



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding RANCHO MANAGEMENT SERVICES
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes RP RR FF

This hearing was convened as a result of the Tenants' Application for Dispute Resolution, made on November 18, 2019. The Tenants applied for the following relief, pursuant to the *Residential Tenancy Act*:

- an order requiring the Landlord to make repairs to the unit, site, or property;
- an order that rent be reduced for repairs, services or facilities agreed upon but not provided; and
- an order granting recovery of the filing fee.

This matter was set for hearing by telephone conference call at 11:00 A.M. on January 16, 2020. The line remained open while the phone system was monitored for ten (10) minutes and the only participant who called into the hearing during this time was the Respondent's agent, T.Z. Therefore, as the Applicants did not attend the hearing by 11:10 A.M., and the Respondent's agent appeared and was ready to proceed, I dismiss the claim without 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: January 16, 2020

Residential Tenancy Branch