



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding PROSPERO
and [tenant name suppressed to protect
privacy]

DECISION

Dispute Codes OLC

Introduction

This hearing dealt with the tenant's application pursuant to the *Residential Tenancy Act* (the "Act") for:

- an order requiring the landlord to comply with the Act, regulation or tenancy agreement pursuant to section 62.

Both parties attended the hearing via conference call and provided affirmed testimony.

Preliminary Issue(s)

At the outset, the tenants' application was clarified. The tenants had requested an order for the landlord to comply. The tenants' relied upon a 3 page handwritten letter which was found to be hard to read. The tenants stated that the issue was mental distress caused by the landlord regarding multiple complaints reported against another tenant. The tenants repeatedly stated that when issues were reported to the landlord that they were taken care of, but that there were other issues with the other tenant that continued.

At 9:54am, the tenants were speaking loudly in an agitated manner when they were disconnected. The hearing was paused to await their return. At 10:01am, the hearing was resumed and the landlord's agents were the only participants on the conference call. It was explained to the landlord that as the tenants' application was not fully clarified on what their request was and none of the normal hearing details were

addressed that the tenants' application was dismissed with leave to reapply at 10:05 am.

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: March 05, 2020

Residential Tenancy Branch