



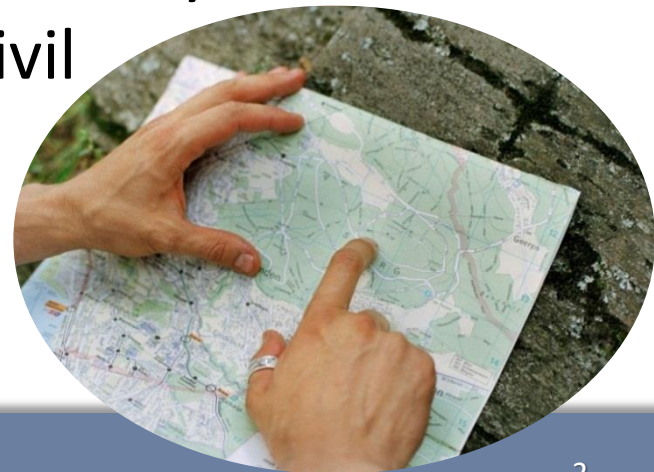
Civil Resolution Tribunal

Tony Gioventu, CRT Strata Committee Chair



The Solution Explorer

- The objective: a barrier free public access resource to enable strata owners, tenants, occupants, councils and property managers using an interactive tool to analyze problems and understand the options and steps to voluntary resolutions as part of the Civil Resolution Tribunal.



The Solution Explorer Sequence

- Identify the party
- Identify the nature of the problem
- Provide information relating to the subject
- Engage the user into solution options:
- Provide resources, letters and samples of forms for solution actions



Identify the party

When you enter: Who are you?

1. I am an owner, tenant or occupant
2. I am a strata council member or authorized representative of the strata corporation

The nature of the problem

1. I want someone to do or to stop doing something
2. I want someone to pay for something

Civil Resolution Tribunal

- Someone is requested to do or stop doing something
 - Comply with bylaws
 - Enforce Bylaws
 - Comply with the Act
 - Provide Documents or information
 - Maintain and Repair
- Someone is requested to pay for something
 - Strata fees & costs
 - Special Levies
 - Fines and penalties
 - Damages
 - Insurance Deductibles



Solution Explorer

Free online tools to help you understand your options and effective dispute solutions!



Did you know that...

Working to resolve a dispute quickly is often the best way to minimize your total investment of time and money, while achieving the best possible result.

Civil Resolution Tribunal

Find alternatives

Quit

Save and exit

Strata - Owner, occupant or tenant

Progress



16%

Your dispute information

1. Access Code: **aZb834n** [email this](#)
2. I am an owner, occupant or tenant in a strata

Suggested Actions

None yet.

Popular Resources

Legislation: Strata Property Act

What type of problem do you have?



- ☐ The strata is asking me to do or stop doing something
- ☐ The strata is asking me to pay money or I am disputing an amount that is already paid
- ☒ The strata won't give me permission for something
- ☐ I want the strata to do or stop doing something
- ☐ Another owner, occupant or tenant is asking me to do or stop doing something
- ☐ I want another owner, occupant or tenant to do or stop doing something
- ☐ The strata is not complying with the Strata Property Act or there is a bylaw issue

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Continue

The nature of the problem

1. I am an owner, tenant, occupant of a strata lot
2. I want my strata corporation to comply with the Strata Property Act
3. What is the problem?
4. The strata council are not issuing proper notice of general meetings
5. Information on general meetings

Providing information

Information on general meetings: PDF Document

“ Understanding how general meetings are held in strata corporations”

- The notice period requirements & service
- What must be included in the notice if it is an:
 - Annual General Meeting
 - Special General Meeting
 - Petitioned Special General Meeting
 - Petitioned Agenda Item
 - Notice of Waiver of General Meeting
- How the agenda is created and approved

Anticipated dispute topics

Strata disputes such as:

- non-payment of fees/ fines/damages/claims
- unenforceable bylaws
- unfair actions by the strata or majority of owners
- issues with enforcement of strata bylaws
- repairs and maintenance
- meeting irregularities: notice and procedures
- Interpretation or compliance issues with the legislation, bylaws, or owner decisions
- issues with common property.
- section, air space or joint facility administration

Anticipated dispute topics

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- non-payment of fees/ fines/damages/claims
- unenforceable bylaws
- unfair actions by the strata or majority of owners
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- **meeting irregularities: notice and procedures**
- Interpretation or compliance issues with the legislation, bylaws, or owner decisions
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Anticipated dispute topics

example

- **meeting irregularities:**
 - **Notice and procedures**
 - **Rules of order**
 - **Accuracy in voting procedures and counting**
 - **Minutes of meetings and records**
 - **Registration procedures & voting rights**
 - **Competency of the chairperson to comply with the Bylaws & the Act**
 - **Inaccurate claims or information**

Anticipated dispute topics

Strata dispute: Example: Notice Statement

- meeting irregularities: notice and procedures
 - “ if a strata lot owner owes any fees, fines, interest, or insurance deductible to the strata, the owner will not be eligible to vote”
 - “if an owner owes any money to the strata they will not be eligible to vote”

Providing user information

Resource Checklists: identify the type of dispute and provide checklists of the documents and records the user requires to develop a solution or claim

Drop downs: Short info bites – 25 words

Information PDF: topical information to enable the user to clearly understand the nature of their problem and the subject area

Information Videos: a short summary sample of the topic (example on rental exemptions and bylaws)

User options for resolution

What solutions would you like to explore:

- Request additional information
- Write a letter to my strata
- Request a hearing with my strata council
- Submit a petition to the strata corporation
- No further action



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Civil Resolution Tribunal

Find alternatives

Quit

Save and exit

Suggested Resource

Rate this




Make sure you are prepared before you continue

Use this checklist to make sure you understand the rules that govern fines in your Strata and that you have all your information ready. If you would like a copy of this checklist you can email it to yourself. As completing these steps can take time, feel free to save and exit this exploration to prepare, and then use your access code return here when you are ready to continue.

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Full Width

Preparation Checklist – Strata Bylaw Fines



- ☐ Read the relevant areas of the BC Strata Property Act.
The specific section for bylaw fines found in Part 7 – Bylaws and Rules, Section 130-132. You can view this online by following [this link](#).
- ☐ Get a copy of your local Strata Corporation bylaws and read any sections relevant to fine processes and fine amounts.
Your strata may have specific bylaws and rules in regard to fines that are different than the Strata Property Act. Your Strata Corporation must provide you with a copy of your bylaws, but may charge a fee for a copy.
- ☐ Make sure you have copies of any letters of

Print

Download

Skip this

Store this and continue



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Civil Resolution Tribunal

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Quit

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Suggested Resource













Rate this



Strata Fine Letter Template

You can use this letter template to respond to the bylaw fine that was issued by your Strata Corporation. You can edit this template right here from your computer or device by replacing the [bracket] areas with your information.

If you edit the letter here, make sure you print or email your letter to yourself before you continue as this site does not save any personal information. When you 'Store' this item and continue, only the blank template will be stored for future use and all changes will be lost.

Normal   **B** *I* U            

[Name]

[Address]

[Phone]

[Email]

[Date Sent]

Re: Notice [Notice # and Title] received on [Date Received]

It is my understanding that the bylaw fine issued to me in relation to [Name of Infraction] that I received on [Date Received] is in excess of the \$200 limit set by section 7.1.1a of the Strata Property Regulation under the Strata Property Act or the [\$Local Bylaw Limit Amount] limit set out in the strata bylaws in [Local Bylaw Section].

I am sending this letter to request that this matter be resolved by [type whether you would like a reply letter or are requesting for this matter to be heard at the next Strata Council meeting here].

[Add anything else you would like to communicate here, or delete this line]



Print



Email



Skip this

Store this and continue



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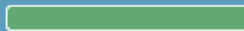
Find alternatives

Quit

Save and exit

← Strata - Owner, occupant or tenant

Progress



50%

Your dispute information

1. Access Code: **aZb834n** [email this](#)
2. I am an owner, occupant or tenant in a strata
3. The strata won't give me permission to change a parking space or storage locker

Suggested Actions

Find out how parking spaces and storage lockers are designated in your strata >

Popular Resources

Legislation: Strata Property Act >

Which of the following solutions would you like to explore?



- ☐ Written communication with the strata
- ☒ A hearing process with the strata
- ☐ After considering my options, I think I will take no further steps

Link to the 'Suggested Action' that was presented in the previous screen

< Back

Continue >



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Suggested Actions

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Popular Resources

Legislation: Strata Property Act >

Which of the following best describes your situation?

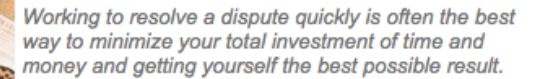
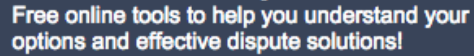


- ☐ I would like to request a hearing
- ☒ I requested a hearing and the strata did not grant me a hearing

If you requested a hearing from the strata council, they must grant you a hearing within 4 weeks of the date of your request. If you didn't make your request formal, in writing, use the letter template on the next screen to confirm your request.

- ☐ I requested a hearing but it hasn't happened
- ☐ I had a hearing but the strata did not provide me with a decision in writing after the hearing
- ☐ I had a hearing but I don't think they followed the right process for the hearing or decision
- ☐ I had a hearing but I disagree with the outcome

'Help text' appears to give supplemental information or help the user confirm they're choosing the right answer



Save and exit

Rate this 

Keep and continue >

Q. Which of the following solutions would you like to explore? -

Feb 5th

A. Written communication with the strata - INFORMATION: Writing a Letter or Email to the Strata -

A. I would like to write a letter +

A. I have written a letter -

A. The strata hasn't responded +

A. The strata responded and I disagree with the outcome +

A. I would like to request a hearing +

A. I requested a hearing and the strata did not grant me a hearing +

A. I requested a hearing but it hasn't happened yet +

A. I had a hearing but the strata did not provide me with a decision in writing after the hearing +

A. I had a hearing but I don't think they followed the right process for the hearing or the decision +

A. I had a hearing, but I disagree with the outcome +

A. After considering my options, I think I will take no further steps. +

Where will the impact be felt?

Increase demand in correspondence, records access
hearings and petitioned meetings

Procedures – Council

- Bylaw enforcement
- Notice of complaint
- Response
- Hearing
- Written responses
- Compliance
- Access to records
- Consistency in Decisions

Forms - Manager

- Notice of complaint
- Standard form of letter
- Gathering of information
- Structure
- Reference to Act & bylaws
- Record Keeping & Access
- Corporate history & formality

Discussion

