



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding CROSS ROADS ENTERPRISES LTD.  
and [tenant name suppressed to protect privacy]

## DECISION

Dispute Codes      MNDC, ERP, RP, RR

### Introduction

This hearing was set for a telephone conference call at 1:30 pm in response to an Application for Dispute Resolution (the “Application”) made by the Tenants for the following reasons: for money owed or compensation for damage or loss under the *Residential Tenancy Act* (the “Act”), regulation or tenancy agreement; for the Landlord to make emergency and other repairs to the rental unit; and, to allow the Tenant to reduce rent for repairs agreed upon but not provided.

The line remained open while the phone system was monitored for ten minutes and the only participants who called into the hearing were representatives for the Landlord.

### Analysis & Conclusion

Rule 10.1 of the Dispute Resolution Proceedings Rules of Procedure states that the hearing must commence at the scheduled time unless otherwise decided by the arbitrator. The Arbitrator may conduct the hearing in the absence of a party and may make a decision or dismiss the Application, with or without leave to re-apply. As the Tenants did not appear by 1:40 p.m., and the Landlord’s agents appeared, I dismiss the Tenants’ Application **without** 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: December 17, 2014

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Residential Tenancy Branch

