Civil Resolution Tribunal

Presentation to Vancouver Island Strata Owners Association (VISOA)

Courtenay, BC
May 28, 2017

Richard Rogers
Executive Director & Registrar, CRT
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

1st 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
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

**Timely**
- Focus on early resolution
- 60-90 day process

**Flexible**
- Range of ADR options
- Continuous improvement

**Accessible**
- 24/7
- Anywhere
- Legal information and support

**Affordable**
- Staged fees
- Usually no travel/legal costs
- Fee exemptions

**Efficient**
- Active case management
- Tailored timelines and processes
- Avoid duplication
2. What Types of Disputes can the CRT Resolve?
## Jurisdiction: Civil Resolution Tribunal Act

<table>
<thead>
<tr>
<th>Condominium</th>
<th>Small Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Neighbour disputes</td>
<td>• <strong>Under $5K</strong></td>
</tr>
<tr>
<td>• Governance</td>
<td>• Debt</td>
</tr>
<tr>
<td>• Repairs</td>
<td>• Contract</td>
</tr>
<tr>
<td>• Rentals</td>
<td>• Personal Injury</td>
</tr>
<tr>
<td>• Parking</td>
<td>• Personal property</td>
</tr>
<tr>
<td>• Pets</td>
<td>• Consumer</td>
</tr>
<tr>
<td>• Common property</td>
<td>• Some employment</td>
</tr>
</tbody>
</table>

CRT can’t resolve disputes involving title to land
# Types of Orders CRT Can Make

<table>
<thead>
<tr>
<th>Strata Disputes</th>
<th>Small Claims (June 1, 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>CRT can order</em> a strata corporation, owner or tenant to:</td>
<td><em>CRT can order:</em></td>
</tr>
<tr>
<td>• Do something</td>
<td>• Payment of money</td>
</tr>
<tr>
<td>• Stop doing something</td>
<td>• Return of personal property</td>
</tr>
<tr>
<td>• Pay money</td>
<td>• Relief from claim for personal property</td>
</tr>
<tr>
<td></td>
<td>• Specific performance of agreement</td>
</tr>
</tbody>
</table>
Where are we going?

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

Information, problem diagnosis, self-help → Party to party negotiation → Case Management: facilitated ADR & hearing preparation → Adjudication
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:

1. EXPLORE
2. DECIDE
3. TAKE ACTION
Accessing Solution Explorer

- Accessed from CRT web site (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)

• 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”:
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.
Question to narrow down the subject area

Options, if client wishes to leave exploration

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

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
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.

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

Suggested Resource
Letter: Request for a Hearing

[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
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

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

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.
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.

NEGOITIATION
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

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

- Quick order from tribunal member
- Enforceable in court

If no agreement:
- Adjudication support
- Help narrow issues, organize claims

Increases access to justice:
- Avoids duplication and delays
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
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

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

+ 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: [text box]

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

[Buttons: Continue to next step, 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
Canada

Province
British Columbia

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](#)

<table>
<thead>
<tr>
<th>What happened?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A one sentence summary of the claim</strong></td>
</tr>
<tr>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td><strong>When did you become aware of the claim?</strong></td>
</tr>
<tr>
<td>Enter the approximate month and year.</td>
</tr>
<tr>
<td><strong>What have you done so far to try to resolve this?</strong></td>
</tr>
<tr>
<td><strong>Why is resolving this claim important to you?</strong> (optional)</td>
</tr>
</tbody>
</table>

Max 5000 characters

Max 1000 characters

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

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>[O] No [ ] Yes</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>[O] No [ ] Yes</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>[O] No [ ] Yes</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>[O] No [ ] Yes</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>[O] No [ ] Yes</td>
</tr>
</tbody>
</table>

**Please 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
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
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

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

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

Applicant must provide copy of Dispute Notice to each Respondent.

Includes link to online transactions for Respondents:

And a PIN for each Respondent:
Entry Point for Online Actions Available to Respondents

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

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

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.

After Response is complete, Respondent can add claim against applicant or a third party.
7. Operational Accomplishments
   a) Dispute volumes & types
### 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
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

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Strata/Council Member as Respondent</th>
<th>Owner/Tenant as Respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant Successful</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Applicant Unsuccessful</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Mixed Success</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
<td><strong>7</strong></td>
</tr>
<tr>
<td><strong>Defaults</strong></td>
<td><strong>3</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>
8. Continuous Improvement
Continuous Improvement and the CRT

- Ask for feedback/advice
- LISTEN
- Incorporate feedback
- Improve
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
9. Contact the CRT
More Information

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