

No Telephone Access

The Residential Tenancies Act:

- Allows hearings to be held in person, in writing or by telephone, video conference or other electronic means, or by any combination of the foregoing;

Reference:

Residential Tenancies Act: Section 18A, Section 17

Details:

Where a party makes an Application to the Director to resolve a dispute, hearings are scheduled as telephone conference calls; although some matters are determined through a written hearing process.

If a party to an Application to the Director does not have access to a telephone they are encouraged to find alternate access options such as family member, friend, neighbour or community organizations who can provide them access to a telephone at the time of their hearing.

If no alternate options have been found they should contact the Residential Tenancy Officer assigned to the file.

Important: The party must make every effort possible to locate access to a telephone. No access to a telephone is not considered a reason to request an alternate hearing format, see Policy: Format of Hearings.

Procedure:

If an applicant who has received a scheduled hearing time or a respondent who has been served with an Application to Director and Notice of Hearing has no access to a telephone they are obligated find alternate access to a telephone.

Alternate access to a telephone may include:

- Family member
- Friend
- Neighbour
- Community organizations
- Service organizations

If unable to find alternate access to a telephone after reasonable efforts, the Officer assigned to the file should be contacted as soon as possible. The Officer may suggest additional sources for access to a telephone depending on location of the party. If no other option exists, the Officer will arrange for access to a telephone in an Access Center.

If you do not attend the hearing, the Officer may proceed in your absence and issue an order.