



Full Summary of Administrative Penalty

Name of Respondents: Nahid Satarinkjoo (Respondent)

Date of Penalty Issued: August 23, 2024

Contraventions under the *Residential Tenancy Act* (Act):

- Section 27(1)(a) related to restricting electricity, heat and water to the rental unit by turning off breakers and locking the electrical panel as well as terminating water,
- Section 32(1) and 33(1)(c)(ii) related to failing to make emergency repairs to a sewer pipe and re-installing a toilet,
- Section 32(1) and 33(1)(c)(v) related to failing to make emergency repairs to electrical outlets in the rental unit; and
- Section 87.3(1)(b) related to failure to comply with a January 11, 2024, Order of the Director.

Outcome of the Investigation: Four one-time administrative penalties (\$ 1,900.00 for terminating essential services, \$300.00 for failing to repair plumbing fixtures/toilet, \$300.00 for failing to repair electrical system and \$350.00 for failing to comply with a January 11, 2024, Decision or Order of the Director for a total of \$2,850.00).

The Compliance and Enforcement Unit (CEU) received a complaint on December 18, 2023, from a tenant, alleging that the Respondent may have seriously contravened the Act by restricting electricity to the rental unit and by attempting to end the tenancy not in accordance with the Act. During the course of the investigation, the Investigator formed a concern that the Respondent also may have failed to conduct repairs to the plumbing system which resulted in the removal of a toilet, failed to make repairs to the electrical system and failed to comply with an Order of the Director. Pursuant to section 87.1 of the Act, an investigation commenced on December 29, 2023.

The Respondent was provided with an Opportunity to be Heard (OTBH) on May 28, 2024, in accordance with section 87.3(2) of the Act. Administrative Penalties are issued to promote compliance only after all other attempts to gain compliance have failed. The Respondent's compliance history and the seriousness of the contravention were considered when determining a one-time or continuing penalty.

Under the authority provided by Part 5.1 of the Act, the Case Manager of the Compliance and Enforcement Unit ordered administrative penalties on August 23, 2024, and became due on or before October 23, 2024.

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