

RTDRS TELEPHONE HEARINGS

Residential Tenancy Dispute Resolution Service (RTDRS)

How does a telephone hearing work?

The Notice of Hearing form confirms when a RTDRS hearing is a telephone hearing and explains that you will be called by the Tenancy Dispute Officer at the telephone number provided to RTDRS.

The applicant must provide the filed application package (Notice of Hearing, application, documented evidence) to each respondent. For instructions on how to do this, see our RTDRS Document Service tips.

The Tenancy Dispute Officer (TDO) will call the applicant and each respondent on the scheduled hearing date and time at the telephone numbers provided to RTDRS. The applicant and each respondent must both be available at the scheduled start time and for 90 minutes after the start time to accommodate for any delays.

The RTDRS hearings are recorded. Participants in hearings are asked to:

- speak one person at a time
- not engage in side conversations
- limit excessive background noise
- follow the instructions of the TDO

What if telephone numbers change?

Call the RTDRS at 403-297-8550 to leave a message with your up-to-date contact information prior to the hearing date.

What should I do with my evidence?

If you are the applicant, you provide your evidence to the RTDRS when you file your application. The evidence becomes part of the application package and you must also provide it to each respondent. Any additional evidence must be given to the respondent(s) at least 24 hours before the date and time of the hearing.

If you are the respondent, you can present your own evidence at the hearing to defend against the application. If you want to present evidence at the hearing, you must provide it to each applicant, other respondents and the RTDRS at least 24 hours before the date and time of the hearing.

You may also make a counter-application. Our *Counter-Application* tips has more details on this process.

You may submit your evidence online. Respondents should contact the RTDRS for an access code that is required for online submissions.

What if I have witnesses?

Either party may have witnesses testify. Witnesses must be available to testify at the time of the hearing. You may arrange to have them present with you or provide the TDO with their telephone number. Witnesses are not allowed to listen in or participate in the hearing until their testimony is required.

What happens if I am disconnected from the call?

At the start of the hearing, the TDO will tell you what to do if you are disconnected. In most cases you will be told to hang up and the TDO will call you back. The RTDRS discourages the use of cell phones for

hearings if they are prone to disconnection problems.

What happens if I miss the call?

If you are the applicant, your case may be dismissed. If you are the respondent, the hearing may proceed without you and an order may be granted against you. It is important that the RTDRS has current telephone numbers and that you are available for the hearing.

What happens if I am unable to attend the telephone hearing?

You must get consent from the other party to re-schedule the hearing to a different date. If you cannot get consent, you may have someone attend the hearing as an agent on your behalf or request an adjournment. Call the RTDRS to tell them if you have consented to a date change or to give your agent's telephone number. Adjournments are granted at the discretion of the TDO. If the adjournment request is denied, the hearing will take place as scheduled.

For further information on the RTDRS, please visit our website at www.rtdrs.alberta.ca.