



Dispute Resolution Services

Page: 1

Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes AAT

Introduction

This is an application by the tenant requesting an order to allow access to or from the unit or site for the tenant or the tenant's guests.

Both parties attended the hearing by conference call and gave testimony. As both parties have attended and have acknowledged receipt of the notice of hearing package, I am satisfied that both parties have been properly served.

The tenant has acknowledged receipt of the landlord's documentary evidence. The landlord states that they have not received any documentary evidence from the tenant. The tenant has provided no details of any service for her documentary evidence. The tenant states that she submitted copies of emails to the Residential Tenancy Branch when she filed her application. A search of the file and database show no evidence being submitted by the tenant. The tenant stated that she was fine with proceeding in the absence of her documentary evidence. In any event, I find that the tenant has failed to provide and serve any documentary evidence to the landlord for this hearing.

Issue(s) to be Decided

Is the tenant entitled to an order to allow access for the tenant or the tenant's guests?

Background and Evidence

The tenant states that her tenancy began in December of 2013 and she had one key to the front door. The tenant states that in February 2014 she had 3 keys to the front door.

The tenant states that the building locks had recently been changed and that the tenant was only given 1 key to the front door. The tenant requested a second front door key for her dog walker to access her apartment during business hours and that the landlord declined this request. The tenant made a second request for a second key when her cousin was visiting for 3 weeks in August and the tenant's request was again declined.

by the landlord. The tenant states that a third request was made in which the tenant offered to pay a key deposit, provide an introduction to her cousin and the request was again declined by the landlord.

The landlord states that they are not denying access to tenants from having guests in their suites. The landlord states that they are under no obligation to provide tenants with extra keys to the front door of the building for guests. The landlord states that the terms of the tenancy agreement do not provide for extra keys for the tenant to the rental property as condition of her rental agreement. The landlord states that they are slowing getting control over past issues of extra keys out to various people not listed on the rental agreement having access to the rental property. The landlord states that because of issues with a previous caretaker, multiple keys were handed out with no list of who had access keys. The landlord states that they are trying to restrict access to allow only tenant's with keys to prevent property damage.

Analysis

I accept the evidence submitted by both parties and find that the tenant has failed in her application. The tenant's request is for an additional key to the front door for additional access for her dog walker. The tenant does have access to and from the rental unit as well as any guests that would visit her. The additional key is a convenience. The landlord is under no obligation to provide additional access (a key) to a non-tenant. The tenant's application is dismissed.

Conclusion

The tenant's application is dismissed.

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: October 02, 2014

Residential Tenancy Branch

