



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute codes      RP FF

### Introduction

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

- an order to the landlord to make repairs to the rental unit pursuant to section 32;
- authorization to recover the filing fee for this application pursuant to section 72.

The hearing was conducted by conference call. All named parties attended the hearing and was given a full opportunity to be heard, to present evidence and to make submissions. The landlord confirmed service of the tenant's application.

### Issues

Should an order be issued requiring the landlord to make repairs?  
Are the tenants entitled to recover the filing fee?

### Background and Evidence

The tenancy began October 1, 2019 and the current monthly rent is \$1800.00 payable on the 1<sup>st</sup> day of each month. The rental unit is the upper unit of a house with three bedrooms upstairs and an additional bedroom on the lower floor which tenants have access to.

The tenant is seeking an order for the landlord to install a closet door on one of the bedroom closets. The tenant testified that they noticed the missing closet at time of viewing and at the time the agent stated it must be in the house somewhere and that it would be installed.

The landlord's agent testified that the tenants did bring up the closet door at the time of viewing and she only told them that she would have it installed if it is in the house somewhere. The agent testified that quite often people remove a closet door and leave laying in the house somewhere. The agent testified that this particular closet never had

a door and there are not even tracks for a door to be installed. The agent submits that this is a cosmetic repair request and the landlord advised them he may be willing to look at in the future. The agent submits that there is no mention of replacing or installing a closet door on the move-in report.

### Analysis

Subsection 32(1) of the Act requires a landlord to maintain residential property in a state of decoration and repair that complies with the health, safety and housing standards required by law, and having regard to the age, character and location of the rental unit, makes it suitable for occupation by the tenant.

I find the repair request is cosmetic in nature. I find there is insufficient evidence that the landlord agreed to install a closet door at the beginning of the tenancy. Neither party provided a copy of the move-in inspection; therefore, I accept the testimony of the agent that the move-in inspection makes no reference to a closet door being installed.

The tenants' application is dismissed in its entirety without leave to reapply.

### Conclusion

The tenants' application is dismissed in its entirety 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: May 11, 2020

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Residential Tenancy Branch