

# Applications for dispute resolution

## How to apply for dispute resolution

A landlord or tenant, or their representative, can apply for dispute resolution. The person applying is called the **applicant**. The person responding to the application is the **respondent**.

Claims for more than \$25,000 must be made through the Supreme Court of Yukon and not the RTO. Parties cannot split their claim into multiple actions.

To apply, the applicant must:

- complete the RTO's application for dispute resolution form;
- provide any relevant evidence with the application;
- submit the applications; and
- pay the filing fee or obtain a fee waiver.

In an application made by a tenant, the **respondent** is the landlord, who may also be represented by the landlord's agent, such as a property manager or building superintendent.

The applicant must be able to provide the names and contact information for the respondents, who are the people with whom the applicant is having the disagreement. If the applicant cannot locate the respondent or does not have contact information, they may need to obtain an order for **substituted service** from the Residential Tenancies Office (RTO). This allows for service outside the usual required methods.

## How to pay the filing fee

The basic fee for applying for dispute resolution is \$50. An applicant who is successful at the hearing can request that the respondent pay an additional \$50 to cover the cost of the application fee.

There are several ways to pay:

- in person at the RTO (307 Black Street), by credit card, debit card, cash, certified cheque or money order (no personal cheques);
- by mail or courier to the RTO using a money order or certified cheque; or
- by phone, using a credit card.

## Fee waivers

The RTO has full discretion to waive fees in certain circumstances where individuals cannot reasonably afford to pay.

If you would like to apply for a fee waiver, complete a fee waiver application form (available from the RTO). You should attach clear proof of income with this form and submit the fee waiver application with the application for dispute resolution.

The RTO is under no obligation to grant a full or partial fee waiver. The RTO will consider all relevant information then make a decision regarding full or partial fee waiver approval on a case-by-case basis.