

How to apply for dispute resolution

<http://www.rto.gov.bc.ca/content/howApply/default.aspx>

The above noted website address gives you the following information.

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- [Dispute Resolution Fact Sheets](#)

To view PDF files you will need [Adobe Acrobat Reader](#).

3.1.1 Before you apply for a dispute resolution hearing

To avoid the time and expense of a dispute resolution hearing, landlords and tenants may wish to try to resolve their disagreement by talking to each other.

See also:

- Fact Sheet RTB-128: [Resolving a Dispute on Your Own](#) (PDF)

3.1.2 How to apply for a dispute resolution hearing

A landlord or tenant can request a dispute resolution hearing by:

- completing an Application for Dispute Resolution form,
- filing the form with the Residential Tenancy Branch, and
- paying the filing fee.

The Residential Tenancy Branch will then schedule the dispute for a hearing by a dispute resolution officer.

3.1.3 Where to find the Application for Dispute Resolution form

There are three different ways to submit an Application for Dispute Resolution:

- You can complete and submit the online [Application for Dispute Resolution form](#) over the web.
- You can download either the [Landlord's Application for Dispute Resolution form](#) (PDF) or the [Tenant's Application for Dispute Resolution form](#) (PDF), print it, and deliver the form to a [Residential Tenancy Branch office](#) or a [Government Agent office](#).

- You can obtain a paper Application for Dispute Resolution form from a [Residential Tenancy Branch office](#) or a [Government Agent office](#).

3.1.4 Who can file

A landlord or tenant can complete and file the Application for Dispute Resolution form. The person or company who completes the form is called the Applicant. If the Applicant is a company, only an authorized representative of that company can complete the form.

"File the form" means that the Applicant must provide the completed form to the Residential Tenancy Branch, with any required supporting documentation and evidence, to get approval for a dispute resolution hearing.

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3.1.5 Scheduling the dispute resolution hearing

If the form is approved, the Applicant can pay the fee. When payment is received, the Residential Tenancy Branch will schedule the dispute resolution hearing and prepare Hearing Documents to notify the Applicant of the hearing date, time and place. The Hearing Documents will include information such as instructions on how to prepare for dispute resolution.

The Applicant will have to serve the Respondent(s) with their Hearing Documents according to the methods and within the time frames specified under the Residential Tenancy Act or Manufactured Home Park Tenancy Act, as applicable. The Hearing Documents will have to be served within a very short time period (a few days).

See also

- Fact Sheet RTB-119: [How to Serve Documents](#) (PDF)

3.1.6 Where to file

The Applicant can file the Application for Dispute Resolution form and pay the filing fee:

- in person at a [Residential Tenancy Branch office](#)
- in person at a [Government Agent Office](#)
- by mail, with a money order enclosed, to a [Residential Tenancy Branch office](#). Please note that personal or certified cheques will not be accepted. It is suggested that time sensitive Applications be submitted in person.

3.1.7 Requesting that Applications be joined in one hearing

Where two or more Applications for Dispute Resolution name the same landlord and the matters are related and it is logical to do so, the Director of the Residential Tenancy Branch can join the Applications into one dispute resolution hearing by one dispute resolution officer.

See also

- Fact Sheet RTB-121: [Requesting Dispute Resolution Applications be Joined](#) (PDF)

3.1.8 Fees

The filing fee is **\$50.00** for all applications for dispute resolution where the Applicant is not claiming a monetary amount, or is claiming an amount of \$5,000 or less.

The filing fee is **\$100.00** for an Application for Dispute Resolution where the Applicant is claiming an amount greater than \$5,000.

Where different applicants apply to have their Applications joined in one hearing, the lead applicant pays the full filing fee and each of the other applicants pays a fee of **\$25.00**.

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3.1.9 Ways to pay

When you submit your Application for Dispute Resolution form, you have a number of convenient ways to pay:

Application Submitted	Payment method
In person to the Residential Tenancy Branch	Credit card, debit card, cash, certified cheques or money order
By mail or courier to the RTB	Money order
Via RTB's online e-service	Credit card

The Residential Tenancy Branch does not accept personal cheques.

Applications submitted to a Government Agent or at a BC Access Centre can be paid by debit card, cash or cheque.