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 a monetary order for return of a security deposit and/or pet damage deposit. This process may only be used if the landlord neither returns the deposit(s) or applies to keep the deposit(s) within 15 days of the tenancy ending and receiving the tenant’s forwarding address in writing.

In the application, the tenant may also request the recovery of the filing fee. A tenant may not seek the return of their deposit(s) if there is an outstanding order from the Director allowing the landlord to retain that portion or if the tenant agreed in writing to allow the landlord to keep that portion of the deposit(s). For example, if the tenant provided a $500 security deposit to the landlord and agreed in writing to let the landlord keep $50 dollars, then the tenant may only seek the return of the balance of $450 dollars. The tenant may not seek the return of the $50 dollars they had previously agreed to let the landlord retain.

Section 38(6) of the Residential Tenancy Act sets out that if the landlord neither returns the deposit(s) or applies to keep the deposit(s) within 15 days of the tenancy ending and receiving the tenant’s forwarding address in writing, then the landlord must pay the tenant double the amount of the security deposit, pet damage deposit, or both, as applicable. There are very few exceptions to this, such as where a party has extinguished their right to the deposit, the landlord has an outstanding order from the Director allowing them to retain the deposit(s), or if the tenant agrees in writing to allow the landlord to retain the deposit(s). You may find additional information about managing deposits at the end of the tenancy on Policy Guideline 17: Security Deposit and Set off.

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).

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 landlord makes an application for dispute resolution to keep part or all of the deposit(s), then the direct request process is not available for the tenant. Once the landlord files an application to retain the deposit(s), any tenant application for direct request will be heard as a participatory hearing or crossed to be heard at the same time as the landlord’s application, when time allows.

Documentation required

- **Tenant’s Application for Direct Request for Return of Security and/or Pet Damage Deposit** (form RTB-12T-DR or online application).
- **Tenant’s Direct Request Worksheet** (form RTB-40) providing a detailed calculation of the outstanding security deposit and/or pet damage deposit only. Claims other than the return of the security deposit, pet damage deposit, and for recovery of the filing cannot be accepted.
- A copy of the forwarding address given to the landlord (Form RTB-47 is recommended, but not required) or a copy of the condition inspection report with the forwarding address provided.
- A copy of the completed **Proof of Service of Forwarding Address** (form RTB-41).
- A copy of the signed tenancy agreement (including the addendum if there is one).
- If a pet damage deposit was accepted after the tenancy began, a receipt for the pet damage deposit.
- A copy of **#RTB-131 The Tenant’s Direct Request Process** (this Fact Sheet) which explains the direct request process.
Possible outcomes

- An monetary order for the return of the deposits may be granted.
- An monetary order for the return of the deposits and the 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.

The beginning

1. The tenancy ends.
2. The tenant provides the landlord with their forwarding address in writing (form RTB-47 is recommended, but not required). The forwarding address can be provided on the condition inspection report.
3. If the landlord repays the tenant’s deposit(s) or applies to keep part or all of the deposit(s) within 15 days of the tenancy ending and the date the landlord receives the tenant’s forwarding address in writing, the tenant cannot use the Direct Request procedure.
4. If the landlord does neither and at least 15 days have passed since the tenancy and ended and the tenant’s forwarding address is deemed received by the landlord, the tenant can submit a Tenant’s Application for Direct Request for Return of Security and/or Pet Damage Deposit (form RTB-12T-DR) or an Online Application for Dispute Resolution.

Direct Request procedure

1. The tenant must submit a Tenant’s Application Direct Request for Return of Security Deposit and/or Pet Damage Deposit (form RTB-12T-DR or online application).
2. The tenant 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 tenant with a Direct Request Proceeding Package, including:
   - Notice of Direct Request Proceeding: The notice includes important information that must be served to each landlord.
   - Proof of Service Notice of Direct Request Proceeding (form RTB-50).
      For online applications, these may be emailed; for in-person applications, they will provided by the RTB or Service BC office.
5. The tenant must serve the Direct Request Proceeding Package on each landlord 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 tenant completes the Proof of Service Notice of Direct Request Proceeding for each landlord confirming when and how the Direct Request Proceeding and supporting documents were served.
7. The tenant uploads the Proof of Service Notice of Direct Request Proceeding for each landlord to the Dispute Access Site using the tenant’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 tenant. If requested, the material can also be emailed.
10. RTB mails the decision to the landlord.
11. The tenant must serve the monetary order on the landlord.
12. If the order is served and the landlord does not comply, the tenant may enforce the order 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  
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