



# Dispute Resolution Services

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Residential Tenancy Branch  
Ministry of Housing

A matter regarding ONNI PROPERTY MANAGEMENT and  
[tenant name suppressed to protect privacy]

## **DECISION**

Dispute Codes      RR RP PSF

### Introduction

This hearing was convened as a result of the Tenants' Application for Dispute Resolution. A hearing by telephone conference was held on April 25, 2023, and August 10, 2023. The Tenants applied for multiple remedies pursuant to the *Residential Tenancy Act* (the *Act*). The first hearing was adjourned to deal with several service issues.

At the first hearing, the Tenants confirmed they were able to be served via email, and the Landlords confirmed they wished to send their evidence to the Tenants via this email address. At the second hearing, the Landlords stated they sent their evidence to the Tenants via email. However, the Tenants never attended the second hearing to support their claim.

This matter was set for hearing by telephone conference call at 11:00 A.M. (Pacific Time) on August 10, 2023. The Landlord/Respondent attended the teleconference hearing and was ready to proceed; however, the Tenants did not attend. The line remained open while the phone system was monitored for ten minutes and the Tenants/Applicants did not call in during this time. Therefore, as the Applicants did not attend the hearing by 11:10 AM, **I dismiss the claim, in full, without leave to reapply.**

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: August 10, 2023

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Residential Tenancy Branch