



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding CROSSROADS MANAGEMENT LTD.  
and [tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes            OPR, MNR, MNSD

### Introduction

This hearing dealt with an Application for Dispute Resolution by the landlord for an order of possession, for a monetary order and an order to retain the security deposit in partial satisfaction of the claim.

### Preliminary matter

The landlord's agent attended the hearing. As the tenant did not attend the hearing, service of the Notice of a Dispute Resolution Hearing (the "notice") was considered.

The landlord's agent stated that she mailed the notice to the rental unit address by registered mail. The agent stated that she believed that tenant was no longer living in the premises at that time and the tenant did not provided them with a forwarding address.

Residential Tenancy Branch Policy Guideline #12 Service Provisions requires that where a landlord is serving a tenant by registered mail, the address for service must be where the tenant resides at the time of mailing, or the forwarding address provided by the tenant.

As the tenant was no longer residing in the rental unit at the time the notice was mailed. I find the tenant has not been served in accordance with Policy Guideline #12. Therefore, I dismiss the landlord's application with leave to reapply

### Conclusion

The landlord's 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: May 23, 2014

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Residential Tenancy Branch

