



Administrative Penalties Important Information

RTB-AP1

Administrative Penalties

Most landlords and tenants understand their rights and responsibilities and they choose to comply with the *Residential Tenancy Act* and the *Manufactured Home Park Tenancy Act*. When landlords and tenants disagree, they sort it out on their own or use the dispute resolution services offered by the Residential Tenancy Branch.

In serious repeated cases of non-compliance with the *Residential Tenancy Act* or the *Manufactured Home Park Tenancy Act*, the Residential Tenancy Branch may consider applying administrative penalties.

Administrative penalties are not an alternative to dispute resolution.

An administrative penalty matter is different from Residential Tenancy Branch dispute resolutions in a very important way. Dispute resolution hearings are between a landlord and a tenant. Administrative penalty matters are between the provincial government and the person who is thought to have broken the law or failed to comply with a Dispute Resolution Officer's decisions or orders.

Any person may advise the Residential Tenancy Branch of serious, repeated non-compliance with the law or with a Dispute Resolution Officer's decision or order. The Director, Residential Tenancy Branch may also consider matters at her discretion, as appropriate. Once an issue is raised, it will be assessed and a decision made as to whether or not further action is necessary and advisable.

Before administrative penalties are applied, the Residential Tenancy Branch will consider the seriousness of the infraction, how often it happened, what efforts were made to correct it and any financial benefit gained from the infraction. Those facing administrative penalties will have an opportunity to review evidence against them and respond before a decision is made.

Following is a map of the approach we will take.

Office of Housing and Construction Standards

Residential Tenancy Branch

Lower Mainland: 604-660-1020 Victoria: 387-1602 Elsewhere in BC: 1-800-665-8779

Website: www.rto.gov.bc.ca

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