior	8
	ii. Interior	4
5.	Panelling	20
MISCELLANEOUS		
1.	Elevator	20
2.	Landscaping	15
3.	Locker	15
4.	Mailbox	15
5.	Playground equipment (swings, etc.)	10
6.	Satellite dish	10
7.	Sauna	15
8.	Steel television antennae	15
9.	Storage	20
10.	Swimming pool	15
11.	Whirlpool, jacuzzi	15
FURNISHINGS		
1.	Appliances	
	i. Clothes washer / dryer	15
	ii. Dishwasher	10

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ASSET		Useful life in years
FURNISHINGS (con't)		
	iii. Microwave	10
	iv. Refrigerator	15
	v. Stove	15
2.	Cabinets, counters: bath, kitchen	25
3.	Drapes, venetian blinds	10
4.	Furniture	10
MECHANICAL		
1.	Heating systems	15
2.	Ventilation	
	i. Sanitary exhaust	
	A. Central systems	20
	B. Individual systems	15
	ii. Insulation	25
	iii. Air conditioning	20
	A. Incremental units	15
	B. Sleeve, window units	15
	iv. Furnace	
	A. Electric, forced air	25
	B. Oil, gas, forced air	25
	C. Oil, gas, wall or floor	20
	v. Hot water tanks	

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ASSET		Useful life in years
MECHANICAL (con't)		
	A. Commercial	20
	B. Domestic	10
3.	Mechanical	
	i. Culvert (metal, concrete)	25
	ii. Lawn sprinklers (underground)	10
	iii. Plumbing fixtures	
	A. Faucets	15
	B. Tubs, toilets, sinks	20
	iv. Sanitary systems	25
	v. Septic tank and tile bed	20
	vi. Storm system	25
	vii. Water treatment	20
	viii. Wells and water system	20
ELECTRICAL		
1.	Generator	25
2.	Fire alarms, smoke detectors	15
3.	Fire extinguishers	10
4.	Intercom	15
5.	Light fixtures	15
6.	Panel and wiring	15
7.	Power line	25
8.	Rewiring	25
9.	Temperature control	

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ASSET		Useful life in years
ELECTRICAL (con't)		
	i. Electric	15
	ii. Pneumatic	15
10.	Transformer	25

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