

Guide to the Online Application for Dispute Resolution



PREPARING TO FILE YOUR APPLICATION FOR DISPUTE RESOLUTION ONLINE:

- ✓ Have all of the information concerning your dispute available
- ✓ Have a pen and paper handy to make note of reference numbers and passwords
- ✓ Allow yourself at least 20 minutes of uninterrupted time to complete the application

Visit www.gov.bc.ca/landlordtenant/onlineapplication.

Step 1: Apply online using BCeID

a) New users: select *Register for a Basic BCeID*.

If you don't have a BCeID: [Register for a Basic BCeID](#) (External Link).

A BCeID is an online "ID" and password that you create, allowing you to securely access online government services with a single user ID and password.

It is important to remember this user ID and password.

The Residential Tenancy Branch CANNOT obtain this information for you.

Once you have completed the registration select *Continue to Residential Tenancy Branch* at the bottom of the page, then proceed to step 2.

[Continue to Residential Tenancy Branch](#)



b) If you already have a BCeID select *Log in with BCeID*.

[Log in with BCeID](#)



c) To see an existing application select *View an existing application* and log in using your BCeID.

▪ [View an existing application](#) (External Link)




Step 2: Complete the online application.

- a) Fill in all the information that is asked. If you need to exit the application before completing it, your information will be saved by selecting *Save & Exit* (located at the bottom of each page).

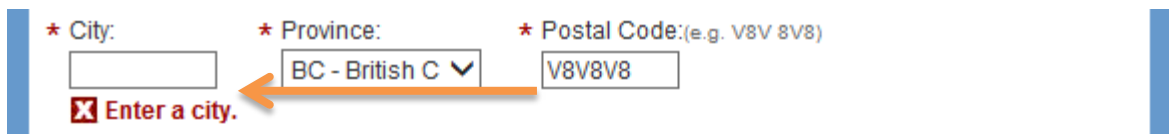


Note: The application will time out if more than 30 minutes is spent on any step. If you need more than 30 minutes, select *Save & Exit*

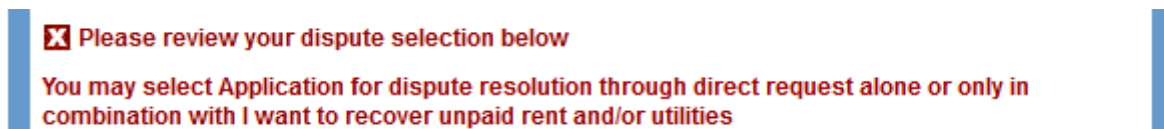
- b) Information that is required will have an  in front of it. If you miss one of these fields you will get an error message prompting you to provide the missing information.



The missed field will have a red x in front.



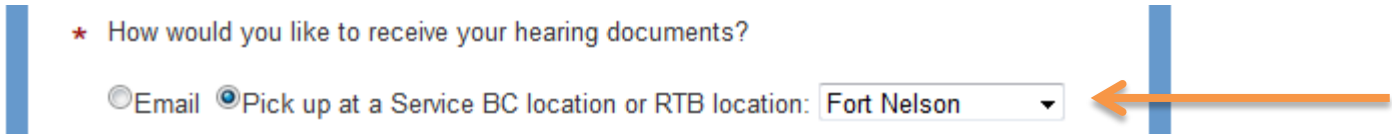
- c) For some types of applications, dispute selections are restricted. If you try to select a restricted dispute selection, you will receive an error message and will need to correct your selection before proceeding. Learn more about [Applications for Direct Request](#) and [Applications for an Emergency End to Tenancy](#) on our website.



d) Once you have entered the information about you, your respondents and the dispute, you will need to review and submit your application. Once you have submitted the application and the payment or waiver has been received, the Residential Tenancy Branch will process the application and send important hearing documents that you must serve to the respondents. You must select how to receive these documents.

* How would you like to receive your hearing documents?

Email Pick up at a Service BC location or RTB location: Fort Nelson



If you do not have access to a working printer, you must choose to pick up the documents from a location on the list provided.

If no location is selected, your hearing documents will be automatically emailed to you.

You may pick up your hearing documents from the list provided or request to receive hearing documents by email if:

- you plan to submit your payment by cash, debit or money order; or
- you plan to submit an [Application to Waive Filing Fee \(form RTB-17\)](#) in person (see step 2, g below).

e) Online signature: please check each of the boxes to confirm each of the statements.

Online Signature ?

* Please check all the boxes below, and insert your legal name in the space provided, to confirm the following statements:

- My legal name is and I am the person who has completed this Application for Dispute Resolution.
- I certify that I am the Applicant, or Agent for the Applicant(s).
- I certify that all of the information I have provided on this application is true, correct and complete to the best of my knowledge.
- I understand that it is an offence to give false or misleading information.
- I understand that my application will not be considered to be filed or submitted until the application filing fee has been paid or the request to waive the filing fee has been approved. **Submitting the application for dispute resolution without payment or approved fee waiver does not extend applicable time constraints to file.**

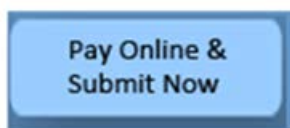
f) Make a note of the reference # on the bottom of your application.



g) Select how you would like to make your payment.

If you are submitting an Application to Waive the Filing Fee, select *Send File & Pay In Office*. You may submit your **completed** [Application to Waive Filing Fee \(form RTB-17\)](#) along with your proof of income documentation in the office or fax them to 1-866-341-1048. **Ensure your reference number is on the form.**

Your application will not be considered made until payment is received or a completed fee waiver application is approved.



← **Payment must be made by a major credit card or Visa/debit card. Your application will be processed as soon as possible.**



← **Payment by cash, debit, money order or credit card can be made in person. Fee waiver applications can be submitted in person or by fax. Fee waivers must be approved.**

IMPORTANT TIME RESTRICTIONS

The Residential Tenancy Branch or Service BC Location must receive the following **within three business days**:

- your payment, if planning to pay by cash, debit or money order; or
- your completed [Application to Waive Filing Fee \(form RTB-17\)](#) and supporting income documents (learn more about the fee waiver requirements on our website); and/or
- for landlords applying for a direct request proceeding who have submitted payment, all required documents.

If the Residential Tenancy Branch does **not** receive the payment or fee waiver information **within the three days of submitting the application**, your application will be abandoned and you will need to start over.

For landlords applying for a direct request proceeding: If the Residential Tenancy Branch does not receive the required documents within the three days, the Residential Tenancy Branch will schedule the matter as a participatory hearing. To learn more about the required documents for direct request proceedings visit our website.

Visit our website at www.gov.bc.ca/landlordtenant.

Step 3: Follow instructions from the Residential Tenancy Branch for assembling or picking up the hearing package and serving it on the respondent.

Generally within two or three business days *from the payment or fee waiver information being received*, you will receive an email from the Residential Tenancy Branch with instructions and/or your dispute resolution proceeding documents.

- ✓ **Check your email often—the documents that will be sent in response are time sensitive**
- ✓ **Be sure to check your junk or spam folder, too**
- ✓ **Put your file and/or reference number on all subsequent correspondence to the Residential Tenancy Branch**

Need help completing your online application for dispute resolution?

CALL OUR INFORMATION LINE

9:00 a.m. to 4:00 p.m. Monday through Friday

Lower Mainland: 604-660-1020

Victoria: 250-387-1602

Elsewhere in BC: 1-800-665-8779