

IF YOU HAVE BEEN SERVED WITH AN RTDRS APPLICATION

Residential Tenancy Dispute Resolution Service (RTDRS)

If you have been served with an RTDRS application package you **must** attend the hearing on the date and time indicated on the *Notice of Hearing* form. If you are attending in person, plan to arrive 15 minutes prior to the designated hearing time.

If you are unable to attend the hearing in person contact the RTDRS office **as soon as possible** to provide a telephone number that you can be reached at. Alternatively, you may have a representative attend on your behalf. If you or your representatives do not attend, the hearing may proceed in your absence and an order may be issued against you. This order may have serious consequences for you.

Defending yourself against an RTDRS Application

If you have been served with an RTDRS application and do not agree with the claims in the application you should prepare to defend yourself at the RTDRS hearing.

You can defend yourself in one of three ways:

1. Provide evidence in defence of the application.
2. Provide evidence in defence of the application and file a counter-application.
3. Provide evidence in defence of the application and file your own application at a later date.

If you believe you have a claim against the party that filed an application against you and are seeking compensation, you should file a "counter-application". A counter-application is an application filed prior to the hearing date of the original application. The steps for filing a counter-application are the same as filing a regular application; see www.rtdrs.alberta.ca for details on how to file an application. Only claims in the application before the Tenancy Dispute Officer will be heard.

If you are seeking compensation you must file your own application.

Submitting Evidence

If you have evidence that you want the Tenancy Dispute Officer to review that supports your defence you must provide a copy of the evidence to the RTDRS **and** to the applicant **at least 24 hours** (must include one business day) prior to the hearing date. If you do not, the Tenancy Dispute Officer may not accept your evidence at the hearing.

Evidence is the legal word for things that are used to prove what happened during the tenancy. Evidence can be:

- a. Documents, such as leases, agreements, termination notices, receipts, invoices and photographs.
- b. Audio and video recordings.
- c. What you and your witnesses say in the hearing.

The RTDRS does not accept physical evidence such as insects, mold samples or weapons. Instead you must submit photos with a written description. Further information on evidence is available in the Evidence tip sheet, which can be found at www.rtdrs.alberta.ca

Do **not** fax the RTDRS your photographs. The quality of faxed photographs is often extremely poor. The RTDRS recommends that you submit photographs by printing them or saving them to a CD, DVD or USB flash drive.

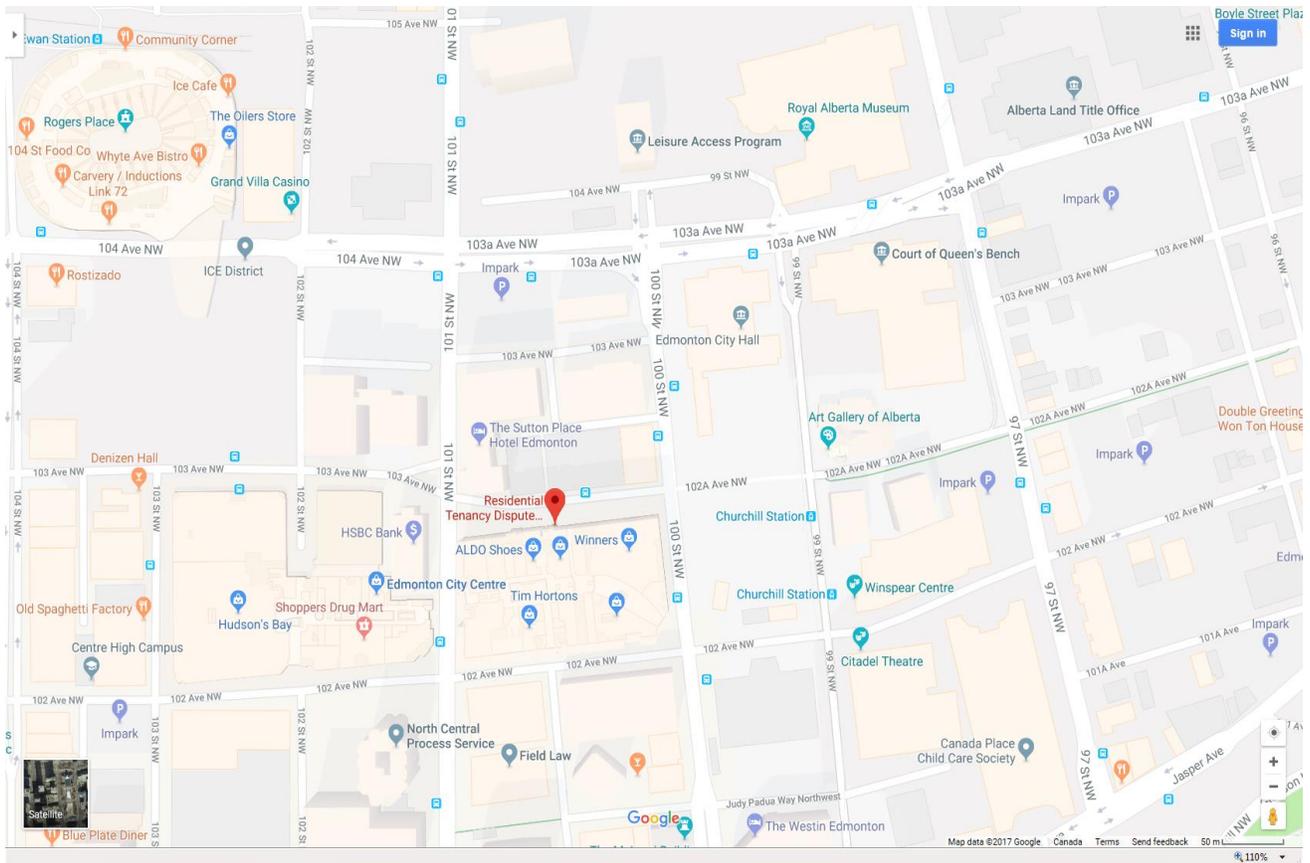
The best way to submit evidence is in-person or by mail. **The RTDRS does not accept evidence by e-mail.**

Witnesses

If you have witnesses that will provide testimony in your defence you should notify them of the date and time of the hearing. If the witness is attending by telephone you must notify the RTDRS at least 24 hours prior to the hearing date.

RTDRS EDMONTON

Unit 112, 10025-102A Avenue, Edmonton, Alberta (located Main Floor, City Centre Mall)



RTDRS CALGARY

108-615 Macleod Trail, SE (located Main Floor, Rocky Mountain Plaza)

