



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes MNDC, MNSD, FF, O, SS (Landlords' Application)
 MNSD, FF, O, SS (Tenant's Application)

Introduction

This hearing was convened by way of conference call in response to an Application for Dispute Resolution (the "Application") made by both the Landlords and the Tenants.

The Landlords applied to keep the Tenants' pet damage and security deposit (the "Deposits") and for money owed or compensation for damage or loss under the *Residential Tenancy Act* (the "Act"), regulation or tenancy agreement. The Tenants applied for double the return of their Deposits. Both parties also applied to recover their filing fee, for 'Other' issues of which none were identified in the hearing, and to serve documents in a different way than required by the Act.

Both parties appeared for the hearing and provided affirmed testimony as well as documentary evidence prior to the hearing.

At the start of the hearing, the parties were given an opportunity to settle this matter through mutual agreement. As a result, the parties discussed the issues between them, engaged in a conversation, turned their minds to compromise and achieved a resolution of **both** Applications.

Analysis & Conclusion

Pursuant to Section 63 of the Act, the Arbitrator may assist the parties to settle their dispute and if the parties settle their dispute during the dispute resolution proceedings, the settlement may be recorded in the form of a decision or an order.

The Landlords agreed to pay the Tenants **\$800.00** in full and final satisfaction of both Applications. The parties confirmed their agreement to resolution in this manner during the hearing and also at the conclusion of the hearing.

The Tenants provided the Landlords with a new address for payment which was also confirmed with the parties during the hearing; however, the Landlord explained that she would wait for confirmation of the address for payment noted during the hearing from the Tenants by e-mail and/or text message. The Landlord's email address and contact phone number was also confirmed with the parties during the hearing.

The Tenants are issued with a Monetary Order in the amount of \$800.00. Copies of this order are attached to the Tenants' copy of this decision. If payment is not made by the Landlords forthwith, then this Order must be served on the Landlords and may then be filed in the Provincial Court (Small Claims) and enforced as an order of that court.

The Landlords are cautioned to retain evidence of any payments made and sent to the Tenants.

The Landlords exited the conference call before it was formally closed. However, the above details for the hearing had already been finalised. The Tenants remained on the line at which point I provided information to the Tenants with regards to their obligations under the Act. I also provided to the Tenants the contact details for the Residential Tenancy Branch Information Line, which are also documented on the next page of this decision.

This settlement agreement is in **full and final satisfaction** of all of the issues associated with this tenancy. No further Applications are permitted and these files are now closed.

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: March 11, 2015

Residential Tenancy Branch

