



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes MND, MNR, FF

This hearing dealt with the landlord's application pursuant to the *Residential Tenancy Act* (the Act) for:

- a monetary order for unpaid rent and for damage to the unit, site or property pursuant to section 67;
- authorization to retain all or a portion of the tenant's security deposit in partial satisfaction of the monetary order requested pursuant to section 38;
- authorization to recover his/her/their/its filing fee for this application from the tenant pursuant to section 72.

Both parties attended the hearing via conference call and provided testimony. At the outset, the landlords were unable to effectively communicate for the hearing. The landlords enlisted the assistance of their son, S.A. who was unable to effectively translate/interpret for his parents during the hearing. Neither of the landlords were able to effectively communicate for the purposes of presenting their evidence for the hearing. The landlords indicated that English was their second language and that they only partially understood what was occurring. After 30 minutes and multiple attempts to communicate through the landlord's son, S.A. the landlords' application was dismissed with leave to reapply as the landlords had not adequately prepared to participate in the conference call hearing. The tenant agreed and did not raise any issues.

The landlords' 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: June 30, 2016

Residential Tenancy Branch