

IMPORTANT INFORMATION FOR ON-LINE APPLICANTS

**1. Is your deadline for submitting an application less than 5 days away?
Or, is your application urgent?**

It is your responsibility to ensure your deadline is met. If you submit an online application within 5 days of the deadline, your application might not be processed in time to meet the deadline and an arbitration hearing will not be scheduled.

An online application is not considered complete until you have submitted payment for the application. Before you make the payment, the Residential Tenancy Branch must review your online submission. RTB's review, related follow-up, subsequent e-mails, and the payment process can take up to 5 days.

2. Do you have a "hotmail.com" e-mail address?

The hotmail.com domain does not accept RTB's e-mails. If you use a hotmail e-mail account, you will not receive e-mails from the RTB about your application.

If you do not reply to the RTB's e-mails within 24 hours (except for weekends and statutory holidays), the RTB will consider your application abandoned, the application will not be processed and a hearing will not be scheduled.

3. Do you check your e-mail account every day?

You must meet specific timelines when an online application is submitted, including responding to e-mails from the RTB within 24 hours (except for weekends and statutory holidays).

If you do not reply to the RTB's e-mails within 24 hours (except for weekends and statutory holidays), the RTB will consider your application abandoned, the application will not be processed and a hearing will not be scheduled.

For more information, please contact the Residential Tenancy Branch.

To speak to an Information Officer or to listen to a recorded information line:
Lower Mainland: 604-660-1020
Victoria: 387-1602
Elsewhere in B.C.: 1-800-665-8779

To contact the Residential Tenancy Branch by e-mail:
HSRTO@gov.bc.ca