

Did you know? You can apply for substituted service online!

tenancydispute.gov.bc.ca/DisputeAccess/

How to use this form:

- Use this application to apply for substituted service and request a different method of service, when parties cannot be served a document using one of the methods required by law.
To learn about the allowable options for service, visit <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/tenancy-dispute-resolution/participatory-process/serve-notice>
- A separate substituted service application is required for each party you are serving.
- Submit this form at the Burnaby Residential Tenancy Branch or any Service BC Centre or apply online at <https://tenancydispute.gov.bc.ca/DisputeAccess/>

Evidence is required that shows:

- The requested method will result in the party receiving the documents
- Your request will likely be denied if you do not provide evidence that the requested method will work. For example: if you are requesting to serve by email, provide copies of emails to show recent activity.

Form Sections:

- Section 1: Dispute Information
- Section 2: Substituted Service Request
- Section 3: Declaration

Section 1: Dispute Information				
File number: (e.g., 123456789)		Dispute access code: (e.g., HT3Kf4u)		
Requester Information				
First name		Last name		
Contact phone number (required)		Email address (strongly recommended)		
Site/unit #	Street address	City	Province	Postal code

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.

Section 2: Substituted Service Request

Select the option that applies to your application for substituted service:

- Notice of Dispute Resolution Proceeding (Proceeding package) with supporting documents and evidence
- Decision for a Review Consideration and Notice of Review Hearing (Proceeding package) with supporting documents and evidence
- Other (specify the document):

Name the party you are seeking substituted service for:

A separate substituted service application is required for each party you are serving.

Select the service methods you have tried and confirmed will not work (select all that apply):

- | | | |
|--|---|---|
| <input type="checkbox"/> Registered Mail | <input type="checkbox"/> Regular Mail | <input type="checkbox"/> Pre-Agreed Email |
| <input type="checkbox"/> In Person | <input type="checkbox"/> Mail Slot or Box | |
| <input type="checkbox"/> Posted on Door | <input type="checkbox"/> Pre-Agreed Fax | |

Please explain why you cannot serve the documents using the service methods listed above.

What method of substituted service are you requesting? *(Please describe the method of service that you would like to use that is not allowed by law. For example: if requesting to serve an email or social media account, provide the email address or social media platform and username)*

- Email: Email Address
- Text Message: Phone number
- Social Media: Platform
Username or UserID
- Other: List the details of the other method you are requesting

Why do you think the party will receive the documents using your requested service method?

Proof is required that the person can receive documents using the proposed method. Have they used the service platform recently? Do you have proof of communication using this method?

Section 3: Declaration: By signing below, I certify that:

- I have the authority to make this application for substituted service.
- All information that is being provided in this application for substituted service is true, correct, and complete to the best of my knowledge.
- I understand it is a legal offence to provide false or misleading information and evidence to the Residential Tenancy Branch.
- I authorize the Residential Tenancy Branch to enter this information on my behalf.

Date

Full name of requester or authorized agent (PRINT)

Signature

Residential Tenancy Branch Contact Information

If your dispute application was submitted online, you can view your submitted application, evidence and request(s) by logging in online with your BCeID at <https://tenancydispute.gov.bc.ca/Intake/Login> Outcomes and decisions can also be viewed there once they are complete.

Email: HSRTO@gov.bc.ca

Note: Evidence cannot be submitted to the Residential Tenancy Branch by email.

www.gov.bc.ca/landlordtenant

Website:

Information Line: Greater Vancouver: (604) 660-1020

Victoria: (250) 387-1602

Elsewhere in BC: 1-800-665-8779

Note: Do not call these numbers for your hearing

In Person:

Lower Mainland

400 – 5021 Kingsway

Burnaby BC V5H 4A5

Outside of Lower Mainland

Visit a Service BC Centre: www.servicebc.gov.bc.ca