

DISPUTES BETWEEN THE LANDLORD AND TENANT

If there are any issues with either the landlord or the tenant, it is often easier for the landlord and tenant to come to a solution privately between the two. If a resolution is reached, this should be in **writing** and **signed** by both the tenant and landlord. If no resolution is reached there are other **formal** and **informal options** available for both the landlord and the tenant.

OPTIONS FOR FILING A COMPLAINT

1. RESIDENTIAL TENANCY DISPUTE RESOLUTION SERVICE (RTDRS)

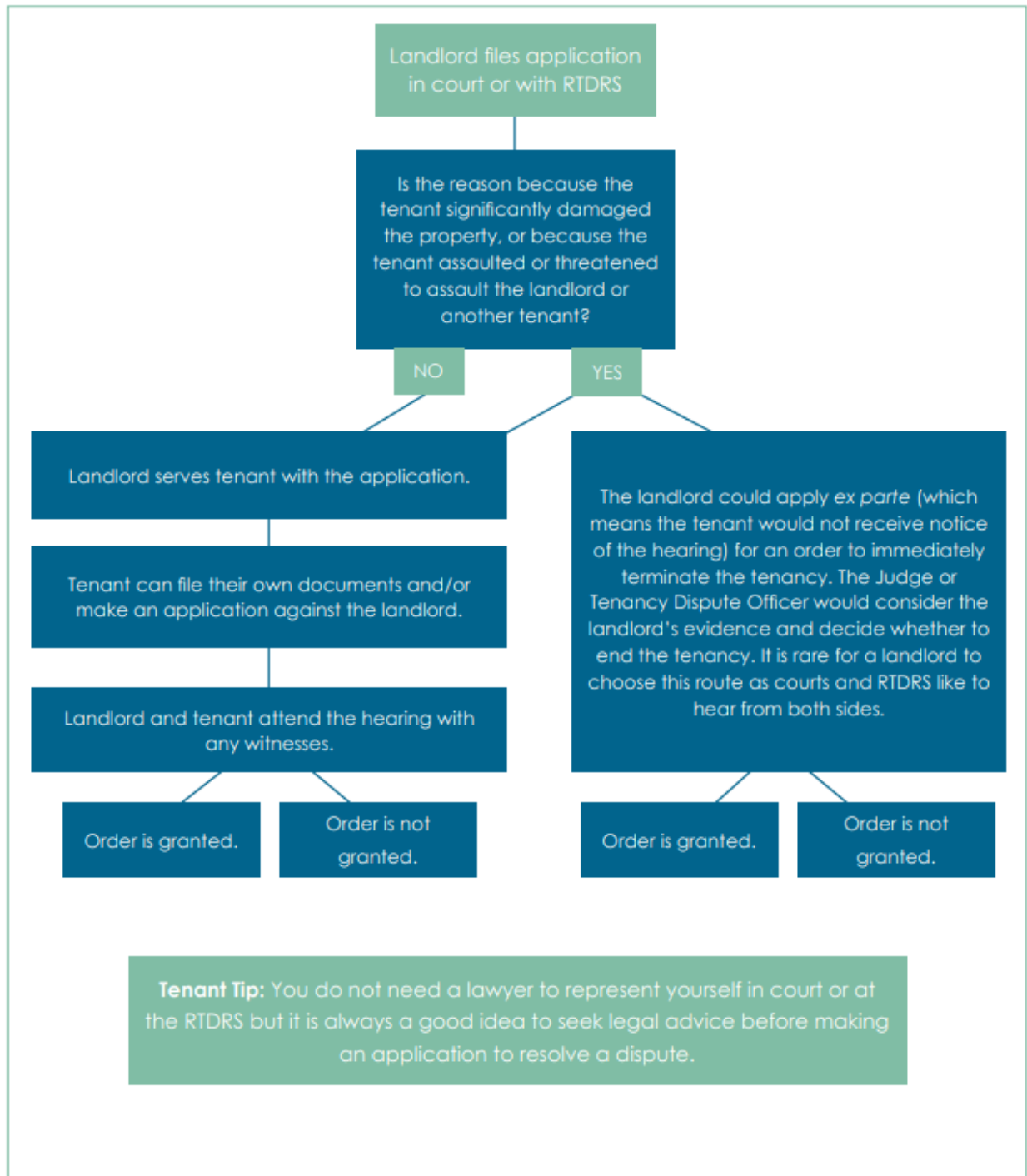
- A less formal, and **less expensive** system outside of the courts is through the Residential Tenancy Dispute Resolution Service (RTDRS).
- This service provides landlords and tenants alternative means if they have a dispute under the RTA.
- The RTDRS may accept applications of up to \$50,000.
- The RTDRS requires certain documents that must be filed with them and must be served to the other party.
- The other party can respond to these applications the same way. A Tenancy Dispute Officer listens to both the tenant and landlord and decides on a resolution.

2. PROVINCIAL COURT

- A tenant or landlord can make an application for a Provincial Court judge to resolve.
- This process is similar to the RTDRS but it is **more expensive** to file an application.
- A judge hears the complaints from both the tenant and landlord, and orders a decision based on the evidence presented. The remedy cannot be more than \$50,000.

3. COURT OF QUEEN'S BENCH

- The Court of Queen's Bench is the highest court in Alberta and is generally used to appeal any decisions made by the RTDRS or provincial court.
- This process is **very expensive** therefore it is always recommended to seek legal advice before pursuing this direction.



Source: The Centre for Public Legal Education Alberta (CPLA): Laws for Landlords and Tenants in Alberta