



Residential Tenancies Program

Policy and Procedure Guide

Policy Number: 05-003
Subject: Service of Orders
Chapter: Service of Documents

Legislation	s. 49
Definitions	N/A
Purpose	The purpose of this section is to outline the procedure for service of orders.
Policy	The Residential Tenancies Office is responsible for serving an order of the Director on the landlord and tenant.
Procedure Overview	<p>The Residential tenancies Office may serve a copy of the Order by:</p> <ul style="list-style-type: none">• giving it personally to the landlord or tenant;• sending it by prepaid registered mail or prepaid express post at an address provided by the landlord or tenant;• sending it electronically where: (i) it is provided in the same or substantially the same form as the written order; (ii) the landlord or tenant has provided an electronic address for receipt of documents; and (iii) it is sent to that electronic address;• sending it by courier service at an address provided by the landlord or tenant; or• another method determined by the director. <p>Where the landlord is a company, a copy of the order may be provided by giving it personally to a director, manager or other officer of that company or by leaving it at, or sending it to the registered office of that company.</p> <p>Where a copy of the order is sent by registered mail or express post, it shall be considered to have been provided on the 5th day after mailing, and the provision of the copy of the order may be proved by providing evidence that the copy of the order was prepaid and properly addressed and sent.</p> <p>Where a copy of the order is sent electronically, it shall be considered to have been provided on the day it is sent, if the copy of the order is sent before 4 p.m., or the next day that is not a Saturday or holiday, if the copy of the order is sent after 4 p.m.</p>



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	<p>Where the matter involves more than 50 tenants who live in the same residential complex, copies of the order may be placed in the mailbox of each tenant and a copy of the order posted in a conspicuous place in the residential premises.</p> <p>Where no attempt has been made to serve the Order, it will not be certified.</p> <p>It is permissible for another party to the claim to serve the order provided that an affidavit of service is filled by the person who serves the order.</p> <p>If a party is represented at a hearing, the order may be served on the party by serving it on the representative. Where a party is represented by legal counsel, the Order shall be served on legal counsel. In addition to serving the representative or legal counsel, where possible, the Residential Tenancies Office will make reasonable effort to serve the Order on all parties named on the application.</p>
Forms & Form Letters	Order Order of Director Order of Possession Amended Order
X-Reference	See Mediation Agreement Converted to an Order, section 8-4 of this manual.
Policy Developed	September, 2000
Policy Revised	January, 2002 August, 2021
Other Resources	