



Dispute Notice

(Initiating notice under section 6 of the Civil Resolution Tribunal Act)

Dispute Number: ST-2016-002121

Date Created: July 20, 2016

Notice To - Who the claim is against

These are the people or organizations the claims are against.

Strata Corporation	The Owners, Strata Plan VIS 5633
--------------------	---

Initiated By - Who requested resolution

These are the people or organizations which have applied to the CRT for dispute resolution.

Person	Jim Smith
Organization	ABC Holdings

INSTRUCTIONS

A request for dispute resolution has been made to the Civil Resolution Tribunal (CRT). If you are named in this dispute, the CRT may make a binding order against you, which is enforceable as a court order. This order may require you to do something, stop doing something, or pay money to the applicant. Before making any order, the CRT will carefully consider your arguments and evidence. For more information about the Civil Resolution Tribunal, visit <https://www.civilresolutionbc.ca>.

The person requesting resolution must provide this Dispute Notice to you by October 19, 2016.

HOW TO RESPOND TO THIS DISPUTE NOTICE

Each person this claim is against has 14 days to respond to this notice once it is delivered (30 days if outside of BC). If you do not respond, the CRT will continue to resolve the dispute and may make a decision without your participation.

To respond to this Dispute Notice:

- Go to <https://staging-disputeresolution.cs12.force.com/response>
- Enter the dispute number **ST-2016-002121** and the PIN listed beside your name below

You will be able to:

- Respond to this Dispute Notice
- Request more time to respond to the Dispute Notice
- After you respond, if needed, you will be able to add a Counterclaim or Third Party Claim

Initiator Contact

The CRT will provide a copy of your Dispute Response to:

Jim Smith

Phone: (250) 123-1234

Fax: (778) 123-1234

1234 Douglas Street

Victoria, British Columbia

V8V8V8, Canada

Who the Claim is Against

These are the people or organizations that are identified as being responsible for the claim. For more details go to: civilresolutionbc.ca/how-the-crt-works/tribunal-process/responding/

The Owners, Strata Plan VIS 5633 (Strata Corporation)	PIN: 74082
Type: Strata Corporation	
1234 Douglas Street Victoria, British Columbia V8V8V8, Canada	Strata Contact To be provided

Dispute Information

This information has been provided by the person requesting resolution. It shows the claims they are making and what they are asking for.

Dispute Claim 1

Claim ID

C-001378

Claim summary

Accessibility does not meet requirements

Claim description

There are multiple accessibility issues with the strata complex that a long term tenant of mine needs resolved. He was recently injured (broken hip) while trying to move his walker over a square curb where there should clearly be a low curb. The elevator has also been out of service for 7 weeks. Although this is not an issue for the other residents, my tenant was unable to reach his apartment without help and risk due to his age and previous injuries and had to hire a support worker to help him up and down the stairs while the elevator was out of service.

When the person requesting resolution became aware of the claim

March 2016 my client injured himself on the sidewalk, Elevator is out of service as of this submission.

Steps the person requesting resolution has taken to resolve the claim

We requested a hearing, but were refused because the strata said the issues are known and are being prioritized based on the needs of the other occupants.

Outcomes, remedies or actions requested

Amount

1. Replacement of the square curb at the end of the main walkway as per accessibility requirements	\$0.00
2. Repair the elevator, and implement a procedure of regular maintenance as per building codes	\$0.00
3. Reduction in strata fees to cover support worker costs	\$1234.00

Total: \$1234.00

Evidence

This is the evidence that the person requesting resolution has identified to support their claim. You can ask for this evidence, and provide your own evidence, during the CRT process.

Title	How it supports the applicants claims
Photo of broken elevator	Date/Location stamped picture of the elevator that has been out of service for over 3 weeks.
Support worker invoice	Shows the costs my client had to bear while the elevator was out of service to be helped up and down the stairs twice a week for doctors appointments and grocery/medication shopping
Photo of curb	Shows the square curb at end of main walk that caused the injury.