



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## **DECISION**

Dispute Codes      **MNSD, MNDCT, FFT**

### Introduction

This hearing dealt with an Application for Dispute Resolution by the tenants for the return of their security deposit, for a monetary order for return of rent paid and to recover the cost of the filing fee.

Only the tenants appeared. The tenants stated that they served the landlords at their service address listed in the tenancy agreement on June 26, 2021 by registered mail. The tenants stated that the packages were returned unclaimed. I find the landlords were deemed served on July 2, 2021. Refusal or neglect to pickup the package does not override the deemed service provision under the Act. Filed in evidence are photographs of the returned packages.

At the outset of the hearing, it was apparent that the tenants did not upload all their evidence due to technical issues, that they intended to reply upon at this hearing. Therefore, I find it appropriate to allow the tenant's application to be withdrawn. The tenants are granted leave to reapply.

The tenants were also informed at the hearing that serving their forwarding address by text message is not an approved method of service under the Act. I suggested to the tenants that they should reserve their forwarding address by a method permitted under the Act, such sending a letter by registered mail.

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: October 18, 2021

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Residential Tenancy Branch