

# **The Civil Resolution Tribunal**

**A/Chair, Cheryl Vickers**  
**A/Legal Officer, Darin Thompson**

# How did we get here?

**2009 Legislative Session: 1st Session, 39th Parliament  
THIRD READING**

The following electronic version is for informational purposes only.  
The printed version remains the official version.

Certified correct as passed Third Reading on the 6th day of October, 2009  
Ian D. Izard, Q.C., Law Clerk

**HONOURABLE RICH COLEMAN  
MINISTER OF HOUSING AND SOCIAL DEVELOPMENT**

**BILL 8 — 2009  
STRATA PROPERTY AMENDMENT ACT, 2009**

HER MAJESTY, by and with the advice and consent of the Legislative Assembly of the Province of British Columbia, enacts as follows:

***1 Section 1 (1) of the Strata Property Act, S.B.C. 1998, c. 43, is amended by adding the following definition:***

**"Provincial Court"** means the Provincial Court of British Columbia; .

***2 Section 11 is repealed and the following substituted:***

**Passing resolutions after first conveyance**

**11** In the period after the first conveyance of a strata lot to a purchaser but before the first annual general meeting, the strata corporation may pass a resolution requiring a 3/4 vote as follows:

(a) for a resolution to amend the bylaws under section 127 (2) or (4) (b), the resolution may be passed in accordance with section

# Why the CRT?

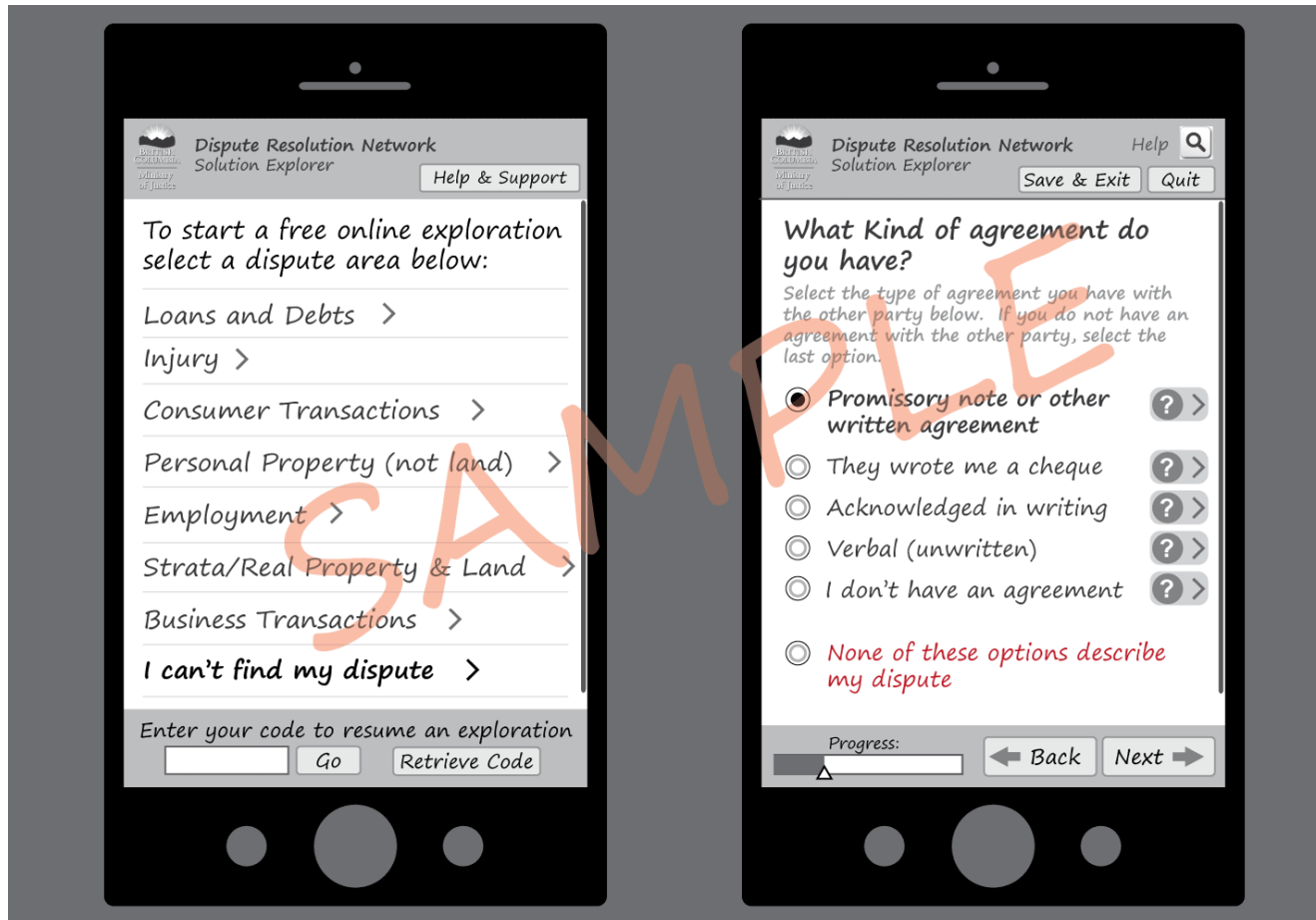


# How the CRT will serve

- Web: information, communication 24/7
- Online dispute resolution
- Asynchronous interactions
- Mix of service channels



# Mobile access



# How the CRT will manage cases

- Emphasize early action
- Problem diagnosis, self-help, info, triage
- Well-defined case management phases
- Fee incentives
- No duplicate proceedings



# CRT Emphasis on Collaborative DR

- ADR into mainstream DR
- Relationships, agreements (orders too)
- Adjudication as a last resort



# CRT Specialized Streams

- Streaming and specialization
- Proportionate processes
- Part-time specialized case managers and tribunal members





# CRT's informal, solution-oriented user focus

- Staged fees
- Focus on the front-end
- Self-representation
- Informality
- Flexibility
- Speed



# Biz Intel, Evaluation Data and Continuous Improvement

- Intelligent dashboards
- User evaluation data
- Continuous improvement



# What types of strata disputes?

- The CRT will have jurisdiction to resolve disputes about:
  - The use of common property
  - The use and enjoyment of a strata lot
  - The interpretation or application of bylaws or rules
  - Money owing including payment of fines
  - Governance of the strata corporation

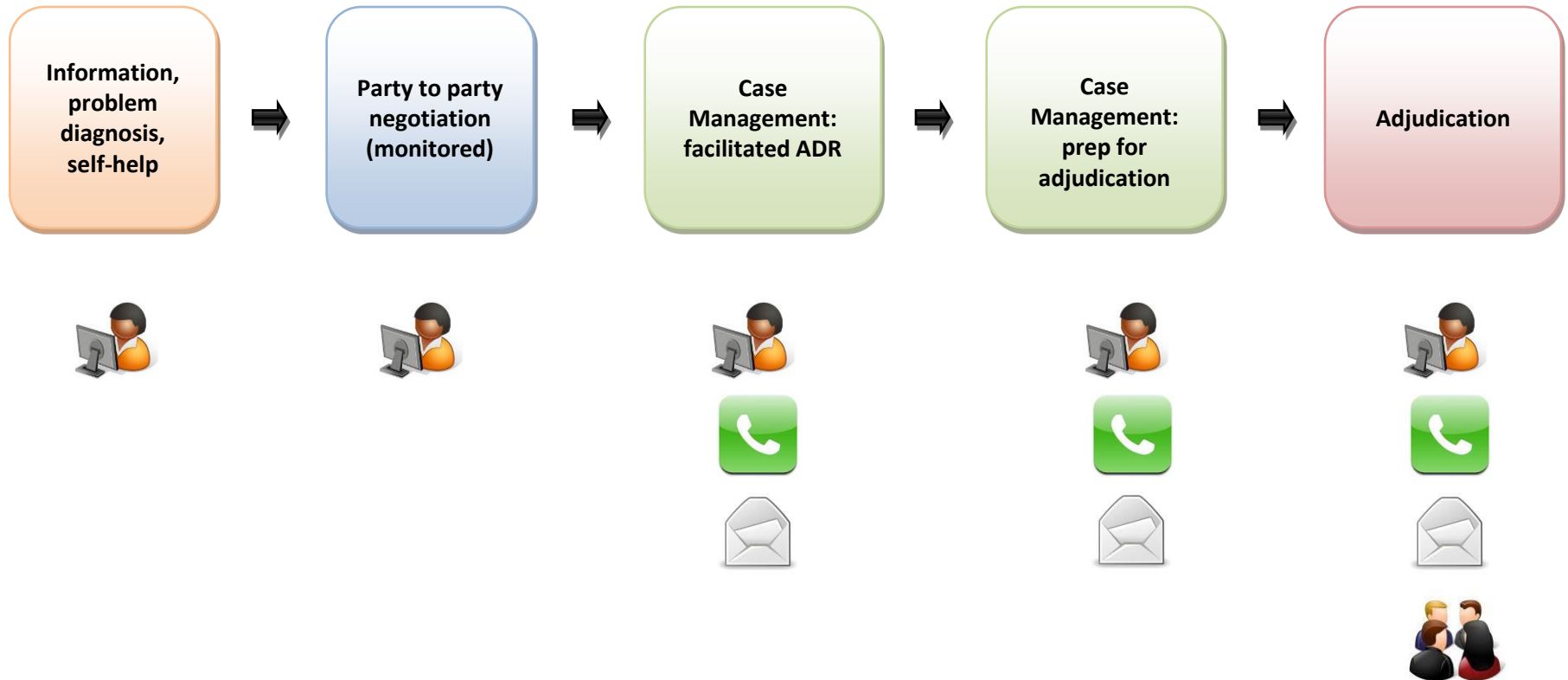


# What types of strata disputes? (2)

- The CRT will not have jurisdiction over disputes about:
  - The removal of liens and other charges
  - Appointment of an administrator
  - Winding up a strata corporation



# Process Overview



# Virtual 24/7 Front Door



## Dispute Resolution Network Solution Explorer

Free online tools that help you understand your options and find effective dispute solutions



### Did you Know that...

By taking the time to make sure that you are educated and prepared in your area of dispute you can avoid significant unseen delays and costs?

[Solution Explorer Overview](#)[Solution Explorer Tool](#)[Help & Support](#)[About Us](#)

## Explore dispute solutions in just 3 easy steps:

### 1. Discover

Walk you through our questions designed to help you explore your situation and understand your problem.

### 2. Reflect

Decide whether we've done a good job summarizing your situation so that you can access the right information.

### 3. Take Action

Review options that could help you find a more effective resolution to your problem and take action towards a solution.

*It's easy, private and always available!*



## What is the Dispute Resolution Network?

Disputes can start for any number of reasons; property damage, unpaid debts, injury, defective goods, or a conflict with an employer, strata council or another business. The Dispute Resolution Network and the Solution Explorer were created to help you understand common dispute scenarios, understand your options, and help you take the appropriate actions that will save you unnecessary costs, conflict and worry.

# Problem Diagnosis



Ministry  
of Justice

## Dispute Resolution Network Solution Explorer

Free online tools that help you understand  
your options and find effective dispute solutions



### Did you Know that...

Every day that you spend trying to  
resolve a dispute increases your  
investment of time and money, and  
that your chances of recovering these  
costs decreases over time?

### Your Dispute Information

Progress:

Small Claim - Loans and Debts

Unique Access Code: 45x2z19

- Someone owes me money
- I lent them money

### Your Actions

No Actions Stored

### What Kind of agreement do you have?

Select the type of agreement you have with the other party below. If you  
do not have an agreement with the other party, select the last option.

- ☒ Promissory note or other written agreement ?
- ☐ They wrote me a cheque ?
- ☐ Acknowledged in writing ?
- ☐ Verbal (unwritten) ?
- ☐ I don't have an agreement ?
- ☐ None of these options describe my dispute

< Back

Save & Return Later

Continue >

Quit

Find Paid Help

### Popular Resources for Similar Disputes

General Resources

UnderstandingSmallClaims.pdf

DisputeResolutionTips.pdf

Resources for this Step

Understanding Agreement Types

### Real Answers from Real People

Search or Ask a Question



View all related questions



Online Self-Serve Negotiation Services Initiation ID#: A112B21 Access Code#: b7g8Ha

### Party Information (shared with the other party)

Disputant Party (making the claim)

Add +



Party A1 (typically yourself)

First Name:  Last:

Company:

Personal Email:

Phone:  Mobile ▼

Respondent Party (defending the claim)

Add +



Party B1 (the other party)

First Name:  Last:

Company:

Personal Email:

Phone:  Office ▼

### Claim Information (shared with the other party as a basis for negotiation)

Use the area below to frame the issues you want to present to the Respondent Party. Remember, better outcomes are usually achieved when a factual concise list of issues and information is presented that relates directly to the compensation request. For help with this process read the [online guide](#) for preparing your negotiation information.

FINANCIAL: Do you have an issue or issues with rates or payments?

No ▼

TIME: Do you have an issue or issues with the time in which goods or services were delivered?

No ▼

QUALITY: Do you have an issue or issues with the quality of the goods or services provided?

Yes ▼

Please describe the issue or issues in concise terms

After the new hardwood was installed, three areas where the carpet meets the hardwood are pulling up or not aligned with the hardwood. The work does not meet standard quality for similar work I've seen.

OTHER: Do you have any additional relevant issues not reflected above?

No ▼

AGREEMENT: What type of agreement do you have that addresses your specific issues above?

TIME: Do you have an issue or issues with the time in which goods or services were delivered?

No ▼

QUALITY: Do you have an issue or issues with the quality of the goods or services provided?

Yes ▼

Please describe the issue or issues in concise terms

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No ▼

AGREEMENT: What type of agreement do you have that addresses your specific issues above?

# Dispute Framing



# Online Dispute Resolution (ODR)



A word cloud illustrating terms related to Online Dispute Resolution (ODR). The words are arranged in a circular pattern, with 'online' being the largest and most central word. Other prominent words include 'dispute', 'negotiate', 'mediation', 'resolution', 'information', 'documents', 'management', 'case', 'arbitration', 'facilitation', 'decision', 'collaborate', and 'upload'.


online  
dispute  
negotiate  
mediation  
resolution  
information  
documents  
management  
case  
arbitration  
facilitation  
decision  
collaborate  
upload

# ODR is Already Here in BC

[What is ODR?](#) [The Process](#) [FAQs](#) [Contact Us](#) [CONSUMER PROTECTION BC HOME](#)


↑ A ↓

Powered by

**CONSUMER PROTECTION BC**

## Resolve your dispute

A pilot project to help consumers and businesses resolve disputes online



### 1 Step 1

Contact Consumer Protection BC. Tell us about your issue and we will help you decide if ODR might work for you.

### 2 Step 2

We will start the process for you. You and the other party try to come to a resolution online. Explain your story and upload anything you think is important.


### 3 Step 3

Come to an agreement. If you can't reach agreement, a neutral resolution expert can help clarify issues and brainstorm options.

#### What is Online Dispute Resolution?

ODR is a self help online tool for consumers to settle disputes with a business. It's convenient and cost effective!


[LEARN MORE »](#)



#### Who can participate?

Any BC consumers and businesses who want to work together to resolve a dispute can use this online tool.


[LEARN MORE »](#)



#### How does it work?

If you have a computer and an email address, Online Dispute Resolution could be for you!

[LEARN MORE »](#)



[Get Started »](#)

© Consumer Protection BC 2011. All rights reserved. | [Terms and Conditions of Participation](#)

# ODR is Already Here in BC (2)

 Resolution Guide | PROPERTY ASSESSMENT APPEAL BOARD



Welcome to our On-line Dispute Resolution (ODR) Guide, here you will find  
Tips on How to Resolve your Appeal.

Choose a category below.



Help me understand the steps.

- stages in my appeal
- tips on resolving my appeal
- working with the Board's facilitator
- what happens if we do not resolve



Help me understand the appeal  
issues.

- common issues
- how to research support?



Do I have a strong case?

- concerning the description or condition of my property
- concerning the market value of my property
- concerning the fairness of my assessment

# Help, Support & Representation

## Service Provider

**Facilitates access  
to platform**

- Help non-tech
- Paid & unpaid?

## Support Person

**Supports DR  
process**

- Literacy, language, explanations, tips, etc.
- Legal advice
- Paid & unpaid?

## Representative

**Represents party  
in a proceeding**

- Conducts proceeding on behalf of party

# Implementation



**More info:**

<http://www.ag.gov.bc.ca/legislation/civil-resolution-tribunal-act/index.htm>

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**Thank you!**