

# NEW: Security Deposit Claim Process for TENANTS

Effective August 1, 2024

## What to File

Tenants may file an ***Application to Director—Return of Security Deposit (Form S)*** if they do not agree with the ***Security Deposit Claim Form (Form R)*** or do not receive a form or their security deposit from the Landlord.

## When to File

At least 10 days after the end of a tenancy, an ***Application to Director—Return of Security Deposit (Form S)*** may be filed.

## How Filing Works

After filing the ***Application to Director—Return of Security Deposit (Form S)***, the Tenant is required to serve the Landlord and submit a ***Certificate of Service*** either online or at an Access Centre to begin the adjudication process.

Both the Tenant and Landlord will be contacted by the Residential Tenancies officer during the adjudication to collect evidence.

A decision will be issued without the need for a telephone hearing.

## Benefits

Clear process for making security deposit claims.

Online tool makes it easier to file with Residential Tenancies.

Decisions will be issued faster.

Paper forms and in-person drop offs are still available.

Telephone hearings are no longer required to settle security deposit claims.

## Link Here to Online Form

***Application to Director—Return of Security Deposit (Form S)***



# NEW: Security Deposit Claim Process for LANDLORDS

Effective August 1, 2024

## What to File

Landlords are required to file the new **Security Deposit Claim Form (Form R)** with the Residential Tenancies Program to keep any or all of the Tenant's security deposit when the Landlord and Tenant cannot come to a written agreement about the disposition of the deposit.

## When to File

The Security Deposit Claim Form **must be filed within 10 days** of the end of the tenancy. If the Landlord does not comply, the Tenant will be awarded the full deposit amount.

## How Filing Works

After filing the **Security Deposit Claim Form (Form R)**, the Landlord is required to serve a copy of the form to the Tenant to complete the process.

The Landlord can also file an **Application to Director (Form J)** to apply for a hearing to request compensation for any damage or unpaid rent greater than the security deposit.

The Tenant may request the return of their security deposit (Form S) if they do not agree with the Landlord's Form R or if they do not receive a form.

Both forms can be submitted online and a decision will be issued without the need for a telephone hearing.

## Benefits

Clear process for making security deposit claims.

Online tool makes it easier to file with Residential Tenancies.

Decisions will be issued faster.

Paper forms and in-person drop offs are still available.

Telephone hearings are no longer required to settle security deposit claims.

## Link Here to Online Form

**Security Deposit Claim Form (Form R)**

