



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes O

Introduction

This hearing dealt with the tenants' application pursuant to the *Residential Tenancy Act* (the *Act*) for unspecified, other relief.

The landlords did not attend this hearing which lasted approximately 15 minutes. The teleconference line remained open for the duration of the hearing and the Notice of Hearing was confirmed to contain the correct instructions to join the hearing. The tenants attended and were given a full opportunity to be heard, to present sworn testimony, to make submissions and to call witnesses.

The tenants testified that they served their application for dispute resolution dated December 27, 2018 and evidence on the landlords by registered mail on that date. The tenants said they served their amendment on the landlords by registered mail sent on December 31, 2018. The tenants provided Canada Post tracking numbers as evidence of service. Based on the evidence I find that the landlords were deemed served with all materials in accordance with sections 88, 89 and 90 of the *Act*.

Issue(s) to be Decided

Are the tenants entitled to relief under the *Act* or regulations?

Background and Evidence

The tenants gave undisputed evidence on the following points. This tenancy began in May, 2018 and ended in August, 2018. The monthly rent was originally \$600.00 and subsequently reduced to \$400.00. The tenants said that they made all rent payments in cash but were not provided with a written receipt by the landlords.

The tenants are now requesting written receipts for the payments made during the tenancy.

Analysis

Section 26(2) of the Act provides that a landlord must provide a tenant with a receipt for rent paid in cash.

The tenants gave evidence that they made payments for this tenancy between May, 2018 and August, 2018 but were not provided with a written receipt by the landlord.

In the present circumstance, based on the evidence I find it appropriate to order that the landlords issue receipts for the payments made in cash by the tenants during this tenancy.

Conclusion

The landlords are ordered to issue written receipts retroactively for all cash payments that were received from the tenants during this tenancy.

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 25, 2019

Residential Tenancy Branch