

LANDLORD'S DIRECT REQUESTS



Residential Tenancy Branch

A Direct Request is a process where decisions are made based on written documentation only. No oral hearing is required.

When Landlords Can Apply for a Direct Request

The landlord's direct request process is limited to:

- applications for orders of possession;
- monetary orders for unpaid rent; and
- recovery of the filing fee associated with applying by direct request.

This process is only available if:

- the landlord has given the tenant a notice to end the tenancy;
- the tenant has not disputed the notice by applying for dispute resolution (or paid the rent and/or utilities, if the notice is for non-payment of rent and/or utilities); and
- the time for making that application (or paying the overdue rent and/or utilities) has expired.

When Landlords Cannot Apply for a Direct Request

- If the tenant disputed the notice by making an application for dispute resolution within the required timeframe of receiving the notice
 - ⇒ 10 day notice: within 5 days
 - ⇒ 1 month notice: within 10 days
 - ⇒ 2 month notice: within 15 days
 - ⇒ 4 month notice: within 30 days
- Orders of possession for landlord's use of property, for cause by a strata corporation, or for conversion of a manufactured home park are only available through the standard dispute resolution process.

LANDLORD'S DIRECT REQUEST

Direct Request Procedure

1. The landlord applies, provides all required documentation, and pays the filing fee.
2. The RTB reviews the application along with all required documents, confirms the tenant has not applied to dispute the notice to end tenancy, and provides the landlord with a Direct Request Proceeding Package.
3. The landlord serves the Direct Request Proceeding Package on each tenant within 3 days of it being issued by the RTB.
4. The landlord completes the Proof of Service Notice for each tenant and uploads it to the Dispute Access Site or submits it personally to the RTB or Service BC office.
5. RTB reviews the application and documentation and makes a decision.
6. RTB sends the decision and orders to the landlord. RTB sends the decision to the tenant.
7. If the landlord is to proceed with the eviction, the landlord serves the order of possession and/or monetary order on the tenant.
8. If the order is served and the tenant does not comply, the landlord may enforce the order through the court system.

See [Policy Guideline 39: Landlord's Direct Request](#) for more information.

Possible Outcomes

- An order of possession is issued.
- A monetary order for unpaid rent and/or utilities plus recovery of the filing fee (if requested) is issued.
- The matter is adjourned to be reconvened as an oral hearing in which the tenant may also participate.
- The matter is dismissed, with or without leave to reapply.

* Remember, only **undisputed** claims for orders of possession, monetary orders for unpaid rent and/or utilities, and/or recovery of the filing can be accepted *

LANDLORD'S DIRECT REQUEST

Documentation Required

Application for Dispute Resolution by Direct Request For Unpaid Rent and/or Utilities (form [RTB-12LDR](#) or online).

- *10 Day Notice to End Tenancy for Unpaid Rent or Utilities* (form [RTB-30](#)).
- Direct Request Worksheet (form [RTB-46](#)) setting out the amount of rent or utilities owing.
- A copy of the written tenancy agreement.
- Documents showing changes to the tenancy agreement relevant to the application, such as notices of rent increases, or changes to the parties to the agreement.
- If applicable, proof that the landlord served the tenant with the *Written Demand to Pay Utilities* using the *Proof of Service - Notice to End Tenancy and Written Demand to Pay Utilities* (form [RTB-34](#)).
- If any rent was received after the 10 Day Notice to End Tenancy was issued, a copy of any receipts issued to the tenant.

All Other Applications for Dispute Resolution by Direct Request (online only)

- The relevant Notice to End Tenancy:
 - *One Month Notice to End Tenancy for Cause or End of Employment* (form [RTB-33](#)).
 - *Two Month Notice to End Tenancy Because the Tenant Does Not Qualify for Subsidized Rental Unit* (form [RTB-32A](#)).
 - *Four Month Notice to End Tenancy for Demolition or Conversion of a Rental Unit* (form [RTB-29](#)).
- A copy of the written tenancy agreement.
- Documents showing changes to the tenancy agreement relevant to the application, such as notices of rent increases, or changes to the parties to the agreement.
- Proof the landlord served the tenant with the Notice to End Tenancy using the *Proof of Service Notice to End Tenancy and Written Demand to Pay Utilities* (form [RTB-34](#)).

If all supporting documents are not attached or are unclear, the applicant may be asked to provide the missing information.

If the adjudicator has questions regarding the documents, they may schedule an oral hearing or dismiss the matter with or without leave to reapply.