



Landlord and Tenant Fact Sheet

RTB-123

Residential Tenancy Branch Fees and Fee Waivers

The Residential Tenancy Branch (RTB) provides services for tenants and landlords that include dispute resolution, dispute resolution review, and orders for substituted service.

Type of Fee	Amount
Application for Dispute Resolution	\$50
Application for Dispute Resolution where the amount sought is in excess of \$5,000	\$100
Request to Join Applications for Dispute Resolution	\$25
Application for Review of a Decision or Order of a Dispute Resolution Officer	\$25
Application for Additional Rent Increase (above the regulated limit)	Minimum \$200 (plus \$5 for each rental unit or manufactured home site)..... Maximum \$500
Application for Substituted Service	\$25
To establish a trust account (rent redirection)	\$100 (plus \$5 per transaction, plus the direct cost of a dispute resolution officer administering the order)
Administration Fee for Returned Cheque	\$20

Fees submitted to the RTB may be paid by cash, debit card, credit card or money order.

For applications submitted to a Service BC—Government Agents office fees may be paid by cash, debit card or cheque.

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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Fee Waivers

[s. 59(4) and 79(4) Residential Tenancy Act and s. 52(4) and 72(4) Manufactured Home Park Tenancy Act]

Fee Waivers

Tenants and landlords may apply to have a fee waived. The Residential Tenancy Branch (RTB) will determine whether a person qualifies for a fee waiver. Each application is considered on an individual basis.

If a person can demonstrate that he or she cannot reasonably afford to pay a fee, RTB *may* waive a filing fee for:

- Application for Dispute Resolution,
- Application for Review of Decision or Order of a Dispute Resolution Officer, or
- Application for Substituted Service.

To request a fee waiver, you must submit an "Application to Waive Filing Fee" along with the application form being filed. An applicant for fee waiver must also submit documentation verifying total household income and expenses.

An applicant who does not attend the hearing for a valid legal reason or does not notify RTB at least three full days before the hearing that they will not be able to attend may not be eligible for another fee waiver for an application relating to the same dispute.

A copy of the fee waiver application form is available online, at an RTB office or any Service BC—Government Agents Office, or you can phone RTB and one will be sent to you.

Applying for a fee waiver

An RTB Information Officer (IO) will decide whether to waive or to reduce the fee. First, the IO will review the application, the information you provide about your income or special circumstances, and a declaration you will be asked to sign. If you do not have any proof, the IO may accept your application on the basis of your signed declaration.

Declaration

The Application to Waive Filing Fee includes a declaration stating the information on the form is

true. The applicant must sign this declaration. It is against the law to make a false declaration.

Eligibility based on low income

To determine eligibility based on low income, an IO will compare the gross monthly income of all persons living at the same place as the applicant to the national income guidelines. Each fee waiver application is considered on an individual basis.

Exceptional expenses

Exceptional expenses could include uninsured health care expenses, spousal and child support payments, birth or adoption of a child, death of a family member and extraordinary business expenses.

For more information ...

Visit the RTB's Web site at www.rto.gov.bc.ca.

Call an Information Officer or listen to our 24 Hour Recorded Information Line:

Lower Mainland: 604-660-1020
Victoria: 250-387-1602
Elsewhere in BC: 1-800-665-8779

Visit the RTB nearest you:

Burnaby: 400-5021 Kingsway
Victoria: 1st Floor, 1019 Wharf Street
Kelowna: 101-2141 Springfield Road

RTB Burnaby and Victoria are open 8:30 a.m. to 4:30 p.m., Monday to Friday.

RTB Kelowna is open 8:30 a.m. to 12 noon, Monday to Friday for limited services.

All RTB offices are closed on statutory holidays.

If there is no RTB in your area, you can get residential tenancy guides, fact sheets and forms online at www.rto.gov.bc.ca or at any Service BC—Government Agents Office.