



# Dispute Resolution Services

Page: 1

Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      CNC MT LAT LRE OLC RP ERP

### Introduction

This hearing was initially convened as a result of the Tenant's Application for Dispute Resolution. The first participatory hearing, by teleconference, was held on December 10, 2019. The Tenant applied for multiple remedies, pursuant to the *Residential Tenancy Act* (the "Act").

Both parties attended the December 10, 2019, hearing and provided testimony. The Landlord confirmed receipt of the Tenants' application package and evidence. The Landlord did not submit any documentary evidence, and relied upon oral testimony for the hearing.

Subsequent to the first hearing, a decision was issued that contained an error, and as a result a correction was made. I made the determination that a new hearing must be held in order to fully hear the issues behind the Notice. On January 3, 2020, I ordered that the decision and order from December 10, 2019, were suspended, and a new hearing should take place so that the issues could be reheard. The new Notice of Hearing was sent to both parties.

The new hearing was set up as a telephone conference call for 9:30 A.M. (Pacific Time) on February 7, 2020. The line remained open while the phone system was monitored for ten minutes and no participant called into the hearing during this time. Therefore, as the Applicants did not attend the hearing by 9:40 A.M., I dismiss the claim with leave to reapply. This is not an extension of any statutory deadline. The decision and order from December 10, 2019, are set aside and the Tenant's application is dismissed, in full, 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: February 7, 2020

---

Residential Tenancy Branch