

Office Closure

The Residential Tenancies Act:

- Is silent with respecting hearings being rescheduled due to office closures.

Reference:

Residential Tenancies Act: Not applicable

Details:

Government offices will normally remain open during storms or hazardous conditions. In exceptional circumstances, a decision may be made to close some or all government offices, in such circumstances.

In recognition that weather and other conditions will differ from one region of the province to another, it may be appropriate for government offices in one or more regions to close while others remain open.

Applications to the Director are assigned to the next available Residential Tenancy Officer regardless of the geographic location of the parties or the residential premises. When office closures occur at the office where Residential Tenancy Officers work, they are unable to conduct hearings. Office notification closures will be made.

Procedure:

In the event of office closures or delayed openings, parties to a hearing will **not** be advised directly.

During storms or hazardous conditions, parties may determine office closures by calling:

- the Residential Tenancies Office Closure Line 1-833-563-2383

Residential Tenancies Office Closure Line

To determine if a scheduled hearing is affected by office closures, parties can call the Residential Tenancies Office Closure line, 1-833-563-2383. The message will state if there are any office closures or delayed openings and will list the names of the Residential Tenancy Officers with affected hearings.

When Office Reopens

Parties will be contacted by their assigned Residential Tenancy Officer within 1 to 2 business days after their office reopens to reschedule the hearing.