



# Dispute Resolution Services

Page: 1

Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      CNL, FFT

### Introduction

On April 27, 2021, the Tenants submitted an Application for Dispute Resolution under the *Residential Tenancy Act* (the “Act”) to cancel a Two Month Notice to End Tenancy and to claim reimbursement for the filing fee. The matter was set for a participatory hearing via conference call.

### Preliminary Matter – Service of the Notice of Dispute Resolution Proceedings

The Tenants attended the conference call hearing; however, neither the Landlord nor the Purchasers attended at any time during the 13-minute hearing. The Tenants testified that they served the Landlord and the Purchasers with the Notice of Dispute Resolution Proceeding by email.

If service by email is used, the person serving the document will need to provide proof that the document sent by email was sent to the email address provided by the other party. Satisfactory proof may include a printout or screen shot of:

- RTB 51 – Address for Service or other document that sets out the party’s email address for service;
- the sent item, including the email address the item was sent to;
- a confirmation of delivery receipt;
- a response to the email by the party served;
- a read receipt confirming the email was opened, or
- other documentation to confirm the party has been served.

In this case, the Tenants acknowledged that the Landlord and the Purchasers did not respond by email; rather the Landlord and Purchasers only responded orally that they had received the Notice of Dispute Resolution Proceeding email from the Tenants. As

such, I find that the Tenants failed to provide sufficient evidence that they served the Notice of Dispute Resolution Proceeding in accordance with Section 89 the Act.

I am, therefore, unable to hear the Tenants' Application as I am not satisfied that the Landlord and the Purchasers were properly served with the Notice of Dispute Resolution Proceeding. As a result, this Application is dismissed with leave to reapply.

### 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 30, 2021

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Residential Tenancy Branch