

How to use this form:

- Paper forms must be submitted in person at a Service BC Centre that accepts RTB or the Burnaby Residential Tenancy Branch office.
- The online application is available 24/7 from any computer or mobile device: www.gov.bc.ca/landlordtenant/online
- This application requires a \$100 filing fee.

Important information about your application:

- Only tenants may use this form.
- You can submit this application 20 days after the tenancy has ended and the landlord has your forwarding address (15 days to return the deposit(s) plus 5 days to allow for mail to be received).
- Your application will not be processed until the \$100 filing fee is received, or a fee waiver application has been approved and all required information is provided and legible.

• **IMPORTANT:** You must be able to serve documents to each respondent in a method allowed by [BC tenancy Laws](#).

- If you cannot serve documents in person, do not have the service address of each respondent, or do not have a written agreement with each respondent to serve documents by email:
- You can apply for substituted service by completing a paper application (form RTB-13) with this application, substituted service requires you to indicate the alternate way you want to serve the documents with proof the respondent would receive them. If you are unable to serve documents your dispute may not proceed and your filing fee will not be refunded.
- You must provide the following evidence at the time you submit this application:
 - Tenancy agreement
 - RTB 40: Tenant's Direct Request Worksheet
 - A completed Proof of Service: Tenant's Forwarding Address for Return of Security Deposit and/or Pet Damage Deposit (form #RTB-41)
 - A copy of the forwarding address given to the landlord this may be RTB 47 a letter, or move out condition inspection report with the address provided.
 - Any other evidence to support your claim (e.g., receipts for the security and/or pet damage deposit)

Form Sections

Section 1: Key Dispute Information
Section 2: Applicant Information

Section 3: Respondent Information
Section 4: Tenant Request for Return of Deposit(s)
Section 5: Signature

Section 1: Key Dispute Information

Are you still living in the rental unit?	
No	Yes (Do not use this form, use #RTB-12T-CT)
What was being rented?	
A home, suite, or apartment	A site in a manufactured home park
Does the tenant own the manufactured home? (if applicable)	
No	Yes

Your personal information is collected under section 26 (a) and (c) of the Freedom of Information and Protection of Privacy Act for the purpose of administering the Residential Tenancy Act. If you have any questions regarding the collection of your personal information, please call 604-660-1020 in Greater Vancouver; 250-387-1602 in Victoria; or 1-800-665-8779 elsewhere in B.C.

Is this application in response to an active dispute file against you?

No

Yes (active file #:)

Was a security deposit provided to the landlord by the tenant?

No

Yes

Amount \$:

Was a pet damage deposit provided to the landlord by the tenant?

No

Yes

Amount \$:

Rental Unit/Site Address:

site/unit #

street # and name

city

province

postal code

Primary Applicant Contact: (This main contact responsible for serving documents on all parties. The Residential Tenancy Branch will contact this person about this dispute file)

first and middle name (include agent/advocate name if applicable)

last name

email address (strongly recommended. For RTB use only.)

contact phone number (required)

Tick here if email is the preferred method of contact

Tick here if phone is the preferred method of contact

site/unit #

street # and name

city

province

postal code

How does the primary applicant want to receive the Notice of Dispute Resolution Proceeding package?

By email (email address must be provided above, and you must be able to print documents)

Pick up at a Service BC Centre or the Burnaby Residential Tenancy Branch Office during business hours

Section 2: Second Applicant Contact (if applicable)

The second applicant is an:

Individual

Agent or Lawyer

Advocate or Assistant

first and middle name (include agent/advocate name if applicable)

last name

email address (for RTB use only)

contact phone number

site/unit #

street # and name

city

province

postal code

Use form #RTB-26 Schedule of Parties to include additional parties and/or a separate mailing address.

Submit with this application <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/forms>

I am including form #RTB-26 for additional parties and/or mailing address

Section 3: Respondent Information Landlord or agent (Full legal names for all respondents are required)

First Respondent Information: What contact information do you have for this Respondent?

first and middle name

last name

business name (if a business)

email address

contact phone number

site/unit #	street # and name	city	province	postal code
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I am including form RTB 13 for Substituted Service

Second Respondent Information What contact information do you have for this Respondent?

first and middle name

last name

business name (if a business)

email address

contact phone number

site/unit #	street # and name	city	province	postal code
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Use form #RTB-26 Schedule of Parties to include additional parties and/or a separate mailing address. Submit with this application <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/forms>

I am including form #RTB-26 for additional parties and/or mailing address

I am including form RTB 13 for Substituted Service

Section 4: Tenant Request for Return of Deposit(s): (select all that apply)

I want to recover my \$100 filing fee for this application

I want my security deposit returned that the landlord is holding without cause

I want my pet damage deposit returned that the landlord is holding without cause

I want double my security deposit returned that the landlord is holding without cause

Please provide the applicable monetary amount you want returned

I want the following security deposit amount returned

Total amount you are seeking:

\$

I want the following pet damage deposit amount returned

Total amount you are seeking:

\$

Tenancy end date: DD/MM/YYYY

Date the forwarding address was served: DD/MM/YYYY

Please describe how the forwarding address was provided to the landlord: (for example: on the move-out inspection report)

Please describe why this is being requested:

Section 5: Declaration: By signing below, I certify that:

- I am the primary applicant or an authorized agent of the primary applicant
- All information that is being provided in this application is true, correct, and complete to the best of my knowledge.
- I understand it is a legal offense to provide false or misleading information and evidence to the Residential Tenancy Branch.
- By signing this application, I have the authority to act on behalf of the applicant(s) as the primary applicant for this dispute and that I will share all communication about this dispute with the other applicant(s) if more than one applicant is listed on this form.
- I authorize the Residential Tenancy Branch to enter this information on my behalf.

DD/MM/YYYY	full name of primary applicant (print)	signature of primary applicant
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Residential Tenancy Branch Contact Information:

Email: HSRTO@gov.bc.ca Note: Evidence cannot be submitted by email.
 Website: www.gov.bc.ca/landlordtenant
 Phone: (604) 660-1020 in Greater Vancouver; (250) 387-1602 in Victoria, 1-800-665-8779
DO NOT CALL THIS NUMBER FOR YOUR HEARING
 In Person: **Lower Mainland**
 400 - 5021 Kingsway
 Burnaby, BC, V5H 4A5
Outside of Lower Mainland
 Visit one of our many Service BC Offices, listed at www.servicebc.gov.bc.ca