

***This Fact Sheet includes important information about the direct request process. Please read the full document carefully.***

A Direct Request is a limited expedited procedure for obtaining an order of possession when the tenant has not paid the rent or utilities. This process may only be used if the tenant neither pays the overdue rent and/or utilities nor applies to dispute the 10 Day Notice to End Tenancy for Unpaid Rent or Utilities (form RTB-30) within five days of receiving the notice.

In the application, the landlord may request a monetary order for the amount of outstanding rent and utilities with supporting documentation, and recovery of the filing fee.

Landlords may choose to apply through the participatory hearing procedure if they want permission to keep all or part of a security or pet damage deposit to offset a debt.

Decisions will be made based on written documentation only. A participatory hearing will not be held as provided by the Residential Tenancy Act section 55(4) and Manufactured Home Park Tenancy Act section 48(4).

An adjudicator may dismiss the matter with or without leave to reapply, or may schedule a participatory hearing if all supporting documents are not attached, or if the adjudicator has questions regarding the contents of the documents, or is unable to make a decision due to unclear or missing documents.

If the tenant files an application to dispute a 10 Day Notice to End Tenancy for Unpaid Rent or Utilities, then the direct request process is not available for the landlord. Once the tenant files an application to dispute a 10 Day Notice, any landlord application for direct request will be heard as a participatory hearing or crossed to be heard at the same time as the tenant's application, when time allows.

If the landlord issues a subsequent 10 Day Notice to End Tenancy for Unpaid Rent or Utilities after the first and then applies for another Direct Request, that Direct Request application will also be crossed to be heard at the same time as the tenant's hearing if time allows, or it will be set as a participatory hearing if necessary. Tenants should amend their application to include any other 10 Day Notices that they are issued, so these may be heard at the same hearing.

### Documentation required

- *Application for Dispute Resolution by Direct Request* (form RTB-12LDR or online application).
- *Direct Request Worksheet* (form RTB-46) providing a detailed calculation of unpaid rent or utilities only. **Claims other than unpaid rent or utilities and for recovery of the filing cannot be accepted.**
- A copy of the *10 Day Notice to End Tenancy* (form RTB-30) which includes the Direct Request explanation.
- A copy of the completed *Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities* (form RTB-34).
- A copy of the signed tenancy agreement (including the addendum if there is one).
- When payment for utilities is required, a copy of the written demand informing the tenant of the amount and due date, a copy of related utility bills, and proof of service of the written demand for utilities using copy of the completed *Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities* (form RTB-34).
- A copy of all Notices of Rent Increase since the tenancy began, if rent has increased.
- If any rent was received after the *10 Day Notice to End Tenancy* was issued, a copy of any receipts issued to the tenant.
- A copy of #RTB-130 [The Direct Request Process](#) (this Fact Sheet) which explains the direct request process.

## Possible outcomes

- An order of possession may be granted.
- An order of possession and monetary order for unpaid rent or utilities and recovery of the filing fee may be granted.
- The application may be adjourned and reconvened to a participatory hearing.
- The application may be dismissed with or without leave to reapply.

## A note on utilities

When unpaid utilities prompt a Direct Request application, the landlord must provide:

- a copy of the tenancy agreement showing the tenant is responsible for paying utility charges to the landlord; and
- a copy of their written demand for payment of utilities. The demand must be dated and state the amount that is due. After receiving the demand letter, the tenant has 30 days to pay the outstanding utilities before the landlord can issue a valid *10 Day Notice to End Tenancy for Unpaid Rent or Utilities* (form RTB-30) that includes a claim for unpaid utilities.

## The beginning

1. The tenant does not pay the rent or utilities.
2. The landlord serves the tenant a *10 Day Notice to End Tenancy for Unpaid Rent or Utilities* (form RTB-30).
3. If the tenant pays the rent/utilities in the first five days after receiving the notice, or applies to dispute the *10 Day Notice to End Tenancy* the landlord cannot use the Direct Request procedure.
4. If the tenant does neither and at least five days have passed since the *10 Day Notice to End Tenancy Utilities* is deemed received, the landlord can submit an *Application for Dispute Resolution by Direct Request* (form RTB-12LDR) or an Online Application for Dispute Resolution.

## Direct Request procedure

1. The landlord must submit an *Application for Dispute Resolution by Direct Request* (form RTB-12LDR or online application).
2. The landlord must provide all **required** documentation and pay the filing fee.
3. The RTB reviews the application along with all required documents.
4. The RTB provides the landlord with a Direct Request Proceeding Package, including:
  - *Notice of Direct Request Proceeding*: The notice includes important information that must be served to each tenant.
  - *Proof of Service Notice of Direct Request Proceeding* (form RTB-44).

For online applications, these may be emailed; for in-person applications, they will be provided by the RTB or Service BC office.

5. The landlord must serve the Direct Request Proceeding Package on each tenant within three days of it being issued by the RTB. The package must include all of the following: *Notice of Direct Request Proceeding*; a copy of the application; **all required supporting documents**; and a copy of this fact sheet.
6. The landlord completes the *Proof of Service Notice of Direct Request Proceeding* for each tenant confirming when and how the *Direct Request Proceeding* and supporting documents were served.
7. The landlord uploads the *Proof of Service Notice of Direct Request Proceeding* for each tenant to the Dispute Access Site using the landlord's Dispute Access Code or submits it personally to the RTB or Service BC office.  
<https://tenancydispute.gov.bc.ca/DisputeAccess>
8. RTB reviews the application and documentation and makes a decision.
9. RTB mails the decision and if applicable, Orders, to the landlord. If requested, the material can also be emailed.
10. RTB mails the decision to the tenant.
11. If the landlord is to proceed with the eviction, the landlord must serve the order of possession and/or monetary order on the tenant.
12. If the order(s) are served and the tenant does not comply, the landlord may enforce the order(s) through the court system.

## Contact information

### Residential Tenancy Branch

Greater Vancouver: 604-660-1020

Victoria: 250-387-1602

Elsewhere in BC: 1-800-665-8779

Burnaby office: 400-5021 Kingsway

[Contact us](#) for office hours

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

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

### Service BC

Visit any Service BC Office

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

Contact Enquiry BC for Service BC locations

Greater Vancouver: 604-660-2421

Victoria: 250-387-6121

Elsewhere in BC: 1-800-663-7867