



# Dispute Resolution Services

Page: 1

Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding COLDWELL BANKER  
and [tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes      MNDC   ERP   MNSD   OLC   FF

This hearing was convened as a result of the Tenants' Application for Dispute Resolution, dated June 25, 2017. The Tenants applied for the following relief, pursuant to the *Residential Tenancy Act* (the "Act"):

- a monetary order for money owed or compensation for damage or loss;
- an order that the Landlords compensate the Tenants for the cost of emergency repairs;
- an order that the Landlords return all or part of the security deposit or pet damage deposit;
- an order that the Landlords comply with the *Act*, regulations, and/or the tenancy agreement; and
- an order granting recovery of the filing fee.

This matter was set for hearing by telephone conference call at 1:30 P.M. (Pacific Time) on December 13, 2017. The line remained open while the phone system was monitored for ten minutes and no participant called into the hearing during this time. Therefore, as the Applicants did not attend the hearing by 1:40 P.M., I dismiss the claim with leave to reapply. This is not an extension of any statutory deadline.

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 14, 2017

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Residential Tenancy Branch