



# Residential Tenancy Branch

## Compliance and Enforcement Unit

### Complaint Intake (CEU-1)

#### How to use this form:

- First! Take a look at the Residential Tenancy Branch website and see if Dispute Resolution Services might be the first step [www.gov.bc.ca/landlordtenant](http://www.gov.bc.ca/landlordtenant)
- You can fill out this form on your computer and email it to us.
- Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)
- You can fill out this form and print it then Mail or visit us in Person (where available).
- Mail: Attention: Director of Compliance & Enforcement Residential Tenancy Branch  
PO Box 9298, STN PROV GOVT  
Victoria, BC, V8W 9J8
- In Person: 400 – 5021 Kingsway, Burnaby



The Compliance and Enforcement Unit does not enforce Orders of Possession or Monetary Orders or gather evidence on your behalf to be used at Dispute Resolution. These types of Orders must be enforced through the Courts.

#### Definitions

**RTB** - Residential Tenancy Branch

**CEU** - Compliance and Enforcement Unit

#### Form Sections

**Section 1:** Basic Contact Information

**Section 2:** Basic Tenancy Information

**Section 3:** Description of Non-Compliance

**Section 4:** Supporting Documentation

**Section 5:** Declaration and Signature

Personal information is collected under sections 26(b) and (c) of the Freedom of Information and Protection of Privacy Act and will be used for the purpose of law enforcement and administering the Residential Tenancy Act and Manufactured Home Park Tenancy Act. Should you have any questions about collection of your personal information, please contact the Director of Compliance & Enforcement of the Residential Tenancy Branch at 604-660-1020 in Greater Vancouver; 250-387-1602 in Victoria; or 1-800-665-8779 elsewhere in B.C.

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## SECTION 1: Basic Contact Information

Your Information (use full legal names)		
<input type="checkbox"/> Landlord <input type="checkbox"/> Tenant <input type="checkbox"/> Agent <input type="checkbox"/> Advocate <input type="checkbox"/> Other _____		
Business Name (if business)		Contact Phone number
First Name	Last Name	Date of Birth
First Name	Last Name	Date of Birth
Mailing Address (e.g. #4 123 Fort Street)		Email Address
City	Province or State	Postal or Zip Code
Subject of Complaint - Who are you complaining about? (use full legal names)		
Subject of Complaint type? <input type="checkbox"/> Landlord <input type="checkbox"/> Tenant <input type="checkbox"/> Agent (If the respondent is a business provide the representative's names)		
Business Name (if business)		Contact Phone number
First Name	Last Name	Date of Birth
First Name	Last Name	Date of Birth
Mailing Address (e.g. #4 123 Fort Street)		Email Address
City	Province or State	Postal or Zip Code

## SECTION 2: Basic Tenancy Information

Tenancy Information		
What is/was being rented? <input type="checkbox"/> A house, suite or apartment <input type="checkbox"/> A site in a manufactured home park		
Date tenancy started (e.g. Nov 15, 2019)	Date tenancy ended (e.g. Nov 15, 2020)	<input type="checkbox"/> Ongoing

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Rental unit or Site address (if applicable)			
Unit/Site and Street Address		City	Postal Code
Is there an upcoming RTB hearing? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date	File Number	File Number

## SECTION 3: Description of Non-Compliance

What is the Complaint about?	
Description: (Example: Repeated Notices to End Tenancy, not completing repairs after ordered to do so by an Arbitrator)	
Complaint Details	
Please provide details of the complaint. Include dates of notices to end tenancy, other parties involved, decisions from the RTB, other document exchanges, and other information that will help us understand and evaluate your complaint.	
Date	Event
Why do you think this complaint should be addressed by the Compliance and Enforcement Unit?	
Description: Repeated or Serious non-compliance of the Act or Regulations or failure to follow orders of the Director (Example: Risk to: Health, Safety, Property damage, Economic viability/benefit, <b>CEU DOES NOT ENFORCE MONETARY ORDERS</b> )	

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Please describe why you cannot use Dispute Resolution Services to resolve the issue?		
Failed to gain compliance through repeated Dispute Resolution:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Orders from an Arbitrator have been unsuccessfully enforced through courts:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Orders from an Arbitrator are being ignored or disregarded:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
There is an emergency that is affecting health or safety	<input type="checkbox"/> Yes	<input type="checkbox"/> No
RTB File Numbers for previous hearings on this matter		
File Numbers	File Numbers	File Numbers
File Numbers	File Numbers	File Numbers
File Numbers	File Numbers	File Numbers

## SECTION 4: Supporting Documentation

List of Documents	
Please list the key documents you are providing to support the complaint (e.g. photos; orders; tenancy agreements; and any correspondence you might have). Please provide us with copies of those documents and retain originals for your own records.	

## SECTION 5: Declaration and Signature

Declaration	
By signing below:	
<ul style="list-style-type: none"> <li>I certify that I am the complainant, that all of the information that was provided in this intake is true, correct and complete to the best of my knowledge and I understand it is a legal offence to provide false or misleading information to the Residential Tenancy Branch.</li> </ul>	
Name (please print) _____	
Signature _____	Date Signed _____