

FAX FILING

Residential Tenancy Dispute Resolution Service (RTDRS)

Landlords and tenants may fax their application to the RTDRS if the **rental premises** are located more than 70 kilometres from the RTDRS offices in Calgary and Edmonton. Hearings for these applications will be held by telephone conference. To find out if this applies to you, visit our website at www.rtdrs.alberta.ca and enter the name of the town or city where the **rental premises** are located. You will find this under “Availability of Service” on our website’s main page.

Fax Filing Instructions:

1. Complete the appropriate application form. Landlords use the *Landlord’s Application for Termination of Tenancy and Unpaid Rent* or *Landlord’s Application for Damages*. Tenants use the *Tenant’s Application*. Follow the *Instructions to Landlord* or *Instructions to Tenant* page that is attached to the application forms.

2. Mark your evidence as “Item A”, “Item B”, etc., as explained in the instructions.

3. Complete the *Fax Filing Payment Information Form*. We ask for your credit card number and the expiry date. This is the only way you can pay the filing fee when you fax an application. Both MasterCard and Visa are accepted. We keep your credit card information safe and confidential.

4. Fax the application form, your evidence and completed *Fax Filing Payment Information Form* to the RTDRS at:

FAX # (403) 297-2669

5. An Information Officer may contact you to discuss your application. Your application will be filed and a hearing date will be set once all the application requirements are met. The Information Officer will fax the application package to you at the fax number that you provide on your application form. An “application package” is the application form, the evidence, various tipsheets and a *Notice of Hearing* form that gives you the hearing date and time.

6. Make a copy of the entire filed application package for each respondent named in the *Notice of Hearing*.

7. You must serve a copy of the entire filed application package on the respondent(s) named on the *Notice of Hearing* form. See our tip sheet *How to Serve RTDRS Documents* for complete instructions.

8. You must complete an *Affidavit of Service* form after you have served the application package.

9. Fax the *Affidavit of Service* to the RTDRS at **FAX # (403) 297-2669** prior to your hearing.

10. The RTDRS will call you to commence the hearing at the date and time written on the *Notice of Hearing* form. See our *RTDRS Telephone Hearings* tip sheet for information on that type of hearing.

Additional Tips:

If you wish to withdraw your application, please contact the RTDRS for information on this process.

If the rental premises are more than 70 kilometres from the Calgary and Edmonton offices, but fax filing is not possible, you may send your application form, filing fee and evidence to the RTDRS by mail or courier.

The quality of faxed photos is often extremely poor. The RTDRS recommends that you submit photos by printing them or burning them to a CD or DVD. We accept formats compatible with Windows Media Player, such as JPEG, MP3, WAV and WMV. The printed photos or CD or DVD may be mailed or couriered to the RTDRS. They must also be served on the respondent(s) as part of the application package.

For further information on the RTDRS, please visit our website at www.rtdrs.alberta.ca. Click on *Rules of Practice and Procedure* for full details on how the RTDRS works.