



# Dispute Resolution Services

Page: 1

Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      RR ERP RP AAT OLC RP LRE AAT PSF OPT MNDC

This hearing was convened as a result of the Tenants' Application for Dispute Resolution, made on October 2, 2017. The Tenants applied for the following relief, pursuant to the *Residential Tenancy Act* (the "Act"):

- an order reducing rent for repairs, services or facilities agreed upon but not provided;
- an order that the Landlords reimburse the Tenants for the cost of emergency repairs made during the tenancy;
- an order that the Landlords allow access to the rental unit for the Tenants and their guests;
- an order that the Landlord comply with the *Act*, regulation, and/or the tenancy agreement;
- an order that the Landlord make repairs to the unit, site, or property;
- an order suspending or setting conditions on the Landlords' right to enter the rental unit;
- an order authorizing the Tenants to change the locks on the rental unit;
- an order that the Landlords provide services or facilities required by the tenancy agreement or law;
- an order of possession; and
- a monetary order for money owed or compensation for damage or loss.

This matter was set for hearing by telephone conference call at 9:00 A.M. (Pacific Time) on December 19, 2017. The hearing was scheduled at the same time as another matter. The related file has been reference above for convenience. The individuals name as Landlords in this matter were both in attendance at the appointed date and time. The Tenants named in this matter did not attend the hearing. The line remained open while the phone system was monitored for ten minutes and the only participants who called into the hearing during this time were the Respondents. As the Applicants

did not attend the hearing by 9:10 A.M., and the Respondents appeared and were ready to proceed, I dismiss the claim without leave to reapply.

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: December 19, 2017

---

Residential Tenancy Branch