



# Dispute Resolution Services

Residential Tenancy Branch  
Office of Housing and Construction Standards

In matters of the *Residential Tenancy Act*, SBC 2002, c. 78, as amended  
or the  
*Manufactured Home Park Tenancy Act*, SBC 2002, c. 77, as amended

## **DIRECTOR'S ORDER**

Pursuant to sections 71(2)(b) and (c) of the *Residential Tenancy Act* and sections 64(2)(b) and (c) of the *Manufactured Home Park Tenancy Act*, I order that, until the declaration of the state of emergency made under the *Emergency Program Act* on March 18, 2020 is cancelled or expires without being extended:

- a document of the type described in section 88 or 89 of the *Residential Tenancy Act* or section 81 or 82 of the *Manufactured Home Park Tenancy Act* has been sufficiently given or served for the purposes of the applicable Act if the document is given or served on the person in one of the following ways:
  - the document is emailed to the email address of the person to whom the document is to be given or served, and that person confirms receipt of the document by way of return email in which case the document is deemed to have been received on the date the person confirms receipt;
  - the document is emailed to the email address of the person to whom the document is to be given or served, and that person responds to the email without identifying an issue with the transmission or viewing of the document, or with their understanding of the document, in which case the document is deemed to have been received on the date the person responds; or
  - the document is emailed to the email address that the person to whom the document is to be given or served has routinely used to correspond about tenancy matters from an email address that the person giving or serving the document has routinely used for such correspondence, in which case the document is deemed to have been received three days after it was emailed

Kathy Elder

Executive Director

Dated: March 30, 2020