



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      MNR, MNSD, FF

### Introduction

This hearing dealt with an Application for Dispute Resolution by the landlords for a monetary order for unpaid rent, and an order to retain the security deposit in full satisfaction of the claim.

### Preliminary Issue

The landlords attended the hearing. As the tenants did not attend the hearing, service of the application for dispute resolution and notice of dispute resolution hearing (the “notices”) were considered. The landlords testified that they mailed the notices to the tenants forwarding address by regular mail.

Under Residential Tenancy Branch Policy Guideline #12 Service Provisions, there only three methods recognized by the legislation when serving an application for dispute resolution, these are personal service, registered mail which provides a confirmation of delivery to a named person or a Residential Tenancy Branch order regarding service.

In this case, the landlords sent the applications for dispute resolution by regular mail, which is not a method recognized by the legislation for this document. As a result, I find the tenants have not been served in accordance with Policy Guideline #12.

Therefore, I dismiss the landlords’ application with leave to reapply.

### Conclusion

The landlords’ application is dismissed with leave to reapply.

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: July 04, 2013

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Residential Tenancy Branch