



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding ICON PROPERTY ADVISERS
LTD. and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes OLC, FF

This hearing dealt with the tenants' 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;
- authorization to recover their filing fee for this application from the landlord pursuant to section 72.

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

At the outset, the tenants clarified their application. The tenants seek an order for the landlord to arrange and accept monthly rent payments.

Extensive discussions took place in which both parties confirmed that monthly rent payment delivery was an issue. Both parties agreed that the tenants shall attend at the landlord's listed office to make monthly rent payments. Payment appointments shall be made by the tenant with the landlord's agent, E.N. As a result of this agreement no further action is required.

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: June 09, 2020

Residential Tenancy Branch