



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DIRECT REQUEST DECISION

Dispute Codes OPR-DR, OPRM-DR, FFL

This matter proceeded by way of an *ex parte* Direct Request Proceeding pursuant to section 55(4) of the *Residential Tenancy Act* (the “Act”) and dealt with an Application for Dispute Resolution filed by the Landlord for an order of possession and a monetary order for unpaid rent and to recover the filing fee.

In an *ex parte* Direct Request Proceeding, the onus is on the landlord to ensure that all submitted evidentiary material is in accordance with the prescribed criteria and that such evidentiary material does not lend itself to ambiguity or give rise to issues that may need further clarification beyond the purview of a Direct Request Proceeding. If the landlord cannot establish that all documents meet the standard necessary to proceed via the Direct Request Proceeding, the application may be found to have deficiencies that necessitate a participatory hearing, or, in the alternative, the application may be dismissed.

In this type of matter, the landlord must prove they served the tenant with the Notice of Dispute Resolution Proceeding with all the required inclusions as indicated as per section 89 of the *Act*.

Policy Guideline #39 states:

After the Notice of Dispute Resolution Proceeding Package has been served to the tenant(s), the landlord must complete and submit to the Residential Tenancy Branch a Proof of Service Notice of Direct Request Proceeding (form RTB-44) for each tenant served. The landlord may prove service of one of these methods of service as described in the table above.

[Reproduced as written.]

The language in Policy Guideline #39 is mandatory.

In this case, the Landlord provided copies of Canada Post Customer Receipts in support of service of the Notice of Dispute Resolution Proceeding upon the Tenants. However, the Landlord has not provided Proof of Service Notice of Direct Request Proceeding documents which would include statements establishing service of the Notice of Dispute Resolution Hearing on the Tenants. Without these statements, I find that I am not able to confirm service of these documents, which is a requirement of the Direct Request process.

I also note the Landlord has not provided complete copies of the tenancy agreement or the 10 Day Notice to End Tenancy for Unpaid Rent or Utilities and did not provide a Direct Request Worksheet, as required by Policy Guideline #39.

For the above reasons, I order that the Landlord's requests for an order of possession and a monetary order based on unpaid rent are dismissed with leave to reapply.

As the Landlord was not successful in this application, I order that the Landlord's request to recover the filing fee is dismissed 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: April 26, 2021

Residential Tenancy Branch