



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute Codes      LAT

### Introduction

This hearing dealt with a tenant's Application for Dispute Resolution under the *Residential Tenancy Act* (the "Act") to authorize a tenant to change the locks to the rental unit.

The tenant and an agent for the landlord appeared at the teleconference hearing and gave affirmed testimony. During the hearing both parties were given the opportunity to provide their evidence orally. A summary of the testimony is provided below and includes only that which is relevant to the hearing.

The agent for the landlord received the evidence package that was referred to during the hearing. I find the landlord was served in accordance with the *Act*.

### Issue(s) to be Decided

- Should the tenant be permitted to change the locks to the rental unit?

### Settlement Agreement

Section 63 of the *Act*, states:

### **Opportunity to settle dispute**

- 63** (1) The director may assist the parties, or offer the parties an opportunity, to settle their dispute.
- (2) If the parties settle their dispute during dispute resolution proceedings, the director may record the settlement in the form of a decision or an order.

During the hearing, a mutual agreement between the agent for the landlord and the tenant was reached. **The agreement is that the landlord will change the locks and will keep one key and provide the remaining keys to the tenant. This agreement is for one lock change only.** During the hearing, the tenant testified that she has

changed the locks on multiple occasions without permission from the landlord or an order of the Residential Tenancy Branch. As a result, **I order the tenant not to change the locks in the future unless done so in accordance with section 31 of the Act.**

Conclusion

**I order the landlord to change the rental unit locks on a one time basis.**

**I order the tenant not to change the locks in the future unless done so in accordance with section 31 of the Act.**

This decision is final and binding on the parties, unless otherwise provided under the Act, and 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: June 27, 2012

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Residential Tenancy Branch