



## Full Summary of Administrative Penalty

**Name of Respondent(s):** Ae Ja (Gloria) Shin

**Contraventions under the Residential Tenancy Act (Act):** Three (3) occurrences of providing false or misleading information in a dispute resolution proceeding resulting in penalties in accordance with section 87.3(1)(c) of the Act.

**Outcome of the Investigation:** Total Administrative Monetary Penalty of \$7,700.00

### Key Findings:

The Director found that the Respondent provided false or misleading information in three RTB proceedings in May, June, and September 2024. The Respondent knowingly omitted material information about a Provincial Court garnishment order requiring rent to be paid into court, misrepresented her knowledge during a hearing, and later submitted cancelled RTB orders as if valid. The explanations were rejected as not credible and inconsistent with documentary evidence, including repeated service, enforcement actions, and court involvement. The conduct was deliberate in the first two instances and reckless in the third, forming a pattern of misleading engagement with RTB processes.

### Investigation and Decision:

The CEU investigation began on July 10, 2024, following an internal complaint. It reviewed RTB proceedings and Provincial Court enforcement actions relating to unpaid monetary orders. Evidence established prolonged enforcement activity, including payment hearings, repeated service, and arrest warrants. A garnishment order issued April 15, 2024, required rent to be paid into court. Despite this, the Respondent sought an order of possession and monetary order without disclosing the garnishment; the order was later cancelled on review. The Director found the Respondent deliberately omitted material evidence, misrepresented facts when challenged, and continued to rely on inaccurate information. Multiple opportunities to respond were provided, but the Respondent did not meaningfully address the concerns.

### Administrative Penalty:

The Director determined penalties were warranted based on the seriousness, deliberateness, and repeated nature of the conduct, and lack of corrective action. \$3,600 (May 21, 2024); \$2,700 (June 28, 2024); \$1,400 (September 11, 2024). Total Administrative Monetary Penalty: \$7,700.00. The penalties were proportionate and reflective of escalating misconduct.

### Public Interest:

The conduct created a risk of wrongful eviction and financial prejudice, including potential duplicate rent payments. Providing false or misleading information undermines the integrity, fairness, and efficiency of the RTB dispute resolution system. The penalties were imposed to denounce the conduct, deter similar behaviour, and reinforce the importance of accurate disclosure in tenancy proceedings.