



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      MNSD, FF

### Introduction

This was the hearing of an application by the tenant for the return of her security deposit. The hearing was conducted by conference call. The tenant participated in the hearing. The landlord did not attend.

The tenant testified that she serve the landlord by registered mail, but as of the date of the hearing, proof of service had not been received at the Residential Tenancy Branch.

The tenant requested the return of her security deposit by e-mail, but as I advised the tenant at the hearing an e-mail does not constitute a written notification of a forwarding address and a request for the return of the deposit. If the tenant wishes to claim the return of her security deposit, including double the amount, she should provide her forwarding address to the landlord, preferably by registered mail and submit a copy as evidence on a new application for dispute resolution.

### Conclusion

In the absence of proof of service and in the absence of sufficient evidence that the tenant provided the landlord with her forwarding address in writing as required by section 38(1) of the *Residential Tenancy Act*, this 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, 2014

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Residential Tenancy Branch

