



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

A matter regarding Skyline Living  
and [tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes      **MNRL-S, MNDCL-S, FFL**

This hearing dealt with an application by the landlord under the *Residential Tenancy Act* (the *Act*) for the following:

- A monetary order for unpaid rent and for compensation for damage or loss under the *Act*, *Residential Tenancy Regulation* ("*Regulation*") or tenancy agreement pursuant to section 67 of the *Act*;
- Authorization to retain all or a portion of the tenant's security deposit in partial satisfaction of the monetary order requested pursuant to section 72 of the *Act*;
- Authorization to recover the filing fee for this application pursuant to section 72.

SD attended as agent for the landlord ("the landlord"). The landlord had opportunity to provide affirmed testimony, present evidence and make submissions. The hearing process was explained.

At the start of the hearing, I informed the landlord that recording of the hearing is prohibited under the Rules of Procedure. The landlord confirmed they were not recording the hearing.

The landlord confirmed the email address to which the Decision shall be sent.

The tenants are referenced in the singular.

tenant did not attend the hearing. I kept the teleconference line open from the scheduled time for the hearing for an additional 15 minutes to allow the tenant the opportunity to call. The teleconference system indicated only the landlord and I had called into the hearing. I confirmed the correct call-in number and participant code for the tenant was provided.

### Service Upon Tenant

The landlord testified the landlord served the tenant with the Notice of Hearing and Application for Dispute Resolution by registered mail sent to each individually on September 12, 2021 and deemed received by the tenant five days later under section 90 of the *Act*, on September 17, 2021. The landlord explained that the tenant provided a forwarding address to the landlord on the last day of the tenancy, and the documents were sent to that address.

The landlord provided the Canada Post tracking number in support of service and submitted a copy of the invoice.

Section 89 of the *Act* provides that the Notice of Hearing and Application for Dispute Resolution may be sent to the tenant as follows:

(c) by sending a copy by registered mail to the address at which the person resides [...].

Pursuant to sections 89 and 90 and based upon the affirmed testimony of the landlord, I find that on September 17, 2021 the landlord served the tenant by registered mail sent to the address at which the tenant resided.

### Issue(s) to be Decided

Is the landlord entitled to the following:

- A monetary order for unpaid rent and for compensation for damage or loss under the *Act*, *Residential Tenancy Regulation* ("*Regulation*") or tenancy agreement pursuant to section 67 of the *Act*;
- Authorization to retain all or a portion of the tenant's security deposit in partial satisfaction of the monetary order requested pursuant to section 72 of the *Act*;

- Authorization to recover the filing fee for this application pursuant to section 72.

### Background

As the tenant did not attend the hearing, the landlord provided uncontradicted testimony. While I have turned my mind to all the documentary evidence and the testimony, not all details of the landlord's submissions and arguments are reproduced here. Only relevant, admissible evidence is considered. The principal aspects of the claim and my findings around each are set out below.

The landlord submitted a comprehensive evidence package supporting the landlord's claims in all aspects.

The landlord submitted a copy of the tenancy agreement and provided the following details about the background of the tenancy:

ITEM	DETAILS
Type of tenancy	Fixed Term ended early by agreement
Date of beginning	November 30, 2020
Date tenant vacated	August 30, 2021
Monthly rent payable on 1 <sup>st</sup>	\$1,610.00
Security deposit	\$780.00
Date of landlord's application	September 10, 2021
Forwarding Address	August 30, 2021

A condition inspection was conducted on moving in. The landlord submitted as evidence a copy of the condition inspection report signed by both parties. The report showed the unit was in good condition in all relevant aspects.

The parties conducted a condition inspection on moving out. A copy of the report signed

by both parties was submitted. The report noted the carpet needed cleaning at an estimated cost of \$250.00.

### Landlord's Claims

The landlord requested compensation for the following rent and NSF fee:

ITEM	AMOUNT
Rent – August 2021	\$1,610.00
NSF fee	\$25.00
<b>TOTAL CLAIM – RENT</b>	<b>\$1,635.00</b>

The landlord also requested compensation for the following cleaning expenses:

ITEM	AMOUNT
Steam cleaning carpet	\$200.00
<b>TOTAL CLAIM – CLEANING</b>	<b>\$200.00</b>

The landlord described each claim as follows.

### Rent

The landlord testified that the tenant owed rent for the month(s) of August 2021 in the amount of \$1,610.00 and the landlord requested compensation for this amount as well as reimbursement of \$25.00 for the NSF fee.

The landlord submitted a copy of the lease and the tenant ledger in support of the claim.

The landlord claimed compensation for rent and the NSF in the total amount of \$1,635.00.

*Cleaning Expenses*

The landlord requested compensation for carpet cleaning. They a provided dated receipt for the expenses and the condition inspection report on moving in and out as signed by the tenant indicating the carpet required cleaning.

*Total Monetary Award Requested*

The landlord's claim for compensation is summarized as follows:

ITEM	AMOUNT
Rent	\$1,610.00
NSF fee	\$25.00
Cleaning and Repairs	\$200.00
<b>TOTAL</b>	<b>\$1,835.00</b>

*Security Deposit and Filing Fee*

The landlord requested reimbursement of the filing fee and authorization to apply the security deposit to the award as follows:

ITEM	AMOUNT
Rent, NSF and cleaning	\$1,835.00
Filing fee reimbursement	\$100.00
(Less security deposit)	(\$780.00)
<b>Monetary Order Requested</b>	<b>\$1,155.00</b>

The landlord requested a monetary order of **\$1,155.00**.

## Analysis

The standard of proof in a dispute resolution hearing is on a balance of probabilities, which means that it is more likely than not that the facts occurred as claimed. The onus to prove their case is on the person making the claim.

When an applicant seeks compensation under the Act, they must prove on a balance of probabilities all four of the following criteria before compensation may be awarded:

1. Has the respondent party (the tenant) to the tenancy agreement failed to comply with the Act, regulations, or the tenancy agreement?
2. If yes, did the loss or damage result from the non-compliance?
3. Has the applicant (landlord) proven the amount or value of their damage or loss?
4. Has the applicant done whatever is reasonable to minimize the damage or loss?

The above-noted criteria are based on sections 7 and 67 of the Act, which state:

*7 (1) If a landlord or tenant does not comply with this Act, the regulations or their tenancy agreement, the non-complying landlord or tenant must compensate the other for damage or loss that results.*

*(2) A landlord or tenant who claims compensation for damage or loss that results from the other's non-compliance with this Act, the regulations or their tenancy agreement must do whatever is reasonable to minimize the damage or loss.*

. . .

*67 Without limiting the general authority in section 62 (3) [. . .] if damage or loss results from a party not complying with this Act, the regulations or a tenancy agreement, the director may determine the amount of, and order that party to pay, compensation to the other party.*

Each of the above four tests are considered in my findings.

I give substantial weight to the landlord's evidence as summarized above. Based on the uncontradicted credible evidence of the landlord, I find the landlord has met the burden of proof on a balance of probabilities with respect to all aspects of the claims.

Rent

I find the landlord has met the burden of proof on a balance of probabilities that the tenant vacated leaving rent owing as claimed.

I accept the landlord's evidence including the tenant ledger showing that the tenant did not pay rent for the last month of the tenancy and they incurred a NSF filing fee as claimed.

I therefore find the landlord is entitled to a monetary award in the amount requested for this aspect of the claim.

Cleaning

I accept the landlord's evidence and I find the tenant did not leave the unit in a reasonably clean condition as required under section 32 and as required under the tenancy agreement.

I find the tenant's breach of the Act caused the landlord to incur the expenses claimed for which the landlord fairly seeks compensation. I find they incurred the reasonable costs for which they seek reimbursement. I accept the landlord's evidence that they made reasonable efforts to mitigate loss and reduce expenses.

I find the landlord is entitled to reimbursement of the carpet cleaning expenses as claimed.

Filing Fee and Security Deposit

As the landlord has been successful in this matter, I award reimbursement of the filing fee of \$100.00.

I authorize the landlord to apply the security deposit to the award.

I grant a monetary award to the landlord summarized as follows:

ITEM	AMOUNT
Rent, NSF and cleaning	\$1,835.00
Filing fee reimbursement	\$100.00
(Less security deposit)	(\$780.00)
<b>Monetary Order</b>	<b>\$1,155.00</b>

In summary, I grant the landlord a Monetary Order of **\$1,155.00**.

#### Conclusion

The landlord is entitled to a Monetary Order in the amount of **\$1,155.00**.

This Order must be served on the tenant. If the tenant fails to comply with this Order the landlord may file the order in the Provincial Court (Small Claims) to be enforced as an Order of that Court.

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: April 22, 2022

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Residential Tenancy Branch