

**To the Landlord(s):** (full names are required) Use Schedule of Parties (#RTB-26) to list additional Landlords

first and middle name(s)	last name or full legal business name
first and middle name(s)	last name or full legal business name

**Landlord Address:** (address where documents will be given personally, left for, faxed, emailed or mailed to the landlord for service)

site/unit #	street # and name	city	province	postal code
daytime number	fax/other number	email address for document service		

*The tenant(s) named below are providing you with the forwarding address for return of the security deposit and/or pet damage deposit. Under the Residential Tenancy Act, the landlord(s) have 15 days from the end of the tenancy and upon receipt of the forwarding address to either claim against the deposit(s) by filing an Application for Dispute Resolution, or to return the deposits to the tenant(s). If the landlord(s) fails to do either of these, the tenant(s) may apply for Dispute Resolution and receive double the security deposit and/or pet damage deposit, pursuant to section 38 of the Act. Additional information about deposits can be found on the last page of this form.*

**From the Tenant(s):** (full names are required) Use Schedule of Parties (#RTB-26) to list additional tenants

first and middle name(s)	last name
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**My/our forwarding address and contact information is:**

site/unit #	street # and name	city	province	postal code
email address for service				
daytime phone	other phone	fax number for document service		

**Rental Address:** (Address that the deposit(s) were held for)

site/unit #	street # and name	city	province	postal code
<b>Tenant or agent name: (print)</b>		<b>Tenant or agent signature:</b>		
<b>Date signed: (DD/MM/YYYY)</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.

## Service Details: Complete below at time of service

In Person

By registered mail

By fax

On the door or other conspicuous place where the landlord lives or carries on business as a landlord

In the mail box or mail slot where the landlord lives or carries on business as a landlord

By email to the email address provided on a written agreement as an address for service

### ADDITIONAL INFORMATION FOR THE LANDLORD

- The security deposit and pet damage deposit are held in trust for the tenants by the landlord.
- At no time does the landlord have the ability to simply keep a deposit because they feel they are entitled to it or are justified to keep it. It is not enough that the landlord feels they are entitled to keep the deposit, based on unproven claims.
- The Landlord may only keep all or a portion of a deposit through the authority of the Act, such as an order from the director, or with the written agreement of the tenant.
- If the landlord and the tenant are unable to agree to the repayment of a deposit or to deductions to be made from it, the landlord must file an Application for Dispute Resolution within 15 calendar days of the end of the tenancy and upon receipt of the forwarding address.
- If a landlord has failed to perform the required incoming or outgoing condition inspection reports in accordance with the Act, the landlord has extinguished the right to claim against the security deposit for damages, pursuant to sections 24(2) and 36(2) of the Act. A landlord may still claim against the deposits for unpaid rent; however, the landlord must file their application within the required 15 days or the deposits may be doubled and any rent found owing would be offset against the doubled amounts.
- A landlord may still file an application for compensation for alleged damages to the rental unit, even if they have extinguished the right to claim against the deposits. The landlord will still have to provide sufficient evidence to prove the condition of the rental unit before and after the tenant had possession of it.

### WHEN YOU ARE CONSIDERED TO HAVE RECEIVED THIS NOTICE:

- You are considered to have received this Notice on the day it is given to you or your agent in person (or to an adult (19+) who appears to live with you).
- If you were not personally served with this Notice, you are considered to have received the Notice, unless there is evidence to the contrary, on the following: 3 days after the tenant either leaves the Notice in the mailbox or in mail slot at the address where you live or carry on business as a landlord; or attaches a copy to a door or other conspicuous place at the address where you live or carry on business as a landlord; faxes it to a number you have provided as an address for service; or emails it to an address that you have provided as an address for service; or 5 days after the tenant sends the Notice by registered or regular mail to the address where you live or carry on business as a landlord.

**Note: The date a person receives documents is used to calculate the time to respond; the deeming provisions do not give you extra time to respond.**

### 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

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)