



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:** Hien Vinh NGUYEN

**Date of Penalty Issued:** August 06, 2019

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

- Section 32(1) Landlord and tenant obligations to repair and maintain

**Outcome of the Investigation:** An administrative penalty in the amount of \$5,000.00

The Compliance and Enforcement Unit received a complaint on September 25, 2018 alleging the respondent was contravening the Act by failing to make necessary repairs and maintenance and failing to comply with orders of the Director. Pursuant to section 87.1 of the Act, an investigation commenced on April 4, 2019.

The Director of the Residential Tenancy Branch (the RTB) ordered the respondent to complete the same set of repairs on four separate occasions over the course of two years. An ongoing and incremental rent reduction was ordered by the Director of the RTB until such time as the repairs were completed. Instead of making the repairs as ordered, the respondent made several attempts to evict the tenant by serving Notices to End Tenancy in bad faith. 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 August 6, 2019 and the administrative penalty became due on October 7, 2019. [Click here to see full decision.](#)