



## Residential Tenancy Office

### Registered Landlord Information Package

The Residential Tenancy Office (RTO) provides landlords and tenants with information and dispute resolution services pursuant to the BC *Residential Tenancy Act* and the BC *Manufactured Home Park Tenancy Act*.

Recognizing that approximately 15% of their workload is related to landlords who tend to do a high-volume of arbitrations each year; the RTO has created a Registered Landlord Designation. Experienced employees of property management companies can apply for this designation, which allows their Application for Arbitration forms submitted over the web to be processed more expeditiously.

#### **Registered Landlord Designation**

An expedited application process for property agents who are very experienced and knowledgeable in completing the Application for Arbitration form. Agents can apply for the Registered Landlord Designation, which allows their Application for Arbitration forms submitted over the web to be automatically edited and approved without any manual inspection by the RTO staff.

#### **Benefits of the Registered Landlord Designation**

- Applications for Arbitration can be submitted and paid in one step.
- Because the application process is fully automated, Registered Landlords do not have to wait for RTO approval for an Application for Arbitration submitted over the web.
- The filing fee can be paid by credit card over the web.
- Hearing packages are sent to the Registered Landlord by e-mail.
- There is no need to visit a government office.

#### **How to apply...**

- Review the information contained in this package.
- You and your company must have a government user name and password account called a "BCeID" (BC electronic identification). Visit the BCeID information page at <https://bceid.ca>.
- You must have an e-mail address.
- If you have a BCeID, you may apply at <https://rto.gov.bc.ca/rl/apply> for the Registered Landlord Designation. You will be required to provide your name, phone number and e-mail address.

#### **After you have applied...**

- The RTO will review your application for the Registered Landlord Designation and may contact you or your company for information about your qualifications.
- The RTO will contact you by e-mail within a few days to let you know whether you have been accepted for the Registered Landlord Designation.
- If you've been accepted, the next time you log in to the online Application for Arbitration form using your BCeID user name and password, your Application will be automatically processed.
- You will be able to pay immediately by credit card over the web.
- Usually the same day, RTO staff will schedule your arbitration hearing and provide details by e-mail.

## REGISTERED LANDLORD CHECKLIST

### 1. Register for a BCeID

Visit the BCeID information page at <https://bceid.ca>

Follow their simple and easy-to-use registration process

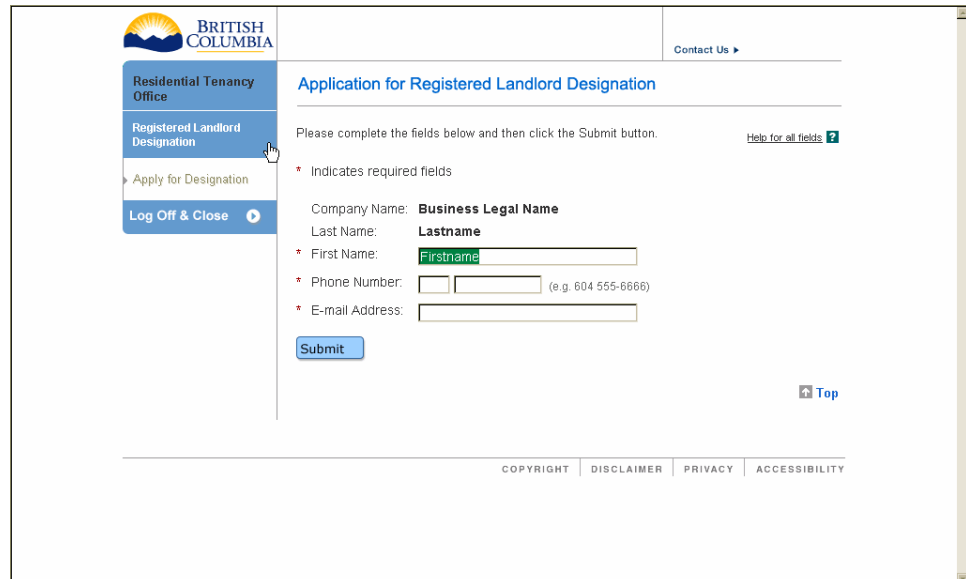


The screenshot shows the BCeID website interface. At the top is a blue banner with the BCeID logo. Below it, on the left, is a box titled "Other Links" containing a list of links: Home, Contact Us, What is BCeID?, Privacy Policy, FAQ, and Enroll Agreement. To the right of this box, the heading "Welcome to BCeID" is displayed. Below the heading, the text "What is BCeID?" is followed by a paragraph explaining that BCeID is an online service for secure login to government websites. Below that, the text "With a BCeID you can:" is followed by a paragraph stating that users can enroll once and access government participating sites.

### 2. Apply to become a Registered Landlord

Apply to the RTO for the Registered Landlord Designation at <https://rto.gov.bc.ca/rl/apply>

Follow the simple and easy-to-use registration process by providing your name, phone number and e-mail address. You will receive approval for the Registered Landlord Designation from the RTO within a few days.



The screenshot shows a web form titled "Application for Registered Landlord Designation" from the British Columbia Residential Tenancy Office. The form includes a sidebar with navigation options: Residential Tenancy Office, Registered Landlord Designation, Apply for Designation, and Log Off & Close. The main content area contains instructions to complete the fields and click the Submit button. A legend indicates that an asterisk (\*) denotes required fields. The form fields are: Company Name (Business Legal Name), Last Name (Lastname), First Name (Firstname), Phone Number (with a placeholder example of 604 555-6666), and E-mail Address. A Submit button is located at the bottom of the form. A "Top" link is also present. At the bottom of the page, there are links for Copyright, Disclaimer, Privacy, and Accessibility.

### 3. Access the e-service

Visit the RTO Web site at [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

Click on Application for Arbitration

The screenshot shows the website interface for the Residential Tenancy Office. The left sidebar contains a navigation menu with the following items:

- B.C. Home
- Ministry of Public Safety & Solicitor General
- Residential Tenancy Office
  - 1. [Know Your Rights & Responsibilities](#)
  - 2. [Resolving Issues](#)
  - 3. [How to Apply for Arbitration](#)
  - 4. [Completing the Arbitration Process](#)
- E-SERVICE
  - [Application for Arbitration](#)
- RESOURCES
  - [Legislation & Regulations](#)
  - [Publications](#)
  - [Forms & Fees](#)
  - [Deposit Interest Rates & Calculator](#)
  - [News](#)
  - [Contact Us](#)
  - [Government Agent Offices](#)

The main content area features a search bar at the top with options for 'entire B.C. site' and 'residential tenancy site'. Below the search bar is a breadcrumb trail: 'B.C. Home > Ministry of Public Safety & Solicitor General > Residential Tenancy Office'. The main heading is 'Residential Tenancy Office' with a sub-heading 'Ministry of Public Safety & Solicitor General'. A paragraph explains the office's role: 'The Residential Tenancy Office provides landlords and tenants with information and dispute resolution services. The information on this web site will help you understand your rights and responsibilities under BC's Residential Tenancy Act and Manufactured Home Park Tenancy Act.'

The main content is organized into three sections:

- 1. Know Your Rights & Responsibilities**
  - ▶ [Security deposits, pet deposits and inspections](#)
  - ▶ [Repairs and maintenance](#)
  - ▶ [Ending a tenancy](#)
  - ▶ [More](#)
- 2. Resolving Issues**
  - ▶ [How landlords and tenants can resolve disputes themselves](#)
  - ▶ [How the Residential Tenancy Office can help](#)
  - ▶ [The formal dispute resolution process](#)
  - ▶ [More](#)
- 3. How to Apply for Arbitration**
  - ▶ [Where to find the Application for Arbitration form](#)
  - ▶ [Apply for Registered Landlord Designation](#)
  - ▶ [Fees](#)
  - ▶ [More](#)

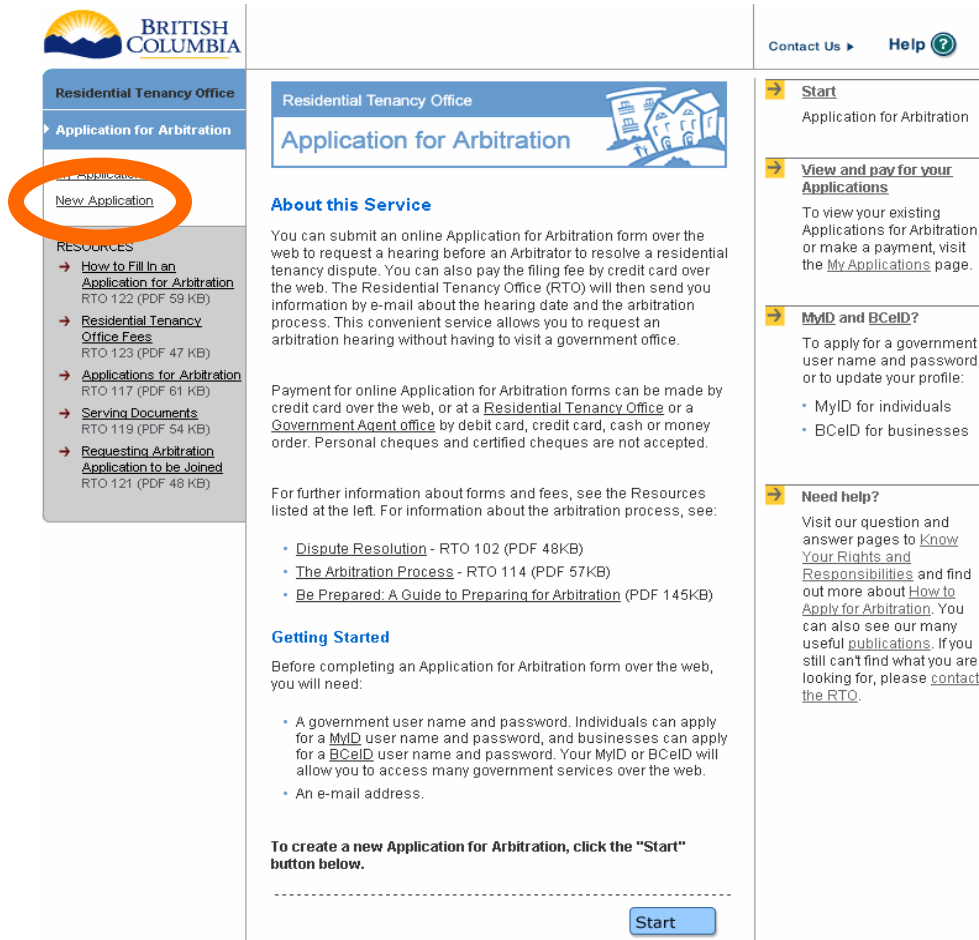
The right sidebar contains 'RTO Latest News' with three entries:

- May 1, 2005: **Submit your Application for Arbitration over the web**. Beginning May 1st, 2005 you can submit your Application for Arbitration form and pay by credit card over the web. [More](#)
- November 25, 2004: **Amendment** to the Manufactured Home Park Tenancy Regulation. [More](#)
- October 27, 2004: **Allowable Rent Increases for 2005**. [More](#)

At the bottom of the sidebar is a 'Feedback' section: 'We welcome your questions or comments. If you cannot find the information you need on this Web site, please contact us.'

#### 4. Filling out a new application

Click on New Application



The screenshot shows the British Columbia Residential Tenancy Office website. The main navigation menu includes 'Residential Tenancy Office', 'Application for Arbitration', and 'New Application' (circled in orange). The 'Resources' section lists various forms and guides, including 'How to Fill In an Application for Arbitration' (RTO 122), 'Residential Tenancy Office Fees' (RTO 123), 'Applications for Arbitration' (RTO 117), 'Serving Documents' (RTO 119), and 'Requesting Arbitration Application to be Joined' (RTO 121). The 'About this Service' section explains the online application process and provides links to 'Dispute Resolution', 'The Arbitration Process', and 'Be Prepared: A Guide to Preparing for Arbitration'. The 'Getting Started' section lists requirements for users, such as a government user name and password, and an e-mail address. A 'Start' button is visible at the bottom right of the page.

Then log in using your BCeID user name and password.



The screenshot shows the British Columbia Logon page. The page title is 'Logon'. Below the title, it states 'www.rto.gov.bc.ca requires you to logon.' The page is divided into sections for 'Business User' and 'Individual User'. Under 'Business User', there are input fields for 'BCeID:' and 'Password:'. A link 'How to get a BCeID' is provided next to the password field. A 'Next' button is located at the bottom right of the page. At the bottom of the page, there is a disclaimer: 'Access to or unauthorized use of data on this computer system by any person other than the authorized employee(s) or owner(s) of an account is strictly prohibited and may result in legal action against such person.'

## 5. Complete the application for arbitration in four easy steps

### Step 1. Enter applicant information

- Type
- Name
- Contact information
- Additional information

The screenshot shows the 'Application for Arbitration' page for Step 1: Applicants. The page header includes the British Columbia logo and a 'Contact Us' link. The left sidebar contains 'Residential Tenancy Office', 'Application for Arbitration', 'My Applications', 'New Application', and 'Log Off & Close'. The main content area is titled 'Application for Arbitration' and 'New Application'. A warning message states: 'Please enter the information below and select either "Save & Exit" to continue your application at a later time, or "Next" to go to the next page of the application. If there is no activity on this page for 20 minutes it will "time out" and any information entered on the page will be lost. Be sure to enter information or save your application within 20 minutes.' Below this is a progress bar with four steps: Step 1: Applicants (selected), Step 2: Respondents, Step 3: Dispute, and Step 4: Review & Submit. The main form area contains the text 'The Applicant is the person who is asking for an arbitration hearing.' and a 'help' link. The form includes a legend for required fields, a 'Respondent Type' section with radio buttons for 'Tenant' and 'Landlord', and two text input fields for 'Applicant's Last Name (or business name):' and 'Applicant's First and Middle Name(s):'.

### Step 2. Enter respondent information

- Type
- Name
- Contact information

The screenshot shows the 'Application for Arbitration' page for Step 2: Respondents. The page header includes the British Columbia logo and a 'Contact Us' link. The left sidebar contains 'Residential Tenancy Office', 'Application for Arbitration', 'My Applications', 'New Application', and 'Log Off & Close'. The main content area is titled 'Application for Arbitration' and 'New Application'. A reference number 'REF#00000147' is displayed in the top right. A warning message states: 'Please enter the information below and select either "Save & Exit" to continue your application at a later time, or "Next" to go to the next page of the application. If there is no activity on this page for 20 minutes it will "time out" and any information entered on the page will be lost. Be sure to enter information or save your application within 20 minutes.' Below this is a progress bar with four steps: Step 1: Applicants, Step 2: Respondents (selected), Step 3: Dispute, and Step 4: Review & Submit. The main form area contains the text 'The Respondents are the other parties to the arbitration.' and a 'help' link. The form includes a legend for required fields, a 'Respondent Type' section with radio buttons for 'Tenant' and 'Landlord', and two text input fields for 'Respondent's Last Name (or business name):' and 'Respondent's First and Middle Name(s):'.

Step 3. Enter dispute information

- Type
- Address

- Dispute details
  - Dispute code: Entering the dispute code is one of the most difficult sections of the application process. Attached to the end of this document is a complete list and description of all the available landlord codes. Please note that it is very important to get this information correct. Incorrect applications may be rejected by the arbitrator, which could result in the application being dismissed.
  - Specifics of dispute
  - Amount claimed

**Dispute Details**

**About Dispute Codes**

Select a Dispute Code below to view a definition and suggested wording for your Dispute Details.

AN	AS	CM	ER	ET	LA	MN	NC	NE	NL	NR
OC	OP	PR	RI	RP	RR	SF	SS			

Use the buttons above to browse the codes

agreement. For example, a landlord may apply for unpaid rent to be awarded; a tenant may apply for the return of a security deposit.

Landlords and tenants must provide full legal names in order to achieve the highest degree of success. Tenants are best served by naming the legal owner of the rental property and, failing that, at least the name of the person(s) on the tenancy agreement. Applicants must list each item in the claim and attach a monetary amount to each item.

**Suggested Wording for "Order or Decision Requested"**

"I request a monetary claim in the TOTAL AMOUNT of: \$\_\_\_\_\_. An itemized list complete with a dollar value for each item is as follows:"

\$\_\_\_\_\_ for \_\_\_\_\_

\$\_\_\_\_\_ for \_\_\_\_\_

\$\_\_\_\_\_ = TOTAL AMOUNT"

[view all dispute codes](#)

**Enter Your Dispute Details:**

Select a Dispute Code from the drop-down list below, then enter details about your dispute in the space provided.

\* Select Dispute Code & Description

MN - Monetary

\* Enter Order or Decision Requested suggested wording (wording will appear in left column)

+

**Add another dispute code**  
(maximum of six dispute codes)

Step 4. Review information and submit application

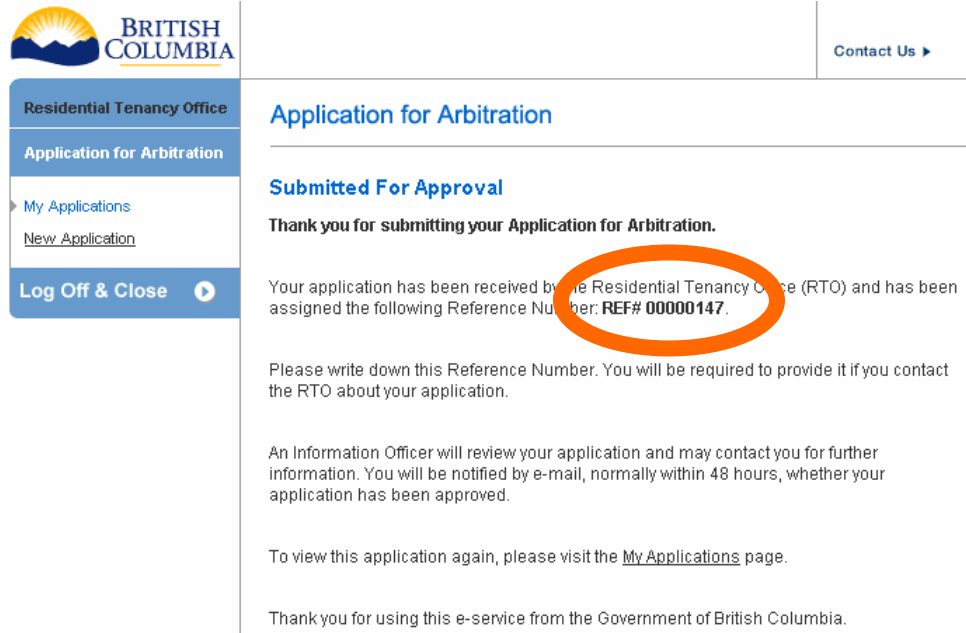
- Near the end of this step you will be required to make certain certifications about the Application being submitted. Completing this section in full is the online equivalent to signing your name on the Application.

**Signature** 

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

- My full name is   
and I am the person who has completed this Application for Arbitration.
- 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.

- After submitting, note your reference number



The screenshot shows the British Columbia Residential Tenancy Office website. The header includes the logo and the text "BRITISH COLUMBIA". A navigation menu on the left lists "Residential Tenancy Office", "Application for Arbitration", "My Applications", "New Application", and "Log Off & Close". The main content area is titled "Application for Arbitration" and "Submitted For Approval". It contains the following text: "Thank you for submitting your Application for Arbitration. Your application has been received by the Residential Tenancy Office (RTO) and has been assigned the following Reference Number: REF# 00000147." The reference number is circled in orange. Below this, it says: "Please write down this Reference Number. You will be required to provide it if you contact the RTO about your application." and "An Information Officer will review your application and may contact you for further information. You will be notified by e-mail, normally within 48 hours, whether your application has been approved." It also includes a link to "My Applications" and a thank you message: "Thank you for using this e-service from the Government of British Columbia."

## 6. Online payment process

Click on My Applications

Click on the \$ symbol next to any application whose status is Ready to Pay

BRITISH COLUMBIA

Residential Tenancy Office

Application for Arbitration

My Applications

New Application

Log Off & Close

Contact Us Help

### Application for Arbitration

#### My Applications

Below are the Applications for Arbitration that you have already created.

3 results results 1 - 3 Status and Action Help

Reference Number	Date Created	Status	Status Date	Action
1_REF#00000143	Apr 20 2005	Saved*	Apr 20 2005	
2_REF#00000142	Apr 19 2005	Ready to Pay (\$100.00)	Apr 21 2005	
3_REF#00000135	Apr 16 2005	Paid	Apr 16 2005	

\* Items with the status "Saved" or "Rejected" will be automatically deleted after 30 days from the Status Date.

Start a new application.

Need help? Visit our [publications page](#) for comprehensive Fact Sheets that answer common arbitration questions, or click the icon for page-specific help.

Top

Using the secure Web site, enter your credit card information  
Click on Pay Now to send your information directly to the bank

- Does not pass through the RTO system
- Is not stored by the RTO system
- Is sent directly to the appropriate bank

BRITISH COLUMBIA

Help

### Internet Payments Program \*TEST\*

#### Credit Card Payment

Payment Amount

**Total amount payable: \$100.00** Canadian Dollars

Credit Card Information

Credit Card:  VISA VISA  MasterCard MasterCard

Credit Card Number:

Expiry Date: Month  Year

Pay Now

## 7. Managing your applications

Click on My Applications to view all open applications. There are three statuses:

- Ready to Pay:
- Saved: Application has not been submitted (i.e. the form is still being completed). Note that Applications that are not completed within 30 days will be automatically deleted by the system
- Submitted for Approval/Needs Update/Rejected: Not applicable to Registered Landlord users as applications are automatically processed.

The top screenshot shows the website's navigation menu with 'My Applications' highlighted. The 'RESOURCES' section lists various forms and guides, including 'How to Fill In an Application for Arbitration' (RTO 122), 'Residential Tenancy Office Fees' (RTO 123), 'Applications for Arbitration' (RTO 117), 'Serving Documents' (RTO 119), and 'Requesting Arbitration Application to be Joined' (RTO 434).

The bottom screenshot shows the 'My Applications' page. It displays a table with 5 results, all with a status of 'Submitted for Approval' and a date of 'Apr 13 2005' or 'Apr 22 2005'. Each row includes a reference number, date created, status, status date, and an action icon.

Reference Number	Date Created	Status	Status Date	Action
<a href="#">1_REF#00000147</a>	Apr 22 2005	Submitted for Approval	Apr 22 2005	
<a href="#">2_REF#00000124</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">3_REF#00000123</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">4_REF#00000122</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">5_REF#00000115</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	

## 8. Submitting evidence

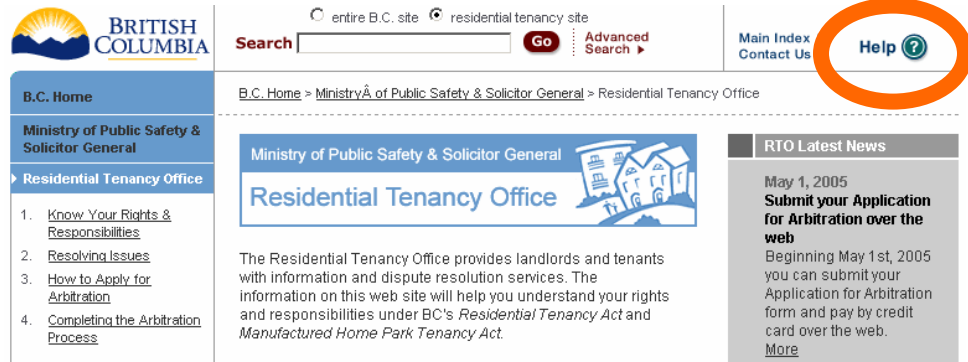
All evidence (photographs, receipts, written submissions, etc.) must be provided to the other party. The evidence you want to use at an arbitration hearing must also be submitted to the Residential Tenancy Office (RTO) as soon as possible after you file your application. The latest possible time for submitting evidence to RTO is at least two days before the hearing date, not including weekends and holidays. “At least two days” means the first day (the day you submit the evidence to RTO) and last day (the day of your hearing) are not included. All Applicants wishing to submit evidence may do so by fax or e-mail. Fax (866) 341-1269. E-mail [RTO-Evidence@TELUS.net](mailto:RTO-Evidence@TELUS.net)

## 9. Scheduling the hearing and the hearing package

The hearing will be scheduled by an RTO staff person and the hearing package will be e-mailed to you.

## 10. Getting help

Context sensitive help is available any time on any page in the top right hand corner.



BRITISH COLUMBIA

entire B.C. site residential tenancy site

Search  Go Advanced Search ▶

Main Index Contact Us **Help ?**

B.C. Home > Ministry of Public Safety & Solicitor General > Residential Tenancy Office

Ministry of Public Safety & Solicitor General

Residential Tenancy Office

1. [Know Your Rights & Responsibilities](#)
2. [Resolving Issues](#)
3. [How to Apply for Arbitration](#)
4. [Completing the Arbitration Process](#)

Ministry of Public Safety & Solicitor General

### Residential Tenancy Office

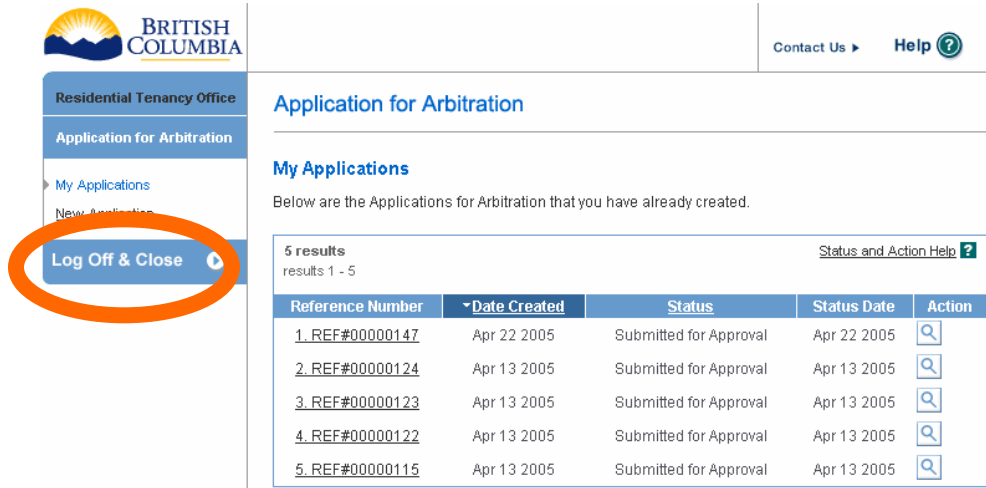
The Residential Tenancy Office provides landlords and tenants with information and dispute resolution services. The information on this web site will help you understand your rights and responsibilities under BC's *Residential Tenancy Act* and *Manufactured Home Park Tenancy Act*.

RTO Latest News

May 1, 2005  
**Submit your Application for Arbitration over the web**  
Beginning May 1st, 2005 you can submit your Application for Arbitration form and pay by credit card over the web.  
[More](#)

## 11. Exiting the system

Click on Log Off & Close



BRITISH COLUMBIA

Contact Us ▶ **Help ?**

Residential Tenancy Office

Application for Arbitration

My Applications  
New Application

**Log Off & Close**

### Application for Arbitration

#### My Applications

Below are the Applications for Arbitration that you have already created.

5 results  
results 1 - 5

Status and Action Help ?

Reference Number	Date Created	Status	Status Date	Action
<a href="#">1. REF#00000147</a>	Apr 22 2005	Submitted for Approval	Apr 22 2005	
<a href="#">2. REF#00000124</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">3. REF#00000123</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">4. REF#00000122</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	
<a href="#">5. REF#00000115</a>	Apr 13 2005	Submitted for Approval	Apr 13 2005	

## Dispute codes

---

### AN – Amend form of notice

- An order allowing a landlord to correct or amend a defective Notice to End (NTE), or a determination that adequate notice was given. A landlord who is applying to amend a defective Notice to End must clearly indicate the error or omission, clearly indicate the requested change, and identify where on the NTE the incorrect or the missing information should be located.

### ET – Early end of tenancy

- An order for the early end of tenancy and an order of possession for a landlord.

A landlord must understand that in order to be successful in obtaining an early termination, they must present evidence to convince the Arbitrator that it would not be fair, safe or equitable for the landlord or other tenants to tolerate whatever the tenant is doing. A landlord must understand that a delay of any length between the incidents of behaviour and the filing of an application for an early termination may be detrimental.

### LA – Locks and access

- An order permitting or prohibiting the change of locks or other means of access to the rental unit, residential property, manufactured home park, or common areas of the residential property or manufactured home park by a landlord or tenant; an order regarding the change of locks at the beginning of a tenancy; an order setting conditions regarding or suspending the landlord's entry into the rental unit or to a manufactured home site; or an order prohibiting the landlord from restricting access to the residential property or manufactured home park by the tenant, the tenant's guests, or a candidate seeking election to office, or by his or her authorized representative.

Before asking an Arbitrator to order scheduled access, a landlord must have attempted to exercise their legal right to enter and been refused or denied access.

### MN – Monetary

- An order for a landlord or tenant to pay an amount in satisfaction of a claim for debt or damages against the other in respect of a right or obligation under the RTA or the MHPTA, the Regulations, or a tenancy agreement. For example, a landlord may apply for unpaid rent to be awarded; a tenant may apply for the return of a security deposit. Landlords and tenants must provide full legal names in order to achieve the highest degree of success. Tenants are best served by naming the legal owner of the rental property and, failing that, at least the name of the person(s) on the tenancy agreement. Applicants must list each item in the claim and attach a monetary amount to each item.

### OC – Order to comply with agreement or act

- An order that a landlord or tenant comply with the RTA or the MHPTA, the Regulations or a tenancy agreement, or an order that the RTA/MHPTA applies.

Tenants and landlords in MHP often use this section to determine who is right or wrong in a disagreement prior to the situation escalating. An application for an order to comply should not be used if there is a different remedy under the Act or used only to have an Arbitrator reiterate a section of the legislation.

### OP – Order for possession

- An order of possession for a landlord or tenant. Landlords must understand that if their tenant has disputed a NTE the landlord does not need to file for an OP; they simply must ask the Arbitrator during the hearing to grant an OP if the tenant's application to dispute the NTE fails.

PD – Pet deposit

- An order that a landlord may retain the pet deposit, or a portion of the pet deposit plus interest. This dispute code may only be used by landlords. Landlords must understand that the pet deposit can be claimed only for damage to the rental property that was caused by the pet.

RI – Rent increase

- Tenant dispute of an invalid rent increase. Landlord application for a rent increase. A landlord cannot collect a rental increase above the allowable amount. A landlord applying for a rent increase greater than that calculated in accordance with the Regulations should read Section 23 of the RTA Regulations and Section 33 of the MHPTA Regulations. Landlords must use an Application for Additional Rent Increase, RTO-16.

SD – Security deposit

- An order that a landlord may retain the security deposit, or a portion of the security deposit plus interest. Landlords must indicate on the application when the tenancy ended and when the written forwarding address was provided to them by the past tenant. Landlords must indicate if condition inspections and reports were completed and provide copies of the condition inspections reports.

SS – Substituted service

- An order for substituted service of any document required to be served under the RTA, the MHPTA, the Regulations or a tenancy agreement. In most cases, the applicant must exhaust all possible legal methods of service prior to requesting an order of substituted service. The applicant must offer alternate methods of service to the Arbitrator and be able to satisfy the Arbitrator that if the substituted service is allowed, it is reasonable that the party being served will receive the documents.