



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

A matter regarding CENTURY 21
and [tenant name suppressed to protect privacy]

DECISION

Dispute Codes ERP

Introduction

This hearing dealt with an Application for Dispute Resolution by the tenant to have the landlord make emergency repairs.

Both parties appeared.

Preliminary and procedural matters

In this case, the tenants have made an application for emergency repairs. Emergency repairs are defined in section 32 of the Act. I find the tenants' application does not meet the definition of emergency repairs.

In this case, the landlord's agent gave the tenants a letter of inspection dated July 20, 2019. While I accept there may be an error in the document, I am satisfied that the tenants were fully aware that this was for their rental premise as it was addressed to the tenant.

The tenants were not home at the time of the scheduled inspection and the landlord's agent did not have a key to access the premises. Therefore, I find it appropriate to make the following orders, to give the landlord the opportunity to investigate the tenants' complaints and inspect the rental unit.

1.) The tenants are to give a copy of the key to the landlord no later than August 7, 2019 @ 5pm;
2.) The landlord or the landlord's agent is entitled to access the rental unit on August 8, 2019, between 10:00am to 11:00am, to inspect the rental unit and

determine if any repairs are necessary. The tenants are not required to be present at the inspection;

3. The above orders were made at the hearing and no further notice is required for the above scheduled inspection; and
4. The tenants must ensure that they comply with my Orders.

Conclusion

The tenants' 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: August 06, 2019

Residential Tenancy Branch