



Dispute Resolution Services

Page: 1

Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding PROMPTON REAL ESTATE SERVICES
INC. and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes OLC

Introduction

This hearing dealt with an Application for Dispute Resolution by the tenants for an order to have the landlord to comply with the Act and to recover the cost of the filing fee.

Both parties' appeared. The parties confirmed receipt of all evidence submissions and there were no disputes in relation to review of the evidence submissions.

During the hearing the parties agreed to settle these matters, on the following conditions:

- 1) The parties agreed that the landlord will pay to the tenants' the sum of \$400.20;
and
- 2) The landlord will send a cheque to the tenants in the above amount.

This settlement agreement was reached in accordance with section 63 of the *Residential Tenancy Act*.

The tenants were informed during the hearing that the landlord is not the tenants' insurer, if the tenants do not have tenant insurance or if they chose to have a high deductible. That is their personal choice and not the fault of the landlord.

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: February 14, 2019

Residential Tenancy Branch