The Civil Resolution Tribunal

A/Chair, Cheryl Vickers
A/Legal Officer, Darin Thompson
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2 Section 11 is repealed and the following substituted: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

To start a free online exploration select a dispute area below:

- Loans and Debts
- Injury
- Consumer Transactions
- Personal Property (not land)
- Employment
- Strata/Real Property & Land
- Business Transactions
- I can’t find my dispute

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
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

- Information, problem diagnosis, self-help
- Party to party negotiation (monitored)
- Case Management: facilitated ADR
- Case Management: prep for adjudication
- Adjudication
Virtual 24/7 Front Door

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!

Start Now

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?

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.

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Problem Diagnosis

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

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
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- I don't have an agreement

None of these options describe my dispute

< Back  Save & Return Later  Continue >

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
Dispute Framing

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

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?  

Online Dispute Resolution (ODR)
ODR is Already Here in BC
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
More info:
http://www.ag.gov.bc.ca/legislation/civil-resolution-tribunal-act/index.htm

Cheryl Vickers, Acting Chair  Cheryl.Vickers@paab.bc.ca

Thank you!