



# Civil Resolution Tribunal

## **Presentation to Vancouver Island Strata Owners Association (VISOA)**

Courtenay, BC  
May 28, 2017

Richard Rogers  
Executive Director & Registrar, CRT

# VISOA – May 28, 2017

## Agenda

1. What is the CRT?
2. What Types of Disputes can the CRT Resolve?
3. Solution Explorer
4. How does CRT dispute resolution work?
5. Application for CRT Dispute Resolution
6. Other Online Functionality
7. Operational accomplishments
8. Continuous improvement
9. Contact the CRT

# What is the CRT?



Part of the justice system

1<sup>st</sup> online tribunal in Canada



Bringing the justice system to the public



# Why the CRT?



## Access

- Rural parties
- Complexity
- Limited support



## Time

- ~ 7-11 months (small claims)
- Delays & backlogs



## Cost

- Travel
- Legal fees
- Court costs (strata)



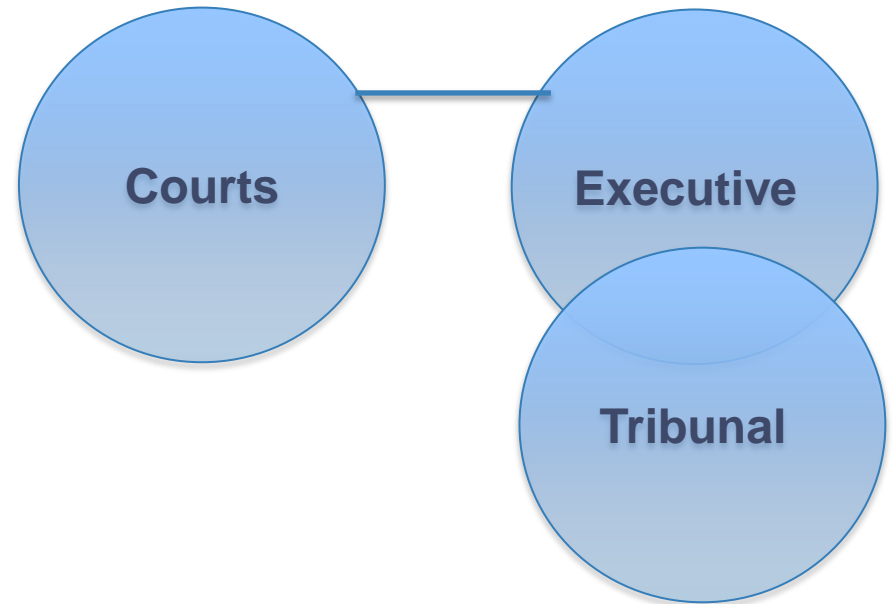
## Proportion

- Limited ADR
- Few cases go to trial



# The CRT is an Administrative Tribunal

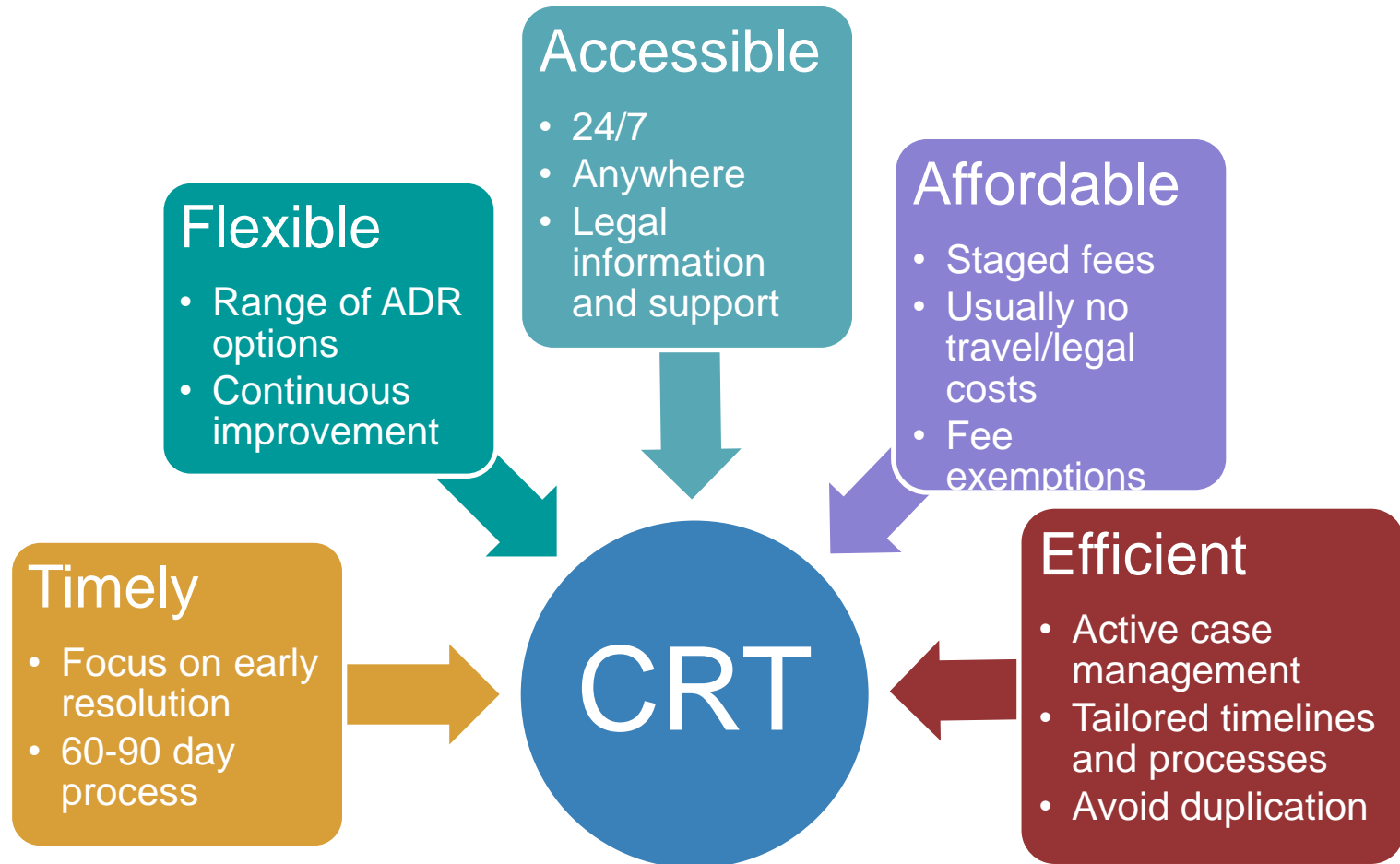
- Tribunals are created by government, through legislation
- Delegation of government decision-making power
- Legislation sets level of independence and powers tribunal can use



Compare tribunals with courts:

- Courts have constitutional independence
- Supreme Court has powers “inherited” from courts in England

# Guiding Principles





Civil Resolution Tribunal

## **2. What Types of Disputes can the CRT Resolve?**

# Jurisdiction: *Civil Resolution Tribunal Act*

## Condominium

- Neighbour disputes
- Governance
- Repairs
- Rentals
- Parking
- Pets
- Common property

## Small Claims

- **Under \$5K**
- Debt
- Contract
- Personal Injury
- Personal property
- Consumer
- Some employment

**CRT can't resolve disputes involving title to land**



# Types of Orders CRT Can Make

## Strata Disputes

- CRT **can order** a strata corporation, owner or tenant to:
  - Do something
  - Stop doing something
  - Pay money

## Small Claims

(June 1, 2017)

- CRT **can order**:
  - Payment of money
  - Return of personal property
  - Relief from claim for personal property
  - Specific performance of agreement

# Where are we going?

We  
are  
here



## Fall/Winter 2016

- **Strata claims** fully implemented
- Solution Explorer small claims beta testing
- Technology development

## June 1, 2017

- **Small claims** \$5,000 & under
- Key performance indicators and evaluation

## Fall 2017

- Increased limit for small claims?
- **Data analytics** & continuous improvement

# CRT

# Overview of Dispute Resolution Process

**Dispute volumes**





Civil Resolution Tribunal

### **3. Solution Explorer**

# Solution Explorer

## GETTING STARTED



### EXPLORE

The Solution Explorer will diagnose your problem, and give you legal information and self-help tools.



### DECIDE

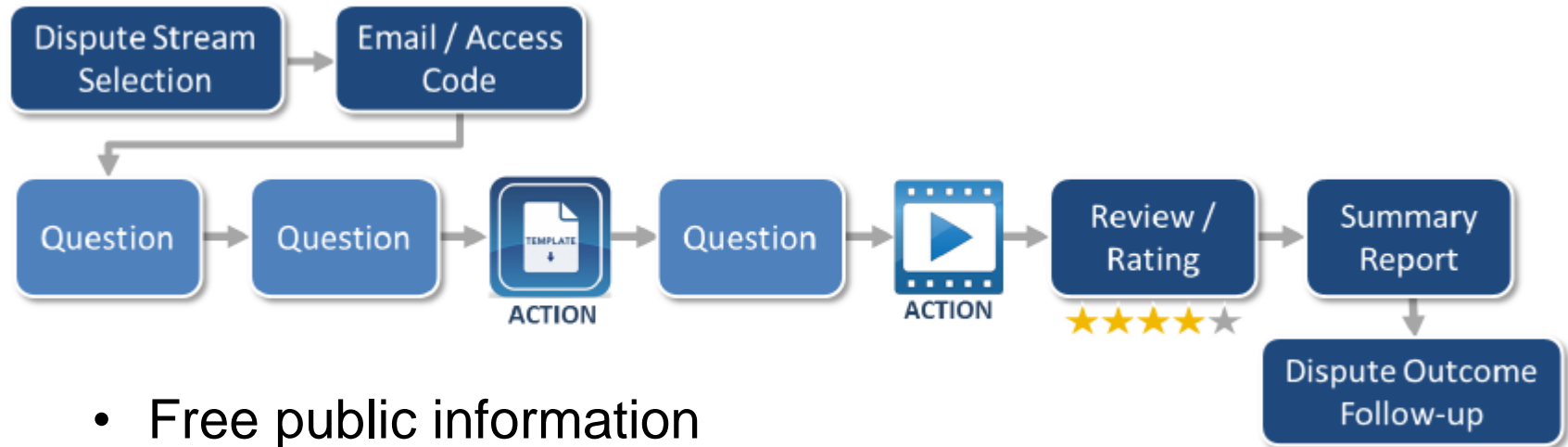
The Solution Explorer may help you to resolve your dispute on your own using self-help tools.



### TAKE ACTION

If you are unable to resolve your dispute, you can start the Tribunal Process.

# Solution Explorer



- Free public information
- Available 24/7
- Guided pathways - interactive questions and answers
- Tools, templates, resources
- Resolution or preparation for CRT process
- **Clients must use Solution Explorer to access online application for CRT dispute resolution**

# SOLUTION EXPLORER



SOLUTION EXPLORER:

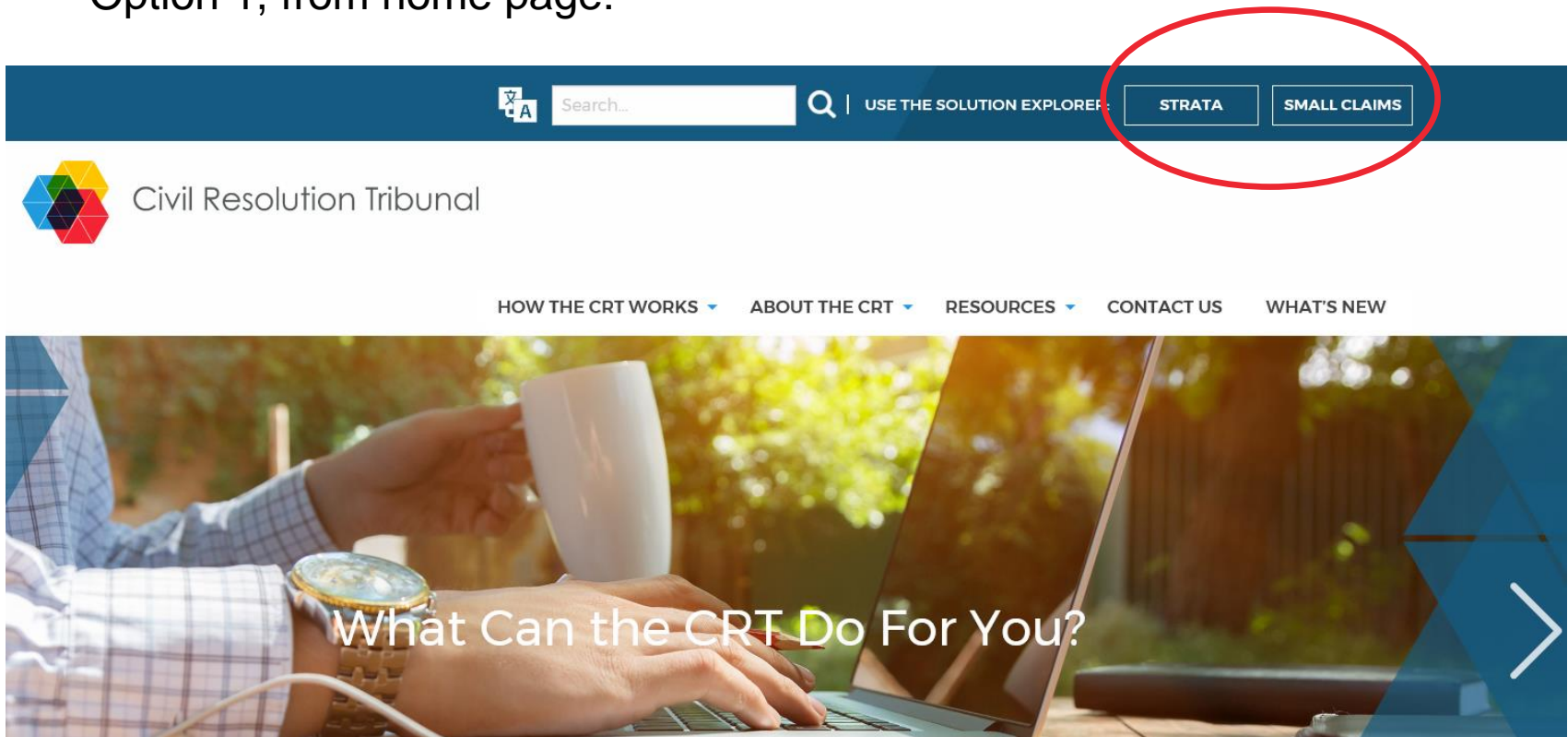
**1. EXPLORE**

**2. DECIDE**

**3. TAKE ACTION**

# Accessing Solution Explorer

- Accessed from CRT web site ([www.civilresolutionbc.ca](http://www.civilresolutionbc.ca))
- Choose either Strata or Small Claims categories
- Option 1, from home page:

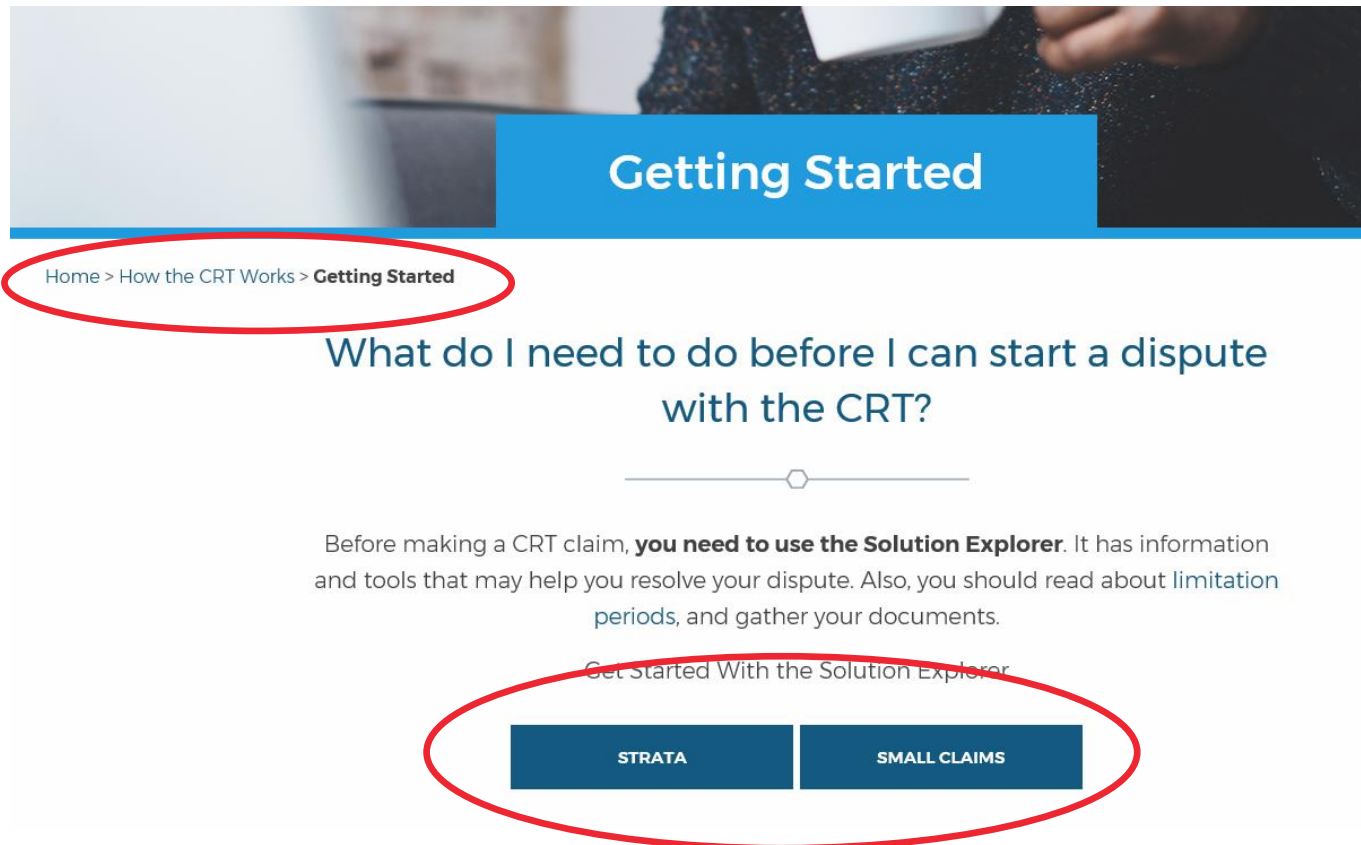






# Accessing Solution Explorer

- Accessed from CRT web site ([www.civilresolutionbc.ca](http://www.civilresolutionbc.ca))
- Option 2, from “Getting Started” page:



# Using Solution Explorer

- For strata issues, user must choose whether to explore path for
  - Strata Council, or
  - Strata Owners and Tenants
- Choice made with “widget”:

Welcome to the Solution Explorer for Strata

Ready to start? Click the button that best describes your role in the strata property.  
Already have a code? Click the 'Continue an Exploration' button.

> Strata Council

> Strata Owners and Tenants

🔁 Continue an Exploration

# Using Solution Explorer

- For small claims, user must choose from several options
- Choose subject area using links in web page
- Links to widget for that subject area

## What are small claims disputes?



Small claims disputes involve a wide variety of issues between individuals and organizations. Click on the dispute area that you think best fits your issue:

- **Buying and selling goods and services:** issues related to the purchase and sale of goods and services, including disputes over payment, quality, and damage.
- **Loans and debts:** issues related to borrowing and lending money where the lender is in the business of lending money or extending credit. Examples include credit card debts, overdue loans, and overdraft bank or credit card accounts.
- **Construction and renovations:** issues related to the construction, improvement, or renovation of a building.
- **Employment:** issues related to some employment disputes. This area doesn't include union disputes or contractors. Many employment disputes must be resolved by the [Employment Standards Branch](#).
- **Insurance disputes:** issues involving insurance. This can include people providing insurance, people who have or want it, and others, including brokers.
- **Personal injury, including motor vehicle injuries and accidents:** issues related to injuries and accidents, including injuries that resulted from motor vehicle accidents and ICBC disputes.
- **Property:** issues related to personal property (like personal belongings) and intangibles (including intellectual property, artistic properties, stocks, bonds or other securities, contracts, lease agreements and virtual property).

Click on the dispute area that you think best fits your issue. If none of these categories fits your issue, visit the [general dispute area](#).

# Using Solution Explorer

- First step in Solution Explorer - user must accept Terms of Use

Solution Explorer application. The Government of British Columbia is not responsible for any errors or a transmit information using internet email links, you do so at your own risk.

☒ I agree to the Solution Explorer Terms of Use

Accept and continue >

- User then indicates whether using public or private computer
- If public computer
  - Can't download documents (resources, template letters)
  - Less time before application times out
    - 10 minutes of inactivity (versus 30 minutes for private)

## Are you using a public computer?

To help us protect your privacy, tell us if you're using a public computer like one in a library, internet café or Service BC location.

☐ I'm using a public computer

☒ I'm using a private computer

*You'll be able to download, print and email information to yourself. Your exploration will automatically timeout after 30 minutes of inactivity.*



< Back Next >

## Civil Disputes

Solutions for Strata Owners, Tenants and Occupants

### Your Exploration Information

 18%

Access code: **9aahv4Q69**  Email  Print

### Information You Provided

1. I've used the Solution Explorer before

### Resources

- > [PDF: Before You Start Your Exploration](#)

**Feedback on  
answers given &  
resources  
provided**

**Starting questions for Strata  
Owners and Tenants  
explorations**

**Technical  
problems?**



help

**For future use –  
context specific  
help (no content  
available yet)**

### What can we help you explore?

- ☐ The strata asked me to do something
- ☐ The strata asked me to pay money, or I'm disputing an amount I paid
- ☒ The strata won't give me permission for something
- ☐ I want the strata to do something
- ☐ A neighbour asked me to do something
- ☐ I want a neighbour to do something
- ☐ The strata isn't complying with something
- ☐ I have an issue related to a breach of privacy
- ☐ I have an issue with a depreciation report

Not finding an option you were expecting? Help us improve our site and [tell us what's missing](#).



Back

Next





# Civil Disputes

Solutions for Strata Owners, Tenants and Occupants

## Your Exploration Information



 22%

Access code: **P9J3aKV7Q**  Email  Print

## Information You Provided

1. The strata won't give me permission for something

## Additional External Resources

- > [Learn about Limitation Periods](#) 
- > [How to Find Strata Documents and Records](#) 

**Question to narrow down the subject area**

What won't the strata give you permission for?

- ☒ Renting my strata lot
- ☐ An alteration
- ☐ Changing parking spaces or storage lockers
- ☐ Having a pet
- ☐ Something not listed above

Not finding an option you were expecting? Help us improve our site and [tell us what's missing](#).

Quit Save and exit



**Options, if client wishes to leave exploration**

**Client may use access code to leave Solution Explorer, return to same exploration**

< Back Next >

**Client can move back and forth between questions (and change answers to previous questions)**

**Client can provide feedback to CRT, if they think content (i.e. subject area) is missing**

# Civil Disputes

Solutions for Strata Owners, Tenants and Occupants

## Example of subject-matter information sheet

Quit

Save and exit

## Suggested Resource

Rate this ★★★★★

### PDF: Renting Your Strata Lot

Are you considering renting out your strata lot?

Your strata might have bylaws that prohibit rentals. It could also have a bylaw limiting the number or percentage of strata lots that can be rented, and for how long they can be rented.

✉ Email

🖨 Print

&lt; Back

✖ Not helpful

Next &gt;

🔍 ⬆ ⬇ Page: 1 of 2 - + Automatic Zoom ⚙

## Renting Your Strata Lot

*Are you considering renting out your strata lot?*



### What you should know

Your strata might have bylaws that prohibit rentals. It could also have a bylaw limiting the number or percentage of strata lots that can be rented, and for how long they can be rented.

Generally, there are 4 categories that permit rentals:

- There are available units for rent under the strata bylaws, or there are no rental bylaws that restrict the number of units to be rented.
- You have an exemption from rental restrictions created by a Rental Disclosure Statement (Form J).
- You want to rent your unit to a family member.
- The strata granted you a temporary exemption from rental restrictions because the restrictions cause you hardship, such as financial hardship.

The owner must give the strata a Notice of Tenant's Responsibilities (Form K) **within 2 weeks of renting** all or part of a strata lot. It must be signed by the tenant, to show they have received these documents.



## Example of template letter tool

# Create a document

Civil Disputes  
Strata Owners and Tenants

1

Add info

2

Format

3

Save

Menu

## Suggested Resource

Letter: Request for a Hearing

Reset

[My Full Name]

[My Street Address]

[My City, Province, Postal Code]

[My Email Address]

[My Phone Number]

### Fill in each field:

My Full Name

Next Field

You've completed 0 of 16 fields

Continue to step 2

Close document

Back

Not helpful

Next





# Civil Disputes

Solutions for Strata Owners, Tenants and Occupants

Start a new exploration

Quit

Save and exit

## Summary Report

Email Print

Rate this report ★★★★★

Your Summary Report gives you information and tools that may help you resolve your problem. Remember that a limitation period may apply. It could run out if you wait too long to take action.

To return to this report:

Your access code is: **9aahv4Q69**

Access expires in 32 days on **April 23, 2016**

### Issues

Your exploration found 1 issue(s). If you have more than one issue, you can use the tabs to switch between them.

#### Issue 1

##### Strata - not giving me permission - rent my strata lot - family exemption



Expert Summary

Based on what you told us, you are an owner in a strata. The strata didn't give you permission to rent your strata lot. But you believe your rental request qualifies as a family exemption.

You also told us you had a hearing with the strata about this issue, but they didn't give you a written decision after the hearing.

You have the option to contact the strata to ask for a written version of what was decided at the hearing.

Use the letter template **Request for a Decision from a Hearing** in the Resource section below. Deliver the letter to the strata using the proper methods as described in **Delivering a Letter or Notice to the Strata**.

### Resource

> [PDF: Before You Start Your Exploration](#)

- [INFO: Renting Your Strata Lot](#)
- [INFO: Family Rental Exemptions](#)
- [INFO: Having a Hearing with the Strata Council](#)
- [Letter: Request for a Hearing](#)
- [INFO: Delivering a Letter or Notice to the Strata](#)

#### Additional External Resources

- [Learn about Limitation Periods](#)
- [How to Find Strata Documents and Records](#)
- [Strata Property Act - Section 34.1 - Request for council hearing](#)

#### Information You Provided

1. The strata won't give me permission for something
2. Renting my strata lot
3. My rental fits one of the 4 rental categories
4. Family exemption
5. Have a hearing with the strata council
6. I want to request a hearing

**Button to go to  
CRT online  
application for  
dispute resolution**

#### What's Next?

We hope the Solution Explorer has given you some useful information and tools to help you resolve your dispute.

- If you're unable to resolve your dispute with these tools, you may wish to seek legal advice about your next steps.
  - The [CBA's Lawyer Referral Service](#) may be able to put you in touch with a lawyer who will provide a 30-minute consultation for a nominal fee.
  - [Access Pro Bono](#) operates a clinic that offers free legal services to those who qualify.
- You may also make an application to the Civil Resolution Tribunal (CRT). It will allow you to resolve your dispute, where, when, and how you choose.  
[Learn more about the CRT](#)
- Click 'Start process' to start a claim with the CRT about the issues in your exploration.

Start process >



Civil Resolution Tribunal

## **4. CRT Dispute Resolution Process**

# TRIBUNAL PROCESS



## START OR RESPOND TO A DISPUTE

You'll provide information to the CRT about your dispute, pay a fee and notify other parties.



## NEGOTIATION

A quick negotiation will help you try to come to an agreement yourself.



## FACILITATION

A facilitator will collect information and try to help you resolve your dispute.



## TRIBUNAL DECISION PROCESS

If your dispute isn't resolved during facilitation, a tribunal member will decide it for you.

## CRT Fees – Strata Claims

Action	Online	Paper
Application for dispute resolution	\$125	\$150
Response	\$0	\$25
Counterclaim/Third party claim	\$125	\$150
Request default decision	\$25	\$30
Consent Resolution Order	\$25	\$25
Request Tribunal Decision Process (hearing)	\$100	\$100
Request default decision be set aside	\$50	\$50

# CRT Intake

1. CRT staff review applications for:
  - Jurisdiction – s. 3.6 of CRT Act
  - All information and payment provided
  - If applicant is owner/tenant, was hearing requested with council?
2. Dispute Notice issued to Applicant
3. Applicant provides copy of Notice to Respondent
4. Respondent submits Dispute Response
  - To default process if no response
5. Referred to Negotiation/Facilitation

# Negotiation

- Connects parties to encourage negotiated settlement
  - Zero to nominal cost
- Low intervention
  - Tools & support
  - Avoid more time/money on dispute



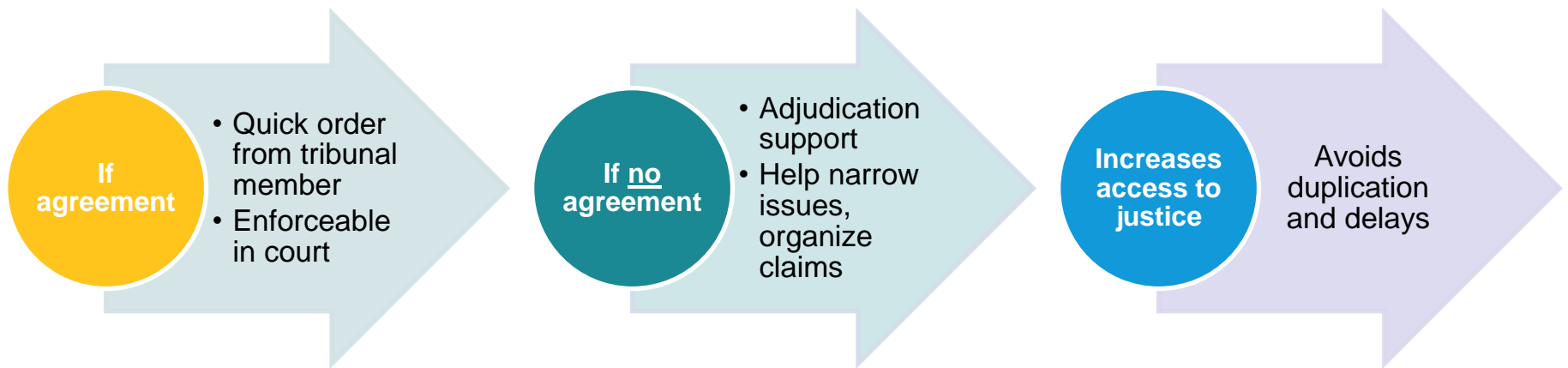
# Facilitation

- Dispute resolution expert helps reach agreement
- Very flexible :
  - Asynchronous or synchronous
  - Resolve some or all of disputes
  - Can decide dispute with consent





# Facilitation



# Adjudication

- Mostly **part-time tribunal members**
  - Lawyers with subject expertise
  - Located all over province
- Usually **written hearings**
  - Some telephone/video hearings
- Plain language written **reasons**
- Decisions enforceable as **court orders**
- **Published** decisions



# HOW THE PROCESS ENDS



## AFTER RECEIVING A CRT DECISION

You'll have options after receiving your CRT decision.



## CRT DECISIONS

CRT decisions are public and searchable.

# Enforcement of CRT Orders

## Strata Disputes

- Once appeal period expires:
  - File “validated copy” of order with Supreme Court
  - Enforce as order of Supreme Court
- If monetary & under \$35,000:
  - May file and enforce in Provincial Court

## Small Claims

- Once period for Notice of Objection expires:
  - File “validated copy” of CRT order with Provincial Court
  - Enforce as order of Provincial Court

## Appeal Methods

### Strata

- Appeal to Supreme Court of BC
- Leave required
- Question of law

### Small Claims

- Notice of Objection filed with CRT
- Entitles parties to continue claim(s) in Provincial Court
- New trial (CRT evidence not used)
- Cost/deposit consequences

# Notice of Objection

- Sections 56.1, *Civil Resolution Tribunal Act*
  - Party disagrees with CRT decision, may file Notice of Objection, with CRT
  - **Must be filed within 28 days** of receipt of decision
- Impact of Notice of Objection:
  - CRT decision not enforceable once filed
  - CRT issues Certificate of Completion to parties
  - Any party may pursue dispute in Provincial Court
    - Must file Notice of CRT Claim with Certificate
    - Fees and cost implications in Provincial Court



Civil Resolution Tribunal

## **5. Application for CRT Dispute Resolution**

# Application for Dispute Resolution

- Paper form provided upon request to CRT or Service BC
- Online application advantages over paper form
  - \$25 discount
  - Help text for users
  - Built-in business rules to prevent errors
  - Contextual fields
    - E.g. fields adapt to individual, business or strata party
- Must complete Solution Explorer to access online application:  
<https://civilresolutionbc.ca/how-the-crt-works/getting-started/>



# Online Application for Dispute Resolution

## Party Information - Basic



### Your Application

- ✓ [Strata](#)
- 2 Applicant**
- 3 Representative
- 4 Respondent
- 5 Dispute
- 6 Evidence
- 7 Application Details
- 8 Review & Pay

### Mailing address

**Address Line 1**

Street address, P.O box, c/o, etc

**Address line 2 (optional)**

Apartment, suite, unit, building, floor, etc

**City**

**Country**

Canada

**Province**

British Columbia

**Postal code**

### Phone / Fax

**Daytime phone number**

Ext.

+ Add another phone

**Fax (optional)**

# Online Application for Dispute Resolution

## Party Contact Information

### Tribunal process communication

---

This is the main way we will communicate with you during the tribunal process. During the tribunal process you need to be available and checking for communications.

Email

Unable to use email?

How do you want to communicate with us?

☒ Receive and send communication by email

### Formal communications

---

For example: orders, requests, or decisions.

Where should we send formal communications?

☒ Email

☐ Mail

☐ Fax

# Online Application for Dispute Resolution

## Party Information – Special Requirements

### Additional applicant information

---

We're asking in case the tribunal can take steps to serve them better.

**Do you have any of the following that may require a special accommodation?**

- ☐ Difficulty reading and writing
- ☐ English speaking difficulty
- ☐ Visual impairment
- ☐ Hearing impairment
- ☐ Mental health issues
- ☐ Other:

**Do you have a committee of estate, a representative appointed in a representation agreement, or an attorney appointed in an enduring power of attorney?**

- ☒ No
- ☐ Yes

**Are you under 19 years old?**

- ☒ No
- ☐ Yes

Continue to next step >

or

+ Add another applicant

# Online Application for Dispute Resolution

## Party Information – Representative

Is someone representing you?

You don't have to use a representative. If you'd like to use one, there is an approval process. *Do not enter a representative unless they have already agreed to represent you.* You can add a representative later.

Are you asking for permission to use a representative?

☐ No ☒ Yes, and they agreed to represent me

Why are you asking?

[Learn about the rules for representation](#) 

Tell us who the representative is

First name

Last name

Are they a lawyer?

☐ No ☐ Yes

Representative mailing address

Address Line 1

Street address, P.O box, c/o, etc

Address line 2 (optional)

Apartment, suite, unit, building, floor, etc

City

Country

Province

Postal code

Contact information

How do they want to communicate with us?

☒ Receive and send communication by email

Where should we send formal communications?

For example: orders, requests, or decisions

☒ Email

☐ Mail


☐ Fax

Email

# Online Application for Dispute Resolution

## Dispute Information

What is your dispute?

Not sure how to complete this? [See some examples](#) 

What happened?

**A one sentence summary of the claim**

**Description**

Provide enough detail to let the respondent and tribunal know what your claim is about. You don't need to include every detail here. You'll be able to add more later.

Max 5000 characters

**When did you become aware of the claim?**

Enter the approximate month and year.

Max 1000 characters

**What have you done so far to try to resolve this?**

Max 1000 characters

**Why is resolving this claim important to you? (optional)**

Max 1000 characters

# Online Application for Dispute Resolution Remedies

What do you want?

List each outcome, remedy, or action you want. For example:

- I want Ms Lee to repay the money she borrowed from me
- I want the strata to enforce the noise bylaw
- I want John Smith to stop blocking my parking spot

Don't include things like filing fees, expenses and interest.

List each outcome, remedy or action you're requesting

Is there a monetary amount?

1	<input type="text"/>	<input type="radio"/> No <input checked="" type="radio"/> Yes	\$ <input type="text"/>
2	<input type="text"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes	
3	<input type="text"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes	
4	<input type="text"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes	
5	<input type="text"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes	

Plus any filing fees, interest or expenses

Total \$0.00

# Online Application for Dispute Resolution

## Additional Application Details

### Additional application details

These questions help us learn about the needs of people in this dispute.

**Is there an immediate risk you'll lose your job or become homeless because of this dispute?**

☒ No ☐ Yes

**Has a resolution process been started or finished in another court, tribunal, or legally binding process?**

Such as Civil Resolution Tribunal, Small Claims Court, Human Rights Tribunal, etc.

☒ No ☐ Yes

**Did you request a hearing with your strata council?**

☒ No ☐ Yes

Continue ➤

# Online Application for Dispute Resolution Payment

## Civil Resolution Tribunal Payment Options

Dispute type: SOTO  
Primary applicant: Richard Rogers

Amount due

**\$125.00** application fee

How would you like to pay?

☒ **Online with credit card**


You'll be redirected to our secure payment site and then you'll return you to this site.

☐ **Cheque**

We will not process your application until we receive the cheque. You'll be responsible for the cost of mailing your payment. After you submit your application we'll provide you with instructions. If we don't receive the cheque **by November 15, 2016** we may refuse your application.

☐ **Request a fee waiver**

If you don't qualify for a fee waiver, you'll need to select another payment method for your application to be accepted. If there is more than one applicant, each one will need to qualify for a fee waiver.

[Learn about fee waivers](#) 

Submit application, go to payment site





Civil Resolution Tribunal

## **6. Other Online Functionality**

### **a) Payment of fees**

## CRT Process for Requesting Fees

- Payment of fee for initial application paid at time application submitted
- Some subsequent steps in CRT disputes require additional fees:
  - Request for default decision
  - Consent resolution order
  - Tribunal Decision Process (hearing)
  - Set aside default or non-compliance order

# Available Online Filings and Fees

Action	Online
Request default decision (Applicant)	\$25
Submit Proof of Notice (Applicant)	\$0
Request Extension of Time to File Proof of Notice (Applicant)	\$0
Request Directions on Alternate Method for Providing Proof of Notice (Applicant)	\$0
Submit Dispute Response (Respondent)	\$0
Request Extension of Time to Submit Dispute Response (Respondent)	\$0
Request Additional Claim (Counterclaim or Third Party Claim)	\$125
Withdraw dispute (Applicant)	\$0
Request default decision and order be set aside	N/A online
Consent Resolution Order	N/A Online
Request Tribunal Decision Process (hearing)	N/A Online
Notice of Objection (small claims only)	N/A Online



## Civil Resolution Tribunal

### CRT email requesting fee payment

Attention: Tigger Tiger, Dispute Number: ST-2017-00137

**Reason for this message:**

A payment is required for the dispute ST-2017-00137 at the Civil Resolution Tribunal.

**The payment is for:**

\$30 fee for a Consent Order

**Amount:**

\$ 30.00

**Payment due by:**

February 21, 2017

**Payment Options:**

[Pay online with credit card](#)

[Find out how to pay by mail](#)

[Find out how to pay in person with debit or cash](#)

[Request a fee waiver](#)

**To see all payment options - enter your dispute number and payment code at:**

<https://staging-disputeresolution.cs43.force.com/payments/>

Dispute number: ST-2017-00137


Payment code: P0033876

Thank you,

Resolution Support Team  
Civil Resolution Tribunal  
[www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)

# Client Options for Payment of Fees

- Client links to payment options from email
- Client chooses payment method
  - If client chooses “Online” or “Mail”, client pays fees directly to CRT
  - “Request a fee waiver” returns online form for client to complete
    - Immediately evaluates request for waiver, based on assets and income

 Civil Resolution Tribunal Contact us


Payments

## How do you want to pay?

☐ **Online (credit card)**  
You'll go a secure payment page and come back when done


☒ **In person**

☐ **Mail (cheque or money order only)**  
You're responsible for the cost of mailing your payment

☐ **Request a fee waiver**  
Each person in your household will need to qualify for a fee waiver [Learn about fee waivers](#) 

Continue

**Payment Information**  
**Amount**  
**\$125**  
\$150 fee for an Additional Claim, with a \$25 discount for online filing

**Payment due by**  
**February 25, 2017**  
 **If payment not received**  
Generic Non Payment Consequence

**Dispute number** ST-2017-00142  
**Payment code** P0076995

# Client Requests Method of Payment

If client chooses “In person”, CRT provides instructions for payment at Service BC

CRT Dispute Number and  
Payment Code required for  
Service BC staff to enter  
payment in CRT system

Paying in-person

To pay in-person

Visit a [Service BC location](#) by May 25, 2017 to make your payment. We recommend you keep your receipt.

Remember to bring the dispute number and payment code.

Dispute number: ST-2017-002120

Payment code: P0024036

  
Find a  
Service BC  
Location

[◀ Choose a different way to pay](#)



Civil Resolution Tribunal

## **6. Other Online Functionality**

### **b) Applicants**

## Additional Online Transactions Applicants

- Common filings for Applicants available online
- No user ID or password required
  - Just need dispute number & party code
  - Access information in Dispute Notice and email to applicant



# Entry Point for Additional Online Actions for Applicants



Civil Resolution Tribunal

## Dispute Notice Options

**This information (and link to web page) is provided to Applicants in instructions sent in email/letter with Dispute Notice**

### Dispute number

For example ST-2017-000000

### Your PIN

Six-digit PIN is in the email with instructions to provide notice to respondents

Continue

# Applicants' Online Options



Civil Resolution Tribunal

[Contact us](#)

## Dispute Notice Options

What do you want to do?

- ☒ Confirm you provided the Dispute Notice to a respondent
- ☐ Request more time to provide the Dispute Notice
- ☐ Request directions to provide the Dispute Notice because you can't do it using the methods described in the rules
- ☐ Request to remove a respondent from the dispute
- ☐ Request to withdraw the entire dispute

Continue

### Dispute Information

**Dispute number** ST-2017-00142


**Applicant's PIN** 446100

[Providing notice information](#)

[Civil Resolution Tribunal](#)

# Example: Proof of Notice

Confirm you provided the Dispute Notice to a respondent

 Please review and update the errors in the form

Respondent: Respondent One (5563)

How did you provide  
notice?

- ☐ **Email** and I have a reply email confirming the Dispute Notice was received
- ☒ **Fax** and I have the fax confirmation sheet
- ☐ **Registered Mail** and I have a confirmation of delivery from Canada Post
- ☐ **Courier** and I have a confirmation of delivery from the courier company
- ☐ **In person** to a designated person who can receive the notice

Additional Details

Date provided



2017-05-04

Respondent fax

111-111-1111



Civil Resolution Tribunal

## **6. Other Online Functionality**

### **c) Respondents**

# Online Transactions

## Respondents

- Available online:
  1. Request extension of time to file Dispute Response
  2. Dispute Response
  3. Add claim against applicant (counterclaim)
  4. Add claim against another party (third party claim)
- No user ID or password required
  - Just need dispute number and PIN
  - Provided in Dispute Notice

# Information in CRT Dispute Notice



Civil Resolution Tribunal

## Dispute Notice

(Initiating notice under section 6 of the Civil Resolution Tribunal Act)

Applicant must provide  
copy of Dispute Notice to  
each Respondents

Includes link to  
online transactions  
for Respondents:

### HOW TO RESPOND TO THIS DISPUTE NOTICE

Each person this claim is against has 14 days to respond to this notice once it is delivered (30 days if outside of BC). If you do not respond, the CRT will continue to resolve the dispute and may make a decision without your participation.

#### To respond to this Dispute Notice:

- Go to <https://intake.civilresolutionbc.ca/response>
- Enter the dispute number **ST-2017-002113** and the PIN listed beside your name below

#### You will be able to:

- Respond to this Dispute Notice
- Request more time to respond to the Dispute Notice
- After you respond, if needed, you will be able to add a Counterclaim or Third Party Claim

For more information, please visit the CRT website:

And a PIN for each  
Respondent:

### Who the Claim is Against

These are the people or organizations that are identified as being responsible for the claim. For more details go to: [civilresolutionbc.ca/how-the-crt-works/tribunal-process/responding/](http://civilresolutionbc.ca/how-the-crt-works/tribunal-process/responding/)

Christopher Edwards (Owner)

PIN: 48798

Type: Person

Email: [chriseddyedwards@gmail.com](mailto:chriseddyedwards@gmail.com)

4353 Halifax Street

Apt 1005

Burnaby, British Columbia

V5C5Z4, Canada

# Entry Point for Online Actions Available to Respondents

## Respondent Options

Enter the dispute number and your PIN from the Dispute Notice

**Dispute number**

For example ST-2017-000000

**Your five-digit PIN**

For example 10234

Continue


**This information (and link to web page) is provided to Respondents in CRT Dispute Notice**


Civil Resolution Tribunal (CRT)

[About the CRT](#) 

[How the CRT dispute process works](#) 

Responding to a Dispute Notice

[About responding to a dispute](#)  - information about what happens after you've been served a Dispute Notice.

[Checklist for responding to a dispute](#)  - a list of the information you need to complete your response.

# Choice of Online Actions Available to Respondents



Civil Resolution Tribunal

## Respondent Options

What do you want to do?

☒ **Respond to the Dispute Notice** - make sure you have the Dispute Notice with you

☐ **Request more time** to respond to the Dispute Notice

If you want to add your own claim to this dispute, you can do it after you respond.

Continue

After Response is complete, Respondent can add claim against applicant or a third party





Civil Resolution Tribunal

## **7. Operational Accomplishments**

### **a) Dispute volumes & types**

# What Has Happened Since July 13, 2016?

## Solution Explorer

- More than 6,500 explorations
  - 30% of users explore Strata Council issues
  - 70% explore Owner, Tenant, Occupant issues

## Applications for Dispute Resolution

- 409 applications:
  - 85 in Intake (reviewing application, awaiting Proof of Notice, awaiting Dispute Response)
  - 200 in Facilitation
  - 10 in Tribunal Decision Process
  - 114 resolved
    - 22 consent resolutions
    - 45 withdrawn
    - 23 final decisions
    - 24 CRT declined/refused to resolve/other conclusion

# Common Dispute Subjects

## **Owners/Tenants:**

- About 75% of dispute applications
  1. Maintenance/repair of property
  2. Strata enforcement/non-enforcement of bylaws
  3. Fees/charges levied by strata
  4. Unauthorized expenditures/special levy
  5. Use of common property (mostly parking issues)
  6. Unlawful actions by council/non-compliance with SPA or strata bylaws
  7. Requests to approve alterations
  8. Council behaviour – lack of transparency/failure to disclose documents/harassment



# Common Dispute Subjects

## **Strata corporations:**

- 25% of dispute applications
  1. Payment of fees and fines
  2. Non-compliance with bylaws
  3. Unauthorized alterations to strata unit/common property



Civil Resolution Tribunal

## **7. Operational Accomplishments**

### **b) Decisions**

# Decisions

- All final decisions published on CRT website
  - Procedural decisions may be posted
- 23 final decisions to date
  - 9 default decisions
  - 14 after hearing involving both parties
- 1 non-final decision on procedural issue

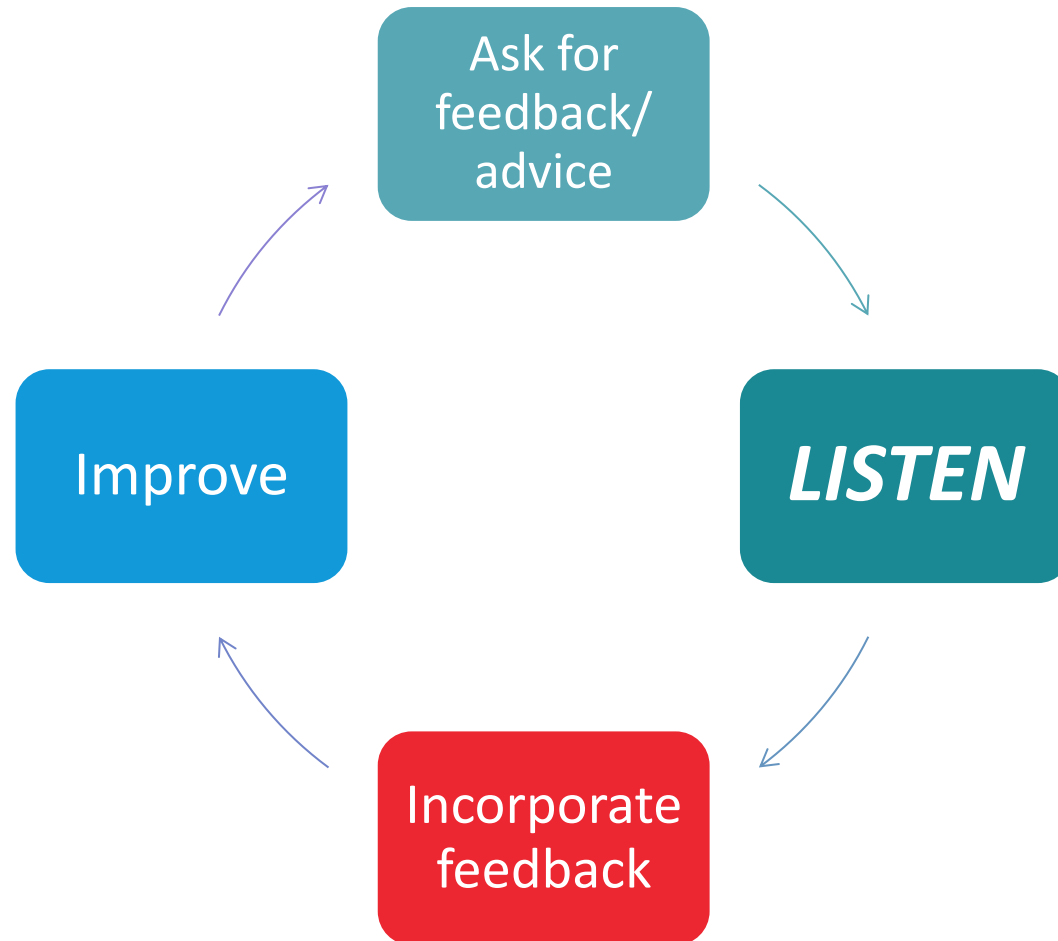
Outcome	Strata/Council Member as Respondent	Owner/Tenant as Respondent
Applicant Successful	6	7
Applicant Unsuccessful	7	
Mixed Success	3	
<b>Total</b>	<b>16</b>	<b>7</b>
<i>Defaults</i>	3	6



Civil Resolution Tribunal

## **8. Continuous Improvement**

# Continuous Improvement and the CRT





## Continuous Improvement – Recent

- Revamped website
  - Easier to navigate
  - Searchable decisions
- Review & update Solution Explorer content
  - Release with significant changes April 18
  - Ensure parties are aware of need to request hearing with strata, before applying to CRT
  - Better structure for some streams
- Small Claims content
  - Beta version available now
  - Launch June 1

## Continuous Improvement – Future

- Ongoing changes to internal-facing system
  - Gradual increase in functionality for staff
  - Improvements to workflow and increased efficiency
- Ability for a citizen user to have secure access to CRT dispute information
  - Create userid and password
  - Logon and view list of active disputes and dispute statuses
  - Supports ability of parties to communicate directly with CRT and other parties
  - Design influenced by early experience with CRT participants



Civil Resolution Tribunal

## **9. Contact the CRT**

# SOME THINGS IN LIFE SHOULDN'T BE HARD.

Resolve your small claims dispute  
from your smartphone.



civilresolutionbc.ca



Civil Resolution Tribunal

## More Information

Toll free: **1-844-322-2292**

Email: [info@crtbc.ca](mailto:info@crtbc.ca)

Twitter: @shannonnsalter

[www.civilresolutionbc.ca](http://www.civilresolutionbc.ca)