

IMPORTANT INFORMATION ABOUT CANADA POST MAIL SERVICE

Although Canada Post resumed operations on December 17, 2024, Canada Post has suspended service guarantees until further notice. If you serve records by mail during this time, an arbitrator may determine that the records were not sufficiently served and dismiss any related applications for dispute resolution, with or without leave to reapply.

Until Canada Post reinstates service guarantees, you should serve records using other permitted methods of service. The methods are listed in Dispute Resolution Fact Sheet (RTB 114), which is included with this package.

As a temporary measure you may also serve records using a courier service. If you use a courier to serve records, you must request signature upon delivery, and one of the following conditions must be met:

- the recipient of the record signs a record provided by the courier which acknowledges receipt
- the courier leaves a notice of attempted delivery in the mailbox or posted to the door
- if the courier is not able to leave the notice of attempted delivery in the mailbox or posted to the door, the courier leaves the notice of attempted delivery in a conspicuous place and the sender provides proof that they have attempted to contact the recipient by telephone or email to inform the recipient of the attempted delivery.

Records sent by courier during this period are deemed to have been received on the actual date of delivery if the recipient signs a document acknowledging receipt or on the 5th day after the document or the delivery attempt notice is sent.

To record service by courier in the [Dispute Access Site](#), select “Other” as the method of service. Upload the courier receipt and write the courier tracking number in the description box. If required, attach a Proof of Service form.

For more information, visit: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>