



# Dispute Resolution Services

Residential Tenancy Branch  
Office of Housing and Construction Standards  
Ministry of Housing and Social Development

## Decision

Dispute Codes: MNDC, FF

## Introduction

This hearing dealt with an application by the landlord for a monetary order. Despite having been served both personally and by registered mail with the application for dispute resolution and notice of hearing, the tenant did not participate in the conference call hearing.

## Issue(s) to be Decided

Is the landlord entitled to recover the cost of replacement fobs and keys?

## Background and Evidence

The landlord testified that at the outset of the tenancy, the tenant was issued with an entry fob, a key to the rental unit and a key to the mailbox. On May 28, 2008, the tenant requested and was given a replacement entry fob. On August 25, 2008, the tenant requested and was given a second replacement entry fob and replacement keys for the door to the rental unit and to the mailbox. The landlord seeks to recover \$25.00 for each of the entry fobs and \$5.00 for each of the keys. The landlord testified that the amount sought is well below the actual replacement cost.

## Analysis

I accept the landlord's undisputed testimony and find that the tenant was given replacement fobs and keys. Under the Act, the landlord is required to provide whatever is required to permit the tenant access to the rental unit and to the mailbox, but the Act does not impose an obligation on the landlord to continually provide replacements at its own expense. I find that the landlord is entitled to the claimed cost of the replacement fobs and keys and I award the landlord \$60.00. The landlord is also entitled to recover the \$50.00 cost of its application for dispute resolution and I award a further \$50.00 to

the landlord.

Conclusion

I grant the landlord an order under section 67 for the sum of \$110.00. This order may be filed in the Small Claims Court and enforced as an order of that Court.

Dated January 12, 2009.