

Policy Title:

DISPUTE RESOLUTION

Intent of the Policy:

To establish a fair method of resolving tenant grievances and minimize the number of landlord-tenant disputes prior to arbitration.

Policy:

The Society recognizes the right of all tenants to arbitration under the *Residential Tenancy Act*, but we attempt to resolve landlord-tenant disputes in a non-adversarial way, whenever possible.

Section 63 of the Act encourages arbitrators to assist landlords and tenants to settle their disputes mutually before imposing an arbitrated settlement.

A tenant who is dissatisfied with the decision of the Manager should first attempt to resolve the issue in a personal discussion with the Manager.

Tenants may appeal disputed management decisions to the Board of Directors for mediation.

Procedure:

- A verbal grievance will be lodged with the Manager during regular business hours.
- If not resolved in verbal discussion, the tenant will complete the Lodging A Grievance form available from the Manager.
- If the problem is not resolved, the tenant will state the nature of the complaint, in writing, and request to be included on the agenda for the next Board Meeting.
- The Board will review the complaint and render a decision.
- If unresolved, the tenant may take further legal steps or the Board of Directors may refer the problem to the Tenancy Board for further clarification.

Passed: **October 30, 2017**

Replaces Policy Dated: