



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding ACONA INVESTMENTS
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes RP RR FF

Introduction

This hearing dealt with the tenant's application pursuant to the *Residential Tenancy Act* ("the *Act*") for an order that the landlord make repairs to the rental unit pursuant to section 33; an order to allow the tenant to reduce rent for repairs agreed upon but not provided pursuant to section 65; and authorization to recover the filing fee for this application from the landlord pursuant to section 72.

Both parties attended the hearing and were given an opportunity to be heard, to present sworn testimony and to make submissions. Both parties acknowledged receipt of the other's documentary materials including evidence. Before the conclusion of this hearing, the parties discussed the issues, turned their minds to compromise and achieved a resolution of their dispute.

Background

The tenant submitted an Application for Dispute Resolution to address two repairs needed within her rental unit: mold in the bathroom and rats on the premises. The tenant testified that she had seen rat droppings and rats inside of her rental unit beginning in October 30, 2016 and as recently as Friday, March 10, 2017. At the hearing, the landlord's representative ("the landlord") stated that the rodent problem is being addressed. He also stated that the tenant's shower is scheduled to be cleaned, washed, painted and receive a new shower curtain.

Ultimately, the landlord agreed to repair the bathroom shower of the tenant's rental unit as well as maintain a regular (monthly) attendance to the rodent problem. He also provided assurances that the tenant's emails to the landlord would receive a response. While the parties agreed that this matter could be resolved with action taken by the landlord, the tenant is permitted to reapply if the landlord does not meet the settlement conditions below.

Analysis

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. Given the agreement reached between the

parties during the proceedings, I find that the parties have settled their dispute and the following records this settlement as a decision:

The Parties mutually agreed as follows:

1. The landlord agreed to clean, wash, paint and put a new curtain in the tenant's bathroom shower on or before 8:00 p.m. on Friday, March 17, 2017.
2. The landlord agreed that there will be monthly pest control visits by the landlord's contractor with the next visit occurring prior to March 31, 2017.
3. The landlord agreed that if the tenant still has rodents in her rental unit after May 15, 2017, the landlord would increase the frequency of the attendance by pest control and send a pest control company to the tenant's rental unit.
4. The landlord agreed to respond in a timely manner to any email complaints or inquiries sent by the tenant.
5. These terms comprise the full and final settlement of all aspects of this dispute for both parties.

Conclusion

To give effect to the settlement reached between the parties, I order that the landlord clean, wash, paint and put a new curtain in the tenant's shower by Friday, March 17, 2017. I also order that the landlord provide a minimum of monthly pest control services to the rental property by the landlord's contractor until the rodent problem is resolved and increase pest control services if the rodent problem continues after May 15, 2017.

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 15, 2017

Residential Tenancy Branch