

### How to use this form:

- You must submit this form by emailing it to HSRTO@gov.bc.ca or providing it in person at the Residential Tenancy Branch office in Burnaby or at a Service BC location. **Do not submit this form by uploading it to your dispute file. If you do so, your request will not be considered.**
- Alternate hearings and conferences are only granted in exceptional circumstances.
- You must clearly demonstrate in your request how your situation meets the requirements to grant an alternate hearing or conference. Refer to [Policy Guideline 44: Format of hearings](#) for more information.
  - You must submit all supporting evidence with this request form.
  - The other party must be given an opportunity to respond to the request for an alternate format.
- The RTB will contact the other party to determine their position on an alternate hearing or conference format. The submissions and evidence of both parties considered when making a decision. You will receive a written decision regarding your request.
- If your request for an in person hearing or conference is granted, you are responsible for all costs associated with your attendance at the hearing or conference. There may be a significant distance to travel to a location where an in person hearing is held.

### Form Sections

Section 1: Applicant Information

Section 3: Signature

Section 2: Alternate Request Details

## SECTION 1: KEY DISPUTE INFORMATION

RTB Dispute File Number (e.g., 123456789):

### Applicant Information (Party requesting the alternate hearing or conference format)

Tenant		Landlord	
First and middle name		Last name	

*Your personal information is collected under section 26 (a) and (c) of the Freedom of Information and Protection of Privacy Act for the purpose of administering the Residential Tenancy Act. If you have any questions regarding the collection of your personal information, please call the Residential Tenancy Branch at 1-800-665-8779.*

**Applicant Address: (address for service of documents)**

Site/unit #	Street # and name	City	Province	Postal Code
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**Dispute Address**

Site/unit #	Street # and name	City	Province	Postal Code
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What is the date and time for your hearing conference? (as noted in your Dispute Resolution package)	Date (DD/MM/YYYY)	Time
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**SECTION 2: AMENDMENT INFORMATION**

I am requesting an alternate hearing or conference format on the grounds of: (Choose all that apply. You must provide sufficient evidence to support your claim)

Physical or mental disability

Both parties have legal representation

Physical, geographic, or language barriers

Large number of participants

I am requesting the following type of hearing or conference:

In person

Written

Other

Please provide details of your alternate hearing or conference request below: (use additional sheet if required)

Request for a written decision and reasons. (In some situations an arbitrator may give a decision and reasons orally, If you need to request your decision in writing, please indicate why

**DEADLINE:** You must submit your request as soon as possible before the hearing or conference date. For expedited hearings , you must submit your request within **3 days** of the date you received or are deemed to have received the Notice of Dispute Resolution proceeding package.

Notice of Dispute Resolution Proceeding	Date Issued (DD/MM/YYYY)	Date Received (DD/MM/YYYY)
How did you receive the notice? If you are submitting this request after the deadline please explain why it is being submitted late		

### SECTION 3: SIGNATURE

I, the applicant/agent for the applicant, apply to the Director of the Residential Tenancy Branch for an alternate hearing or conference format

Date (DD/MM/YYYY)	Full name of primary applicant	Signature of applicant

#### Residential Tenancy Branch Contact Information

Email:	<a href="mailto:HSRTO@gov.bc.ca">HSRTO@gov.bc.ca</a> <b>Note: Evidence cannot be submitted by email.</b>
Website:	<a href="http://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies">www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies</a>
Information Line:	1-800-665-8779 (toll free)
In Person:	<b>Lower Mainland:</b> 400-5021 Kingsway, Burnaby, BC V5H 4A5