



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes RR, PSF, OLC, MNDCT, FFT

Introduction

Pursuant to section 58 of the *Residential Tenancy Act* (the *Act*), I was designated to hear an application regarding the above-noted tenancy. The tenants applied for:

- an order for the landlord to reduce the rent for repairs or services agreed upon but not provided, pursuant to section 65 of the *Act*;
- an order requiring the landlord to provide services or facilities as required by the tenancy agreement or the *Act* pursuant to section 62 of the *Act*;
- an order requiring the landlord to comply with the *Act*, regulations, and/or tenancy agreement pursuant to section 62 of the *Act*;
- a monetary order for compensation for damage or loss under the *Act*, Residential Tenancy Regulation ("Regulation") or tenancy agreement, pursuant to section 67 of the *Act*; and
- an authorization to recover the filing fee for this application, pursuant to section 72.

Both parties attended the hearing. The landlord was assisted by advocate KS and the tenants were assisted by advocate IC. Both parties had a full opportunity to provide affirmed testimony, present evidence, cross examine the other party, and make submissions.

Settlement

Pursuant to section 63 of the *Act*, the Arbitrator may assist the parties to settle their dispute and if the parties settle their dispute during the dispute resolution proceedings, the settlement may be recorded in the form of a decision or an order. During the hearing

the parties discussed the issues between them, engaged in a conversation, turned their minds to compromise and achieved a resolution of their dispute.

Both parties agreed to the following final and binding settlement of the issues listed in this application for dispute resolution:

1. The tenants will purchase, at their own cost, one portable heater to use in the rental unit. This heater will belong to the tenants;
2. As a compensation for the inadequate heat since the start of the tenancy the arrears of \$250.00 from May's rent is forgiven and the tenants will only pay \$1,000.00 for rent on August 01, 2020;
3. With the new portable heater the rental unit will be properly heated;
4. The parties are at liberty to apply for dispute resolution for issues related to privacy/camera and harassment.

Conclusion

As the parties have reached a settlement, I make no findings about the merits of this application.

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: July 06, 2020

Residential Tenancy Branch