

**How to use this form:**

- Submit this form in person at a Service BC Centre that accepts RTB forms or the Burnaby Residential Tenancy Branch office. The Residential Tenancy Branch office address is provided at the bottom of this form.
- There is no fee for a Request for Clarification.

**Important information about your application:**

- The Residential Tenancy Branch can clarify a decision or order(s) if a party is unclear about or does not understand the decision, order or reasons. Clarification allows the Residential Tenancy Branch to explain, but not to change, the decision.
- Either party can submit a Request for Clarification to the Residential Tenancy Branch. Requests for Clarification should be received by the Residential Tenancy Branch within 15 days of the party receiving the decision or order(s) and must include a copy of the decision or order(s).
- For more information about Request for Clarifications, visit the Residential Tenancy Branch website, [www.gov.bc.ca/landlordtenant/review](http://www.gov.bc.ca/landlordtenant/review)

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.

**Form Sections**

Section 1: Requester Information

Section 2: Declaration

Section 1: Requester Information			
Who is filing this request? (please check one)			
<input type="radio"/> I am a <b>landlord</b> , or I represent one		<input type="radio"/> I am a <b>tenant</b> , or I represent one	
File Number (e.g., 123456789)			
Dispute Access Code (e.g., tQLKHXd)			
First name		Last name	
Email Address ( <i>highly recommended</i> )		Contact Phone number ( <i>required</i> )	
Tick here if email is the preferred method of contact <input type="radio"/>		Tick here if phone is the preferred method of contact <input type="radio"/>	
Site/unit #	Street # and name		
City	Province	Postal code	

## Key Information

What document(s) are you seeking clarification for?

Decision

Order of Possession

Monetary Order

Date you received the Decision or Order (DD/MM/YYYY):

What is the date on the decision or order you are seeking clarification for? (DD/MM/YYYY):

*\*Ensure the date matches the decision or order you would like to have clarified.*

Please provide the information on the clarification you are seeking, a clear description, and why it is needed.

## Section 2: Declaration: By signing below, I certify that:

- I have the authority to make this request for clarification
- All information that is being provided in this request for clarification 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 RTB
- I authorize the RTB to enter this information on my behalf.

Date (DD/MM/YYYY)

Full name of requester (print) or authorized agent:

Signature of requester or authorized agent

## RTB General Inquiries

For applicants who have submitted their dispute application online, you can view and track the outcome and decision of your request by logging in online with your BCeID (<https://tenancydispute.gov.bc.ca/Intake/Login>).

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca) Do not submit evidence to the RTB by email.

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

Phone: Greater Vancouver: 250-387-1602  
Victoria: 250-387-1602  
Toll Free: 1-800-665-8779

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)