



# Dispute Resolution Services

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Residential Tenancy Branch  
Office of Housing and Construction Standards

## DECISION

Dispute Codes      ERP

### Introduction

This hearing dealt with an Application for Dispute Resolution by the tenant filed under the *Residential Tenancy Act* (the “Act”) to have the landlord make emergency repairs to the rental unit.

Both parties appeared, gave testimony and were provided the opportunity to present their evidence orally and in written and documentary form, and to cross-examine the other party, and make submissions at the hearing.

At the outset of the hearing the landlord stated that this is not an emergency repair as they were notified by the tenant on June 6, 2022, of the issue and it was determined at that time that the cause of the issue was because the rental unit was without power, and the sewer pump and water pump were not working due to the outage .

The landlord stated that they had the power turned back on to the premises and this should have corrected the issue and they heard nothing further from the tenant.

The tenant responded that they have stopped communicating with the landlord because their text messages are rude. The tenant stated they are still having issues with the water backing up.

The landlord’s agent stated that they are prepared to have a plumber attend the rental unit to investigate the cause; whoever, they believe that this may be due to the tenant having too many people at the rental unit and overloading the septic system.

In this case, I do not find waiting for one month after the incident occurred meets the requirements of an emergency repair. Further, the tenant has a duty to inform the landlord if problems continues to exist. I have read the text messages in evidence; I do not find the message are offensive. Based on the above, I dismiss the tenant's application for emergency repairs.

However, having found the above and with the landlord's agreement that they are prepared to bring in a plumber, I find it appropriate to confirm this in the following Order.

**I Order the landlord** to have a licensed plumber attend the premises within the next seven (7) days to determine if there are issues with the septic system.

#### Conclusion

The tenant's application for emergency repairs is dismissed.

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: July 21, 2022

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Residential Tenancy Branch