



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute Codes      OPUM-DR, FFL

### Introduction

This matter proceeded by way of an *ex parte* Direct Request Proceeding, pursuant to section 55(4) of the *Residential Tenancy Act* (the “*Act*”), and dealt with an Application for Dispute Resolution by the landlord for an Order of Possession based on unpaid rent and a monetary Order.

The landlord submitted a signed Proof of Service of the Notice of Direct Request Proceeding form which declares that on July 13, 2018, the landlord served the tenant with the Notice of Direct Request Proceeding via registered mail. The landlord provided a copy of the Canada Post Customer Receipt containing the Tracking Number to confirm this mailing. Section 90 of the *Act* determines that a document served in this manner is deemed to have been received five days after service.

Based on the written submissions of the landlord, and in accordance with sections 89 and 90 of the *Act*, I find that the tenant has been deemed served with the Direct Request Proceeding documents on July 18, 2018, the fifth day after their registered mailing.

### Issue(s) to be Decided

Is the landlord entitled to an Order of Possession for unpaid rent pursuant to sections 46 and 55 of the *Act*?

Is the landlord entitled to monetary compensation for unpaid rent pursuant to section 67 of the *Act*?

Is the landlord entitled to recover the filing fee for this application pursuant to section 72 of the *Act*?

## Background and Evidence

The landlord submitted the following evidentiary material:

- A copy of a residential tenancy agreement which was signed by the landlord and the tenant, indicating a monthly rent of \$1,600.00 due on the first day of each month for a tenancy commencing on June 30, 2015;
- Copies of “Notice of Rent Increase” forms, provided to the tenant during the course of the tenancy, which demonstrate that the monthly rent was increased to the current amount of \$1,725.00;
- A Direct Request Worksheet, showing the rent and utilities owing and paid during the portion of this tenancy in question, on which the landlord establishes a monetary claim in the amount of \$670.00 for outstanding rent due by July 01, 2018, comprised of the balance of unpaid rent owed for June 2018 and July 2018. The landlord indicates that there are unpaid utility charges owed in the amount of \$255.00;
- A written demand for payment of utilities, in the form of a note from the landlord, dated May 30, 2018, addressed to the tenant, in which the landlord asks that the tenant pay her portion of utilities owed in the amount of \$255.04;
- Copies of utility bills;
- A copy of a 10 Day Notice to End Tenancy for Unpaid Rent (the Notice) dated July 02, 2018, which the landlord states was served to the tenant on July 02, 2018, for \$1,855.00 in unpaid rent due on July 01, 2018, with a stated effective vacancy date of July 12, 2018. The landlord indicates that unpaid utility charges, in the amount of \$255.00 were due by May 30, 2018; and
- A copy of the Proof of Service of the Notice showing that the landlord served the Notice to the tenant by way of posting it to the door of the rental unit on July 02, 2018. The Proof of Service form establishes that the service of the Notice was witnessed and a name and signature for the witness are included on the form

The Notice restates section 46(4) of the Act which provides that the tenants had five days to pay the rent in full or apply for Dispute Resolution or the tenancy would end on the effective date of the Notice. The tenants did not apply to dispute the Notice within five days from the date of service and the landlord alleged that the tenants did not pay the rental arrears.

## Analysis

I have reviewed all documentary evidence provided by the landlord. Section 90 of the *Act* provides that because the Notice was served by posting the Notice to the door of

the rental unit, the tenant is deemed to have received the Notice three days after its posting. In accordance with sections 88 and 90 of the *Act*, I find that the tenant is deemed to have received the Notice on July 05, 2018, three days after its posting.

Direct Request proceedings are *ex parte* proceedings. In an *ex parte* proceeding, the opposing party is not invited to participate in the hearing or make any submissions. As there is no ability for the tenants to participate, there is a much higher burden placed on landlords in these types of proceedings than in a participatory hearing. This higher burden protects the procedural rights of the excluded party and ensures that the natural justice requirements of the Residential Tenancy Branch are satisfied.

In this type of matter, the landlord must prove they served the tenant with the Notice of Direct Request Proceeding, the Notice, and all related documents with respect to the Direct Request process, in accordance with the *Act* and Policy Guidelines. In an *ex parte* Direct Request Proceeding, the onus is on the landlord to ensure that all submitted evidentiary material is in accordance with the prescribed criteria and does not lend itself to ambiguity or give rise to issues that may need further clarification beyond the purview of a Direct Request Proceeding. If the landlord cannot establish that all documents meet the standard necessary to proceed via the Direct Request Proceeding, the application may be found to have deficiencies that necessitate a participatory hearing, or, in the alternative, the application may be dismissed.

Residential Tenancy Policy Guideline # 39 contains the details about the key elements that need to be considered when making an application for Direct Request. Policy Guideline # 39 directs that, as part of the application, a landlord must include proof that the landlord served the tenant with the 30 Day Written Demand to Pay Utilities. Policy Guideline 39 describes that the applicant must include a completed "Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities" (form RTB – 34) to demonstrate that the 30 Day Written Demand to Pay Utilities was served to the tenant in a manner permitted under the *Act*.

If the landlord wishes to recover unpaid utility charges and treat unpaid utility charges as unpaid rent as part of an application for dispute resolution by Direct Request, a landlord must provide a Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities (form RTB – 34) to prove that the 30 Day Written Demand to Pay Utilities was served to the tenant in accordance with the *Act*. I find that the landlord has not provided a completed Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities form to prove that the 30 Day Written Demand to Pay Utilities was served to the tenant in accordance with the *Act*.

I find that the landlord has not demonstrated that service of the 30 Day Written Demand to Pay Utilities was witnessed and completed in accordance with the *Act*, nor has the landlord provided a completed Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities form, which includes a name and signature of a witness to confirm service of the 30 Day Written Demand to Pay Utilities, as required under the provisions of the Direct Request process outlined in Policy Guideline #39. Based on the

foregoing, I find that I am not able to confirm service of the 30 Day Written Demand to Pay Utilities to the tenant, which is a requirement of the Direct Request process.

I dismiss that portion of the landlord's application for a monetary Order that deals with unpaid utilities with leave to reapply. I limit my consideration of the landlord's request for a monetary Order to the unpaid rent claimed as owing to the landlord.

I find that the tenant was obligated to pay monthly rent in the amount of \$1,725.00, as established by way of the "Notice of Rent Increase" forms provided to the tenant during the course of the tenancy. Based on the evidentiary material provided by the landlord, as outlined on the Direct Request Worksheet provided by the landlord, I find that the balance of unpaid rent owed as of July 01, 2018 was \$670.00, which consists of the unpaid rent owed for June 2018 and July 2018.

I accept the evidence before me that the tenant has failed to pay rental arrears in the amount of \$670.00, comprised of the balance of unpaid rent owed by July 01, 2018, for the months of June 2018 and July 2018.

I accept the landlord's undisputed evidence and find that the tenant did not pay the rent owed in full within the five days granted under section 46 (4) of the *Act* and did not apply to dispute the Notice within that five-day period.

Based on the foregoing, I find that the tenant is conclusively presumed under section 46(5) of the *Act* to have accepted that the tenancy ended on the corrected effective date of the Notice, July 15, 2018.

Therefore, I find that the landlord is entitled to an Order of Possession and a monetary Order of \$670.00 for unpaid rent owed by July 01, 2018.

As the landlord was successful in this application, I find that the landlord is entitled to recover the \$100.00 filing fee paid for this application.

### Conclusion

I grant an Order of Possession to the landlord effective **two days after service of this Order** on the tenant. Should the tenant(s) fail to comply with this Order, this Order may be filed and enforced as an Order of the Supreme Court of British Columbia.

Pursuant to sections 67 and 72 of the *Act*, I find that the landlord is entitled to a monetary Order in the amount of \$770.00 for unpaid rent, and for the recovery of the filing fee for this application. The landlord is provided with these Orders in the above terms and the tenant must be served with **this Order** as soon as possible. Should the tenant fail to comply with these Orders, these Orders may be filed in the Small Claims Division of the Provincial Court and enforced as Orders of that Court.

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: July 23, 2018

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Residential Tenancy Branch