



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding CAPILANO PROPERTY MANAGEMENT  
and [tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes      MNDC, ERP, RP FF, O

### Introduction

The tenant applies to recover the cost of television cable service.

Neither landlord attended for the hearing within 40 minutes after its scheduled start time.

The tenant shows that both respondents were served by registered mail with the application for dispute resolution and notice of hearing (Canada Post tracking numbers shown on cover page of this decision). Canada Post records show that each was mailed September 8, 2017 and delivered September 11, 2017, signed for by the same individual.

On this evidence I find that the landlords have been duly served.

The tenant lists claims for repairs and emergency repairs in her application, but no particulars were proved and no evidence about repairs was led by her at the hearing. These claims are dismissed.

The tenant testifies that television is included in her rent. In March 2017, she says, the landlord failed to pay the television bills and she was required to pay \$197.00 to Telus. She stopped paying the Telus bill and is worried about her credit rating as a result.

She is now with Shaw and paying about \$25.00 per month.

She seeks recover of the \$197.00 payment, the cost of her registered mailings and the filing fee.

Residential Tenancy arbitrators cannot award out of pocket expenses paid by parties pursuing an application. Only the filing fee may be recovered. I therefore must decline to award the tenant the mailing costs.

On the undisputed evidence of the tenant I award her \$197.00 paid for a Telus bill that was the landlords' responsibility. I award her recovery of the \$100.00 filing fee.

I authorize the tenant to reduce her next rent due by **\$297.00** in full satisfaction of this award.

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: October 11, 2017

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Residential Tenancy Branch