



# Dispute Resolution Services

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Residential Tenancy Branch  
Ministry of Public Safety and Solicitor General

## DECISION

Dispute Codes      RR

### Introduction

This hearing dealt with the tenant's Application for Dispute Resolution seeking a rent reduction for services or facilities agreed upon but not provided.

The hearing was conducted via teleconference and was attended by the tenant and the landlord.

The hearing on March 23, 2011 was the continuation of a previous hearing held on January 10, 2011 followed by an interim decision dated January 11, 2011. The interim decision granted the tenant's application that the landlord provide heat for the rental unit.

The hearing was adjourned for the parties to determine an amount of compensation due to the tenant for heating that the tenant had already paid for and to determine an appropriate formula to reduce the tenant's rent for the provision of heating.

### Background and Evidence

During the reconvened hearing the parties came to the following settlement agreement:

1. The landlord will compensate the tenant for heating from the start of the tenancy up to and including February 16, 2011 in the amount of \$455.58;
2. The tenant will provide copies of the hydro billing upon receipt, after each billing period; and
3. For the yearly "heating period" (October to April) the landlord will compensate the tenant for any charges over \$75.00 for the billing period upon receipt of the hydro bills.

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: March 30, 2011.

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Residential Tenancy Branch