



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding VERITAS HOLDINGS LTD. and  
[tenant name suppressed to protect privacy]

## **DECISION**

**Dispute Codes**      RR, FFT

### **Introduction**

On April 25, 2021, the Tenants filed an Application for Dispute Resolution under the *Residential Tenancy Act* ("the Act") for a rent reduction for repairs, services or facilities agreed upon but not provided and to recover the filing fee paid for this application. The matter was set for a conference call.

Both Tenants and the Landlord's agent attended the hearing and were each affirmed to be truthful in their testimony. The Landlord and Tenant were provided with the opportunity to present their evidence orally and in written and documentary form and to make submissions at the hearing.

At the outset of this proceedings, the Landlord's Agent stated that the Tenants had not served them with the Notice of Dispute Resolution Hearing documents or their evidence package. The Landlord's Agent testified that they had only learned about today's proceedings due to a "hearing reminder email" they received from the Residential Tenancy Branch on July 27, 2021.

The Tenants testified that they agreed with the Landlord's Agent, that they had not served the Landlord with the Dispute Resolution Hearing documents or their evidence package.

Section 59 of the Act and the Residential Tenancy Branch Rules of Procedure states that the respondent must be served with a copy of the Application for Dispute Resolution and Notice of Hearing within three days of the Notice of Dispute Resolution Proceeding Package being made available to the applicant by the Residential Tenancy Branch.

**Documents that must be served with the Notice of Dispute Resolution Proceeding Package**

“The applicant must, within three days of the Notice of Dispute Resolution Proceeding Package being made available by the Residential Tenancy Branch, serve each respondent with copies of all of the following:

- a) the Notice of Dispute Resolution Proceeding provided to the applicant by the Residential Tenancy Branch, which includes the Application for Dispute Resolution;
- b) the Respondent Instructions for Dispute Resolution;
- c) the dispute resolution process fact sheet (RTB-114) or direct request process fact sheet (RTB-130) provided by the Residential Tenancy Branch; and
- d) any other evidence submitted to the Residential Tenancy Branch directly or through a Service BC Office with the Application for Dispute Resolution, in accordance with Rule 2.5 [Documents that must be submitted with an Application for Dispute Resolution].”

As the Notice of Dispute Resolution Proceeding Package was not served on the Landlord, I must dismiss the Tenants’ application with leave to reapply. This decision does not extend any legislated timelines pursuant to the *Act*.

Conclusion

I dismiss the Application for Dispute Resolution with leave to reapply; however, this does not extend any applicable time limits under the legislation. I have not made any findings of fact or law with respect to the 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: August 10, 2021

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Residential Tenancy Branch