



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      ERP, FF

### Introduction

The tenant applies for an emergency repair order claiming the landlord is failing to supply sufficient heat to the rental unit.

The respondent landlord did not attend the hearing within ten minutes after its scheduled start time at 9:30 a.m. on January 18, 2019. 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 tenant and this arbitrator were the only ones who had called into this teleconference during that period.

The tenant stated that he had been unaware of the requirement to serve the landlord with the Notice of Dispute Resolution Proceeding informing him of this application. The landlord has not been served with notice of this hearing.

As a result, the application is dismissed with leave to re-apply.

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: January 18, 2019

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Residential Tenancy Branch