



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes MNSD

Introduction

The tenants apply to recover a \$1500.00 security deposit.

Neither landlord attended the hearing within twenty minutes after its scheduled start time nor did they file any material in response to the application.

The tenants were not able to prove service of the application and notice of hearing on the landlords. They testified that the application and notice of hearing were sent in a single package to the landlords by regular mail at the end of January. They were not able to produce a registered mail tracking number to show that the landlords were served by registered mail (as s. 89 of the *Residential Tenancy Act* requires for service by mail).

As a result the application must be dismissed with leave to re-apply.

The tenants were directed to the Information Officers at the Residential Tenancy Branch regarding s. 38 of the *Act* and the requirement that they provide their landlords with a forwarding address in writing.

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 09, 2017

Residential Tenancy Branch