

**How to use this form:**

- Paper forms must be submitted in person at a Service BC Centre that accepts RTB forms or the Burnaby Residential Tenancy Branch office.
- The Online application is available 24/7 from any computer or mobile device: [www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/tenancy-dispute-resolution/participatory-process/complete-and-file-application#online](http://www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/tenancy-dispute-resolution/participatory-process/complete-and-file-application#online)
- This application requires a \$100 filing fee.

**Important information about your application:**

- Your application will not be processed unless all required information is provided and legible and the \$100 filing fee has been received.
- Required information includes:
  - Key Dispute Information
  - At least one issue selected
  - At least one respondent with full name
  - Signature
  - **IMPORTANT:** You must be able to serve documents to each respondent in a method allowed by [BC tenancy Laws](#).
- **You must be able to serve documents to landlord(s) or representative(s).** The applicant will receive a Notice of Dispute Resolution Proceeding Package to serve all respondents and may be required to declare service within a service deadline. An arbitrator may refuse to consider an application that is not served properly, and your filing fee will not be refunded.
- If you cannot serve documents in person, do not have the service address of each tenant or do not have a written agreement with the tenant to serve documents by email, you can apply for substituted service to serve documents in a different way. It allows you to indicate the alternate way you want to serve the documents with proof the respondent(s) would receive them. Complete and submit form RTB-13 with this application.

**Form Sections:**

 Section 1: Key Dispute Information  
 Section 2: Additional Applicants

 Section 3: Respondent Information  
 Section 4: Tenant Issues  
 Section 5: Declaration

**Section 1: Key Dispute Information**

Is the tenant living in the rental unit?	
No    Date tenancy ended:	Yes ( <b>Do not use this form, use #RTB-12T-CT</b> )
What was being rented?	
A home, suite, or apartment	A site in a manufactured home park
Does the tenant own the manufactured home? (if applicable)	
No	Yes
Is this application in response to an active dispute file against you?	
No	Yes ( <b>active file #:</b> )
Was a security deposit provided to the landlord by the tenant?	
No	Yes <b>Amount \$:</b>
Was a pet damage deposit provided to the landlord by the tenant?	
No	Yes <b>Amount \$:</b>

Your personal information is collected under section 26 (a) and (c) of the Freedom of Information and Protection of Privacy Act for the purpose of administering the Residential Tenancy Act. If you have any questions regarding the collection of your personal information, please call 604-660-1020 in Greater Vancouver; 250-387-1602 in Victoria; or 1-800-665-8779 elsewhere in B.C.

## Rental Unit/Site Address:

site/unit #	street # and name	city	province	postal code
-------------	-------------------	------	----------	-------------

## Primary Applicant Contact: (This main contact responsible for serving documents on all parties. The Residential Tenancy Branch will contact this person about this dispute file)

first and middle name	last name
email address (strongly recommended. For RTB use only.)	contact phone number (required)
Tick here if email is the preferred method of contact	Tick here if phone is the preferred method of contact

site/unit #	street # and name	city	province	postal code
-------------	-------------------	------	----------	-------------

How does the primary applicant want to receive the Notice of Dispute Resolution Proceeding package?

By email (email address must be provided above, and you must be able to print documents)  
Pick up at a Service BC Centre or the Burnaby Residential Tenancy Branch Office during business hours

## Section 2: Second Applicant Contact (if applicable)

The second applicant contact is an:

Individual

Agent or Lawyer

Advocate or Assistant

first and middle name	last name			
email address (for RTB use only)	contact phone number			
site/unit #	street # and name	city	province	postal code

Use form #RTB-26 Schedule of Parties to include additional parties and/or a separate mailing address. Submit with this application [www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/tenancy-forms](http://www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/tenancy-forms)

I am including form #RTB-26 for additional parties and/or mailing address

## Section 3: Respondent Information (Full legal names required for each respondent)

First Respondent: What contact information do you have for this respondent?

first and middle name	last name
-----------------------	-----------

business name (if a business)

email address		contact phone number		
---------------	--	----------------------	--	--

site/unit #	street # and name	city	province	postal code
-------------	-------------------	------	----------	-------------

I am including form RTB 13 for Substituted Service

**Second Respondent Information: What contact information do you have for this respondent?**

first and middle name	last name
-----------------------	-----------

business name (if a business)

email address	contact phone number
---------------	----------------------

site/unit #	street # and name	city	province	postal code
-------------	-------------------	------	----------	-------------

Use form #RTB-26 Schedule of Parties to include additional parties and/or a separate mailing address. Submit with this application [www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/tenancy-forms](http://www.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/tenancy-forms)

I am including form #RTB-26 for additional parties and/or mailing address

I am including form RTB 13 for Substituted Service

**Section 4: Tenant Issues: (select all that apply)**

I want to recover my \$100 filing fee for this application

**I want all or part of my security deposit and/or pet damage deposit back**

Amount requested:	Date forwarding address was served on landlord?
-------------------	---

How address was provided to landlord:

Describe why this is being requested:

**I want compensation from the landlord for monetary loss under the Act, regulations and/or tenancy agreement**

Total amount you are seeking: \$

Please describe why this is being requested:

**Section 4: Tenant Issues:** (select all that apply)

**I want to be paid back the cost of emergency repairs I made during the tenancy**

Total amount you are seeking: \$

Please describe the damages, incurred costs and attempts at compensation:

**I want the landlord to return my personal property**

Please describe the personal property you want returned:

**Section 5: Declaration: By signing below, I certify that:**

- I am the primary applicant or an authorized agent of the primary applicant.
- All information that is being provided in this application is true, correct, and complete to the best of my knowledge.
- I understand it is a legal offense to provide false or misleading information and evidence to the Residential Tenancy Branch.
- By signing this application, I have the authority to act on behalf of the applicant(s) as the primary applicant for this dispute and that I will share all communication about this dispute with the other applicant(s) if more than one applicant is listed on this form.
- I authorize the Residential Tenancy Branch to enter this information on my behalf.

DD/MM/YYYY

full name of primary applicant (print)

signature of primary applicant

**Residential Tenancy Branch Contact Information:**

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca) Note: Evidence cannot be submitted by email.

Website: [www.gov.bc.ca/landlordtenant](http://www.gov.bc.ca/landlordtenant)

Phone: (604) 660-1020 in Greater Vancouver; (250) 387-1602 in Victoria 1-800-665-8779  
DO NOT CALL THIS NUMBER FOR YOUR HEARING

In Person: **Lower Mainland**

400 - 5021 Kingsway  
Burnaby, BC, V5H 4A5

**Outside of Lower Mainland**

Visit one of our many Service BC Offices, listed at [www.servicebc.gov.bc.ca](http://www.servicebc.gov.bc.ca)