



Dispute Resolution Services

Page: 1

Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding OAKWYN PROPERTY MANAGEMENT
LTD and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes ERP, FFT

Introduction

On October 4, 2020, the Tenants applied for dispute resolution under the *Residential Tenancy Act* (“the Act”) seeking the following relief:

- for an order that the Landlord make emergency repairs to the rental unit.

The Director of the Residential Tenancy Branch has established the expedited hearing process in circumstances where there is an imminent danger to the health, safety, or security of a Landlord or Tenant.

The matter was scheduled for a teleconference hearing at 9:30 am on this date. The Landlord’s agent (“the Landlord”) attended the hearing; however, the Tenants / Applicants did not.

The line remained open while the phone system was monitored for ten minutes and the Applicants did not call into the hearing during this time. Therefore, as the Applicants did not attend the hearing by 9:40 am, and since the Landlord was present and ready to proceed, I dismiss the claim 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: November 26, 2020

Residential Tenancy Branch