



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding Oakwyn Property Management
LTD and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes ERP, FFT

Introduction

This hearing dealt with an Application for Dispute Resolution by the filed Tenants on November 9, 2021, to have the landlord make emergency repairs for health or safety reasons and to recover the cost of the filing fee.

Both parties appeared.

Background, Analysis and Conclusion

At the hearing the parties agreed that the landlord has arranged for a plumber to inspect the heating unit on November 19, 2021 and determine if the heating unit can be repaired or if it needs to be replaced. The landlord's agent confirmed the landlord is prepared to have the work completed and has approved the cost. I note there have been other technicians hired to look at the heating system since the heating unit failed.

Based on the above, I do not feel it is necessary to Order the landlord to make the emergency repairs at this time as the landlord is dealing with the heating issue. However, the landlord is required to ensure the heating unit is fixed or replaced as soon as possible by following the recommendations of the plumber that is attending on November 19, 2021.

The landlord provided the tenants with space heaters on October 22, 2021 to supplement the heat on a temporary basis. While I accept the temperature may not be at the optimal temperature and space heater may not be convenient; however, this is a temporary inconvenience.

As I do not feel an Order is required at this time as the landlord has been working towards having the heating issue repaired and has provided the tenant with an alternate source of heat within a reasonable time. Therefore, I decline to award the filing fee.

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 16, 2021

Residential Tenancy Branch