



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding PORT4HOMES
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes ERP, FFT

Introduction

This hearing convened as a result of a Tenants' Application for Dispute Resolution, filed on January 16, 2020, wherein the Tenant requested an Order for emergency repairs and recovery of the filing fee.

This hearing of the Tenant's Application was scheduled for a teleconference hearing at 11:00 a.m. on March 24, 2020. Both parties called into the hearing. The hearing process was explained, and the participants were asked if they had any questions. Both parties were provided the opportunity to present their evidence orally and in written and documentary form and make submissions to me.

Settlement and Conclusion

During the hearing the parties resolved matters by mutual agreement. The terms of their agreement are recorded in this my Decision and Order pursuant to section 63 of the *Residential Tenancy Act*. As the parties resolved matters by agreement I make no findings of fact or law with respect to their relative claims.

The parties confirmed at the end of the hearing that this agreement was made on a voluntary basis and that the parties understood the nature of this full and final settlement of this matter. The terms of their settlement follow.

1. By no later March 31, 2020, the Landlord shall request the attendance of a mould expert to assess the rental unit and to provide recommendations to the Landlord and the Tenant.

2. The Landlord's onsite building manager, J.R., shall attend the rental unit at 2:00 p.m. on March 24, 2020 to assess at the leak from the 3rd floor bathtub. The Landlord shall ensure that J.R. is informed that he must remove his shoes before entering the rental unit.
3. If J.R. cannot solve the bathtub leak issue, the Landlord shall, by no later than March 31, 2020, hire a qualified plumber to assess and repair the bathtub leak.
4. The Tenant confirmed she is currently visiting family and therefore not in the community in which the rental unit is located and has been since March 17, 2020. The Tenant stated that she will be returning to the rental unit within the next week. The Tenant agrees that upon her return she shall immediately advise the onsite building manager J.R.
5. The parties agreed that for the purposes of service of a Notice of Entry pursuant to section 29, the Landlord may serve the Tenant by email address provided on the unpublished cover page of this Decision.
6. The parties agree that the all communication relating to the tenancy shall occur between the Tenant and the Landlord's onsite manager, J.R., either by telephone or email. To this end, the Landlord shall, within 24 hours of this hearing, either provide the Tenant with an email address for J.R., or have J.R. email the Tenant.
7. Either party is at liberty to file further applications seeking monetary compensation from the other.

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 24, 2020

Residential Tenancy Branch