



# Dispute Resolution Services

Page: 1

Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute Codes: CNC

### Introduction:

The Application for Dispute Resolution filed by the Tenant seeks an order to cancel the one month Notice to End Tenancy dated July 28, 2017.

The respondent failed to contact the telephone bridge number at the appointed time for the hearing. The applicant was present and ready to proceed. I waited 10 minutes after the appointed time for the hearing and then proceeded with the hearing.

The applicant was not able to provide evidence of service on the respondent. She testified she is not permitted to contact the landlord and that all communications must go through her team.. She gave the documents to her team. She did not know whether the team served the landlord. I gave the tenant 5 minutes to contact her team. She phoned but she was put through to voice mail and was not able to contact anyone who could confirm whether the documents were served..

The Residential Tenancy Act provides that where a party has applied for arbitration the party must provide evidence that the respondent was sufficiently served. The Tenant failed to provide evidence of service as required by the Act.

Accordingly, **I order the application dismissed with liberty to reapply.** I make no findings on the merits of the matter.

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 12, 2017

---

Residential Tenancy Branch