



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding PLAN A REAL ESTATE SERVICES LTD
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes MNSD

Introduction

This hearing dealt with an Application for Dispute Resolution by the tenant for the return of their security deposit.

Both parties appeared.

Preliminary and procedural matters

The landlord confirmed receipt of the tenant's evidence. The tenant stated that they did not receive the landlord's evidence package. The landlord's confirmed it was sent to the tenant by registered mail on October 19, 2016, and was returned unclaimed. A Canada post tracking history supports it was unclaimed by the tenant.

The landlord stated that they also returned the tenant's security deposit in the amount of \$700.00 on September 9, 2016, by regular mail and that has not been returned and the cheque remains uncashed.

The landlord stated that they have no issues with returning the tenant's security deposit. However, they would like to place a stop payment on the cheque issued on September 9, 2016, before issuing a new cheque.

In this case, the tenant's address was not properly completed on the move-out condition inspection, it was missing the city, province and postal code. The landlord returned the security deposit which still remains uncashed to the address identified. The landlord further sent their evidence to the same address and it was returned unclaimed. I find there is no breach of the Act by the landlord as they made reasonable efforts to return the security deposit to the tenant.

Settlement

The parties agreed that the tenant will attend the landlord's new office on Monday, March 27, 2017, to obtain a new cheque in the amount of \$700.00.

This settlement agreement was reached in accordance with section 63 of the *Residential Tenancy Act*.

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 23, 2017

Residential Tenancy Branch