



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute Codes      MNDC, FF

This hearing dealt with the landlord's application pursuant to the *Residential Tenancy Act* (the Act) for:

- a monetary order for money owed or compensation for damage or loss under the Act, regulation or tenancy agreement pursuant to section 67;
- authorization to retain all or a portion of the tenant's security deposit in partial satisfaction of the monetary order requested pursuant to section 38;
- authorization to recover his filing fee for this application from the tenant pursuant to section 72.

The landlord attended the hearing via conference call and stated that the tenant was served with the notice of hearing package and the submitted documentary evidence via Canada Post Registered Mail on September 26, 2017. The tenant did not attend or submit any documentary evidence. Extensive discussions took place with the landlord over a 40 minute period in which the landlord was unable to effectively communicate. Issues arose on the landlord's inability to provide clear details of the monetary claim. Repeated attempts were unsuccessful and ultimately the landlord's application was dismissed with leave to reapply. The landlord was cautioned that if she chose to re-apply for dispute resolution that a completed monetary worksheet detailing her claims and an interpreter/agent would be to her benefit.

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: April 27, 2018

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Residential Tenancy Branch