



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes RP, PSF, RR, FFT

Introduction

On November 18, 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 repairs to the rental unit.
- for an order that the Landlord provide services or facilities required by law.
- to allow the Tenant to deduct the cost of repairs, services, or facilities from the rent.

This matter was set for hearing by telephone conference call at 9:30 am on this date. The Landlord's agent ("the Landlord") attended the hearing; however, the Tenants 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.

The Landlord submitted documentary evidence and was ready to proceed. Since the Tenants did not attend the hearing by 9:40 am, I dismiss the application 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: February 09, 2021

Residential Tenancy Branch