



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding TWENTY ONE HOLDINGS LTD.  
and [tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes      MND, FF

### Introduction

The landlord applies for a monetary award for cleaning and repair of the premises.

The respondent tenant did not attend the hearing within twenty five minutes after its scheduled start time at 1:30 p.m. on October 9, 2018. The teleconference hearing connection remained open during that time in order to enable the parties to call into the teleconference hearing. The call-in numbers and participant codes provided in the Notice of Hearing were confirmed as correct. The teleconference system audio console confirmed that the landlord's representatives and this arbitrator were the only ones who had called into this teleconference during that period.

Mr. R. and Ms. M. testify that at the end of this tenancy the tenant gave Ms. M. a typewritten note with her forwarding address. The Notice of Dispute Resolution Proceeding was served on the tenant by registered mail (tracking number shown on cover page of this decision) to that address. Canada Post records show that the mail was delivered and signed for on July 13, 2018. On this evidence I find that the tenant has been duly served.

The landlord claims six items: cleaning of the stove and fridge, wall repair and repainting, kitchen countertop repair, stove repair, a towing charge and cabinet door replacement.

I have reviewed the evidence, particularly the photo evidence of damage and I have reviewed the costs paid by the landlord to independent contractors for cleaning and repair and I find the claim to be in order.

I award the landlord \$2934.00, as claimed, plus recovery of the \$100.00 filing fee. I authorize the landlord to retain the \$1175.00 security deposit it holds, in reduction of the amount awarded.

The landlord will have a monetary order against the tenant for the remainder of \$1859.00.

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 09, 2018

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Residential Tenancy Branch