



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding The Bloom Group
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes CNC

Introduction

This hearing was scheduled to deal with a tenant's application for cancellation of a One Month Notice to End Tenancy for Cause ("1 Month Notice").

The tenant appeared along with an Advocate. Two agents appeared on behalf of the landlord.

I confirmed the parties had exchanged their respective hearing materials and I admitted the materials into evidence for consideration in making this decision, without objection of either party.

Shortly after the hearing started, the parties indicated a willingness to reach a mutual agreement with a view to continuing the tenancy at this time. I was able to facilitate a mutual agreement and I have recorded it by way of this decision.

Issue(s) to be Decided

What are the terms of the mutual agreement?

Background and Evidence

The parties mutually agreed to continue the tenancy at this time and the parties agree to the following terms:

The tenant agrees to:

- Not have verbal outbursts at the landlord's staff, residents, visitors, delivery people or maintenance people;
- Not make side comments to people as they walk by or are in the elevator;
- Not leave notes on the doors of the tenant's neighbours;
- Not roller blade in the building;
- Not throw food or cigarette butts out of the rental unit window; and,
- Send complaints to the landlords' agent [referred to by initials JJ for privacy purposes in writing this decision] via email.

The landlord agrees to:

- Look into the tenant's complaints promptly;
- Complete an investigation into the tenant's complaints within 7 days of receiving the complaint;
- Conduct a debriefing of the complaint following the investigation; and,
- Ensure there is signage by the elevator to inform people to maintain social distancing so long as such signage is required by the appropriate health authority.

Analysis

Pursuant to section 63 of the Act, I have the authority to assist parties in reaching a settlement agreement during the hearing and to record the agreement in the form of a decision or order.

I have accepted and recorded the mutual agreement reached by the parties during this hearing and I make the term(s) an Order to be binding upon both parties.

Also in recognition of the mutual agreement, I cancel the One Month Notice with the effect the tenancy continues at this time, until such time it otherwise legally ends.

Conclusion

The parties reached a mutual agreement in resolution of this matter that I have recorded in this decision and made binding. In keeping with their mutual agreement, the 1 Month Notice is cancelled and the tenancy continues at this time.

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: November 12, 2021

Residential Tenancy Branch