



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes RP

Introduction

This hearing dealt with an application by the tenant for an order for repairs. The tenant and an advocate for the tenant participated in the teleconference hearing. Despite having been personally served with the application for dispute resolution and notice of hearing on October 19, 2012, the landlord did not participate in the conference call hearing.

Issue(s) to be Decided

Should the landlord be ordered to address the bedbug problem in the rental unit?

Background and Evidence

The tenant stated that he has bedbugs in his rental unit, and he is covered in bedbug bites. On October 9, 2012, the tenant personally served the landlord a letter requesting that the landlord deal with the bedbugs. The landlord did not respond to the tenant's letter, and the bedbug problem has persisted. The tenant seeks an order requiring the landlord to take immediate measures to employ a certified pest management company to treat the bedbugs in the rental unit and all other adjoining units.

Analysis

I accept the testimony of the tenant that his room is infested with bedbugs, he has informed the landlord in writing of the infestation, and the landlord has not taken steps to address the problem.

Under section 32 of the Act, the landlord is required to maintain the rental unit and property in a state of repair that complies with the health, safety and housing standards required by law. If a rental unit is infested with bedbugs, the landlord must take the steps necessary to eliminate this health hazard.

I find that in this case it is appropriate to order the landlord to comply with section 32 of the Act and investigate the tenant's complaint of bedbugs in his room. If the tenant's rental unit is infested, the landlord must take immediate steps to treat the rental unit for bedbugs. It may also be necessary for the landlord to treat other areas of the rental unit in order to properly treat the infestation.

Conclusion

I order the landlord to promptly investigate the tenant's complaint of bedbugs and to take any and all necessary steps to eliminate any bedbug infestation in the rental property. If the landlord does not comply with this order, it is open to the tenant to apply for monetary compensation.

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 5, 2012.

Residential Tenancy Branch