

DECISION

Dispute Codes MNDC, OLC, RP, PSF, RR, FF

Introduction

This hearing was scheduled in response to the Tenant's Application for Dispute Resolution, in which the tenants have made an application for a Monetary Order for money owed or compensation for damage or loss, for an Order for the landlord to comply with the Act, regulation or the tenancy agreement; for an Order for the landlord to make repairs; for an Order to provide services or facilities required by law; and for authorization to reduce the rent for repairs, services, or facilities agreed upon.

Both Parties were present at the hearing. Through detailed discussions the tenant and landlord came to a settlement.

The parties agreed to settle the matter on the following terms. The landlord has agreed to compensate the tenants \$100.00 for the months of November 2010 to January 2011 for the inadequate heating to the rental unit, \$30.48 for registering their mail and evidence in regards to this application and to also cover the filing fee of \$50.00 for this application.

The landlord will have their plumbing and heating serviceman contact the tenants and address their concerns and questions about the heating. This will settle all claims in relation to this application. The tenants and landlord should continue to communicate about any future heating issues which may arise and make attempts to cooperatively resolve any such issues. Accordingly, in support of the agreement of the parties, I grant the tenant a monetary Order under section 67 for \$180.48. This Order may be filed in the Small Claims Division of the Provincial Court and enforced as an order of that Court.

This decision is made on authority delegated to me by the Director of the Residential Tenancy Branch under Section 9.1(1) of the *Residential Tenancy Act*.

Dated: February 17, 2011.

Residential Tenancy Branch