



Dispute Resolution Services

Page: 1

Residential Tenancy Branch
Office of Housing and Construction Standards

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* and dealt with an Application for Dispute Resolution filed by the Landlords 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 Landlords must prove they served the Tenants with the Notice of Dispute Resolution Proceeding and supporting documents in accordance with section 89 of the *Residential Tenancy Act*.

Policy Guideline #39 provides direction with respect to proving service of these documents:

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 Landlords provided a copy of an Application for Substituted Service dated June 10, 2021, and copies of text messages related to the payment of rent. However, the Landlords did not provide copies of Proof of Service Notice of Direct Request Proceeding documents which would include statements establishing service of the Notice of Dispute Resolution Proceeding on each of the Tenants. Without these statements, I find that I am not able to confirm service of these documents on each of the Tenants, which is a requirement of the Direct Request process.

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

As the Landlords were not successful in this application, I order that the Landlords' 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: June 14, 2021

Residential Tenancy Branch