



Civil Resolution Tribunal

Shannon Salter, Chair

SPABC AGM, Vancouver, BC
May 29, 2015



CRT Update: May 2015

Legislation/Timeline

Technology

Tribunal Members

Facilities

Rules

Processes

Consultations

Legislation/Timeline

- *Civil Resolution Tribunal Act* passed in 2012
- *CRT Amendment Act* passed in May 2015
 - Allows CRT to become mandatory for:
 - All strata disputes
 - Small Claims (likely under \$10,000)
- Revised timeline
 - Solution Explorer – Summer 2015
 - DRS – Late 2015
 - Mandatory – about a year after voluntary launch
- Appeal process
 - Different for strata/small claims

Technology

- Salesforce.com
- PWC building SE and DRS
 - Agile approach
 - Sprints
- Revised interface
- Multiple Exploration
- Responsive design
- Embedded in multiple sites





RECENT POSTS

The Guided Pathway Approach to Justice

Posted on [March 28, 2015](#)



By Darin Thompson This is the third post in a four-part series about the Solution Explorer, the first stage of the CRT, which will provide free legal information and resources to the public. In earlier posts [here](#) and [here](#) we ... [Continue reading →](#)

9 Things to Know About the Civil Resolution Tribunal Act (CRTA) Changes

Posted on [March 11, 2015](#)

The Civil Resolution Tribunal Amendment Act was introduced in the legislature yesterday. Here is some more information about the changes, and the Civil Resolution Tribunal generally. What are the main changes being proposed to the Civil Resolution Tribunal Act? Amendments to the Civil Resolution Tribunal Act ... [Continue reading →](#)

New amendments to the CRT Act

Solution Explorer **BETA**

[Resume a Previous Exploration](#)[Goods and Services](#)[Strata and Strata Property](#)

Explore Issues as a strata owner, resident or council member and learn more about the strata property act, regulations, bylaws and rules and get access to self resolution tools and services for resolving a dispute

[Start](#)[Personal Injury](#)

Welcome from the CRT Chair



Welcome to the implementation website for B.C.'s Civil Resolution Tribunal (CRT), Canada's first online tribunal. I will be using this website to keep you informed about our progress towards implementing the CRT in 2015.

The CRT implementation site will also provide you with basic information about the CRT and opportunities to provide constructive input.

Civil Disputes

Strata - Owner, occupant or tenant

[Find alternatives](#)[Quit](#)[Save and exit](#)

Your Exploration

 16%Access code: **aZb834n** [email this](#)

Current Issue

The strata council is asking me to pay money 66%

Information You Provided

1. The strata council is asking me to pay money
2. The requested payment is for a bylaw fine or penalty

Resources

- > [Strata rules that apply to the issue of fines or penalties](#)
- > [Strata disputes when they involve bylaw fines](#)

Additional External Resources

- > [Overview of strata rules in B.C.](#) 



Why are you disputing the fine or penalty?

There may be several reasons why you are disputing a fine or penalty. Please select one of the following reasons that best describe your dispute.

- ☐ The amount of the fine is inappropriate or not allowed
- ☐ The strata didn't follow the right process in fining or penalizing me
- ☐ I don't think I did anything wrong or I don't think I contravened (broke) a bylaw

☒ *None of these options describe my dispute*

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Civil Disputes

Strata - Owner, occupant or tenant

[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 download a copy or print it. 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.

 Print  Download

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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 notice regarding the fine and the exact date you received them.
There are specific rules around serving notice and providing you with time to respond by letter or to have your matter heard by your Strata Council.
- ☐ Make sure you document any actions or communications related to the matter that resulted in the fine.

Civil Disputes

Strata - Owner, occupant or tenant

Find alternatives

Quit

Save and exit

Strata Fine Letter Template

Rate this

Strata rules that apply to the issue of fines or penalties

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.

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Normal

[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]

Thank you for taking the time to review this matter. I look forward to your response.

[Name]

Civil Disputes

Strata - Owner, occupant or tenant

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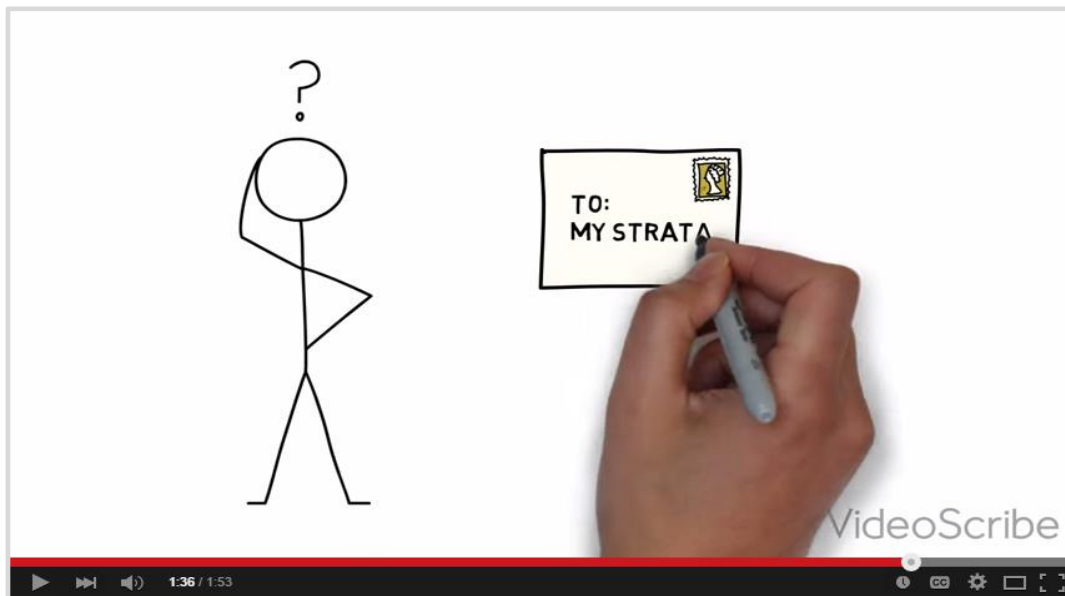
Suggested Video

Rate this



Strata rules that apply to the issue of fines or penalties

Tony Gioventu, a columnist and executive director for CHOA (The Condominium Home Owners Association of B.C.) talks about Strata disputes that involve bylaw fines. He discusses the rules that Strata corporations must follow when administering fines including; maximum fine amounts, the need to provide written notice and the requirement to provide adequate time to respond in writing or request a hearing.

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Solution Explorer Video Resources



Civil Disputes

Strata - Owner, occupant or tenant

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Dispute Summary

Access Code: **aZb834n** [email this](#)

Rate this report



You exploration has identified 2 claim(s). Use the tabs to view the summary, resources and information for each claim and the actions and resources available that may help you achieve resolution. If you are unable to resolve this dispute, options for engaging the services of the Civil Resolution Tribunal are available at the bottom of this page (fees may apply). Dispute summary reports are deleted from this server after 30 days.

Claim 01

Claim 02

Strata failure to comply with bylaws: Fined in excess of maximum amount allowed by the Strata Property Act and Regulation



Expert Summary

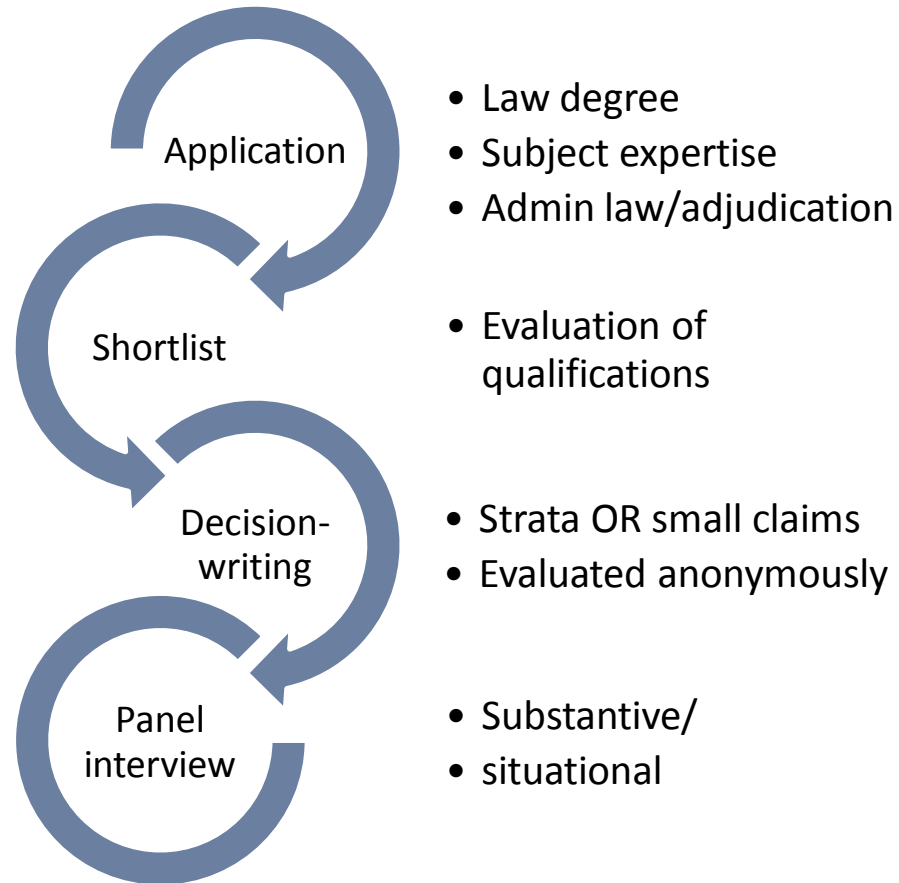
Based on what you told us, you appear to have been fined in excess of the maximum amount allowed by the Strata Property Act (\$200) or a lower amount as set by your strata bylaws. Before you continue, you should review your local bylaws and make sure that you know what the exact allowed fine amount is for your Strata.

As you have not been heard by nor have responded to your Strata Council about this claim, you may want to consider raising this issue directly with the strata corporation by either responding with a letter that outlines the specific sections of the Strata Regulation or Act that set the maximums (a sample template is in the resources). You can also request to be heard at a Strata Council meeting where you can present the excess fine amount claim and have it reduced to an appropriate amount.

Resources

- › [2014 Strata Property Regulation Act - Section 7.1.1\(a\)](#)
- › [Strata rules that apply to the issue of fines or penalties](#)
- › [Excess fine amount letter template](#)

Tribunal Members



Strata Tribunal Members

- 18 members appointed, including 8 with strata experience:
 - Maureen Abraham
 - Wendy Baker
 - Jamie Bleay
 - Bonnie Elster
 - Michael Litchfield
 - Elaine McCormack
 - Pat Williams
 - Cora Wilson

Facilities

- Co-locating with the Labour Relations Board
 - Converting hearing room
 - Remote workforce
 - Shared hearing rooms/reception
 - July 19 completion date

Rules & Processes

- Rules
 - Approach
 - Different audiences
 - User-friendly
 - Consultation/soft law
- Processes
 - 100s identified
 - Triaging
 - Best practices

Consultation/continuous improvement



Consultation/continuous improvement

Website:

- 15, 000 hits
- Many emails weekly – mostly strata

Povnet:

- Focus groups
- Helper tools

Presentations:

- CHOA – Vancouver/Okanagan/Island
- PAMA
- CCI
- SPABC
- Courthouse Libraries
- ABA Equal Justice
- Others

Working groups

More information



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CRT implementation website:

www.civilresolutionbc.ca