



Dispute Resolution Services

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Residential Tenancy Branch
Office of Housing and Construction Standards

DECISION

Dispute Codes OPR-DR, OPRM-DR

This matter proceeded by way of an *ex parte* Direct Request Proceeding pursuant to section 55(4) of the *Residential Tenancy Act* (the “Act”) and dealt with an Application for Dispute Resolution filed by the Landlord for an order of possession and a monetary order based on unpaid rent.

In an *ex parte* Direct Request Proceeding, the onus is on the landlord to ensure that all submitted evidentiary material is in accordance with the prescribed criteria and that such evidentiary material does not lend itself to ambiguity or give rise to issues that may need further clarification beyond the purview of a Direct Request Proceeding. If the landlord cannot establish that all documents meet the standard necessary to proceed via the Direct Request Proceeding, the application may be found to have deficiencies that necessitate a participatory hearing, or, in the alternative, the application may be dismissed.

In this type of matter, the landlord must prove they served the tenant with the Notice of Direct Request Proceeding with all the required inclusions as indicated on the Notice as per section 89 of the *Act*.

Policy Guideline #39 states:

After the Notice of Dispute Resolution Proceeding Package has been served to the tenant(s), the landlord must complete and submit to the Residential Tenancy Branch a Proof of Service Notice of Direct Request Proceeding (form RTB-44) for each tenant served. The landlord may prove service of one of these methods of service as described in the table above.

[Reproduced as written.]

The language in Policy Guideline #39 is mandatory.

In this case, the Landlord submitted an image of a date-stamped envelope bearing a Canada Post registered mail labels, and several receipts which included Tracking Numbers. These documents suggested a package was sent to the Tenant on January 27, 2021. However, the Landlord did not provide a copy of the Proof of Service - Notice of Direct Request Proceeding form as required under Policy Guideline #39. This document would include a Landlord statement establishing service of the Notice of Direct Request Proceeding documents on the Tenant. Without this accompanying statement, I find that I am not able to confirm what documents were included in the registered mailings sent on January 27, 2021.

I also note the Landlord did not submit a Direct Request Worksheet (form RTB-46), also required under Policy Guideline #39.

I find that I am not able to confirm service of the Notice of Direct Request Proceeding to the Tenant, which is a requirement of the Direct Request process. For this reason, the Landlord's requests for an order of possession and a monetary order for unpaid rent are dismissed with 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: February 19, 2021

Residential Tenancy Branch