



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

**Dispute Codes** MNDC, RP, RR, FF

### **Introduction**

This hearing dealt with an application by the tenant pursuant to the *Residential Tenancy Act* for a monetary order for compensation in the amount of \$3,565.00 which includes the cost of supplies to repair the refrigerator, for compensation due to lack of heat in one room of the rental unit and for the recovery of the filing fee.

Both parties attended this hearing and were given a full opportunity to be heard, to present affirmed testimony, to make submissions and to call witnesses. The tenants attended the hearing accompanied by an interpreter. The landlord was represented by their agents.

As both parties were in attendance I confirmed service of documents. The parties confirmed receipt of each other's evidence. I find that the parties were served with evidentiary materials in accordance with sections 88 and 89 of the *Act*.

Right at the start of the hearing it became apparent that there was problem with the interpreter. The tenants spoke no English at all and the interpreter was having difficulty speaking in English making it almost impossible for me to understand her. I attempted to conduct the hearing but became increasingly aware that it would be unfair to the tenants for me to make a decision based on my understanding of the interpreter's presentation of facts.

I explained to the tenants that due to this inadequate communication, their application would be dismissed with leave to reapply. The tenant must arrange for a professional interpreter to attend future hearings.

**Conclusion:**

The tenants' application is dismissed with leave to reapply.

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: June 07, 2019

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Residential Tenancy Branch