



Compliance and Enforcement Unit
Residential Tenancy Branch
Office of Housing and Construction Standards

June 30, 2020

CEU File # [REDACTED]

Full Summary of Administrative Penalty

Name of Respondent: Pao Lien Chen

Date of Penalty Issued: November 19, 2019

Contraventions under the Residential Tenancy Act (the Act):

- Section 28-Protection of tenant's right to quiet enjoyment

Outcome of the Investigation: An administrative penalty in the amount of \$3,500.00

The Compliance and Enforcement Unit (the CEU) received a complaint on March 5, 2018 alleging the respondent was contravening the Act by serving repeated Notices to End Tenancy not in good faith, seriously interfering with the tenant's right to quiet enjoyment. Pursuant to section 87.1 of the Act, an investigation commenced on June 24, 2019.

Over the course of several months, the respondent served multiple Notices to End Tenancy in bad faith to a tenant, all of which were cancelled by the Director of the Residential Tenancy Branch (the RTB). Despite numerous warnings from arbitrators and two monetary orders against the respondent, the respondent continued to serve Notices to End Tenancy that were subsequently cancelled by the Director of the RTB. The cumulative effect on the tenant significantly disrupted the tenant's right to quiet enjoyment. The contraventions identified above have been deliberate and continuous.

Administrative Penalties are issued to promote compliance. 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 Director of Compliance and Enforcement ordered a one-time administrative penalty on November 19, 2019. [Click here to full see decision.](#)