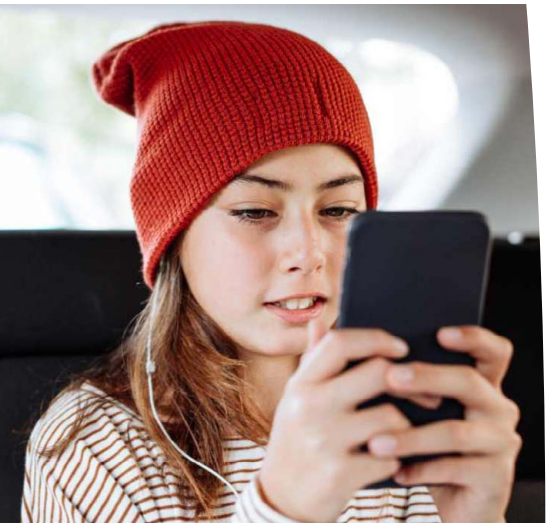

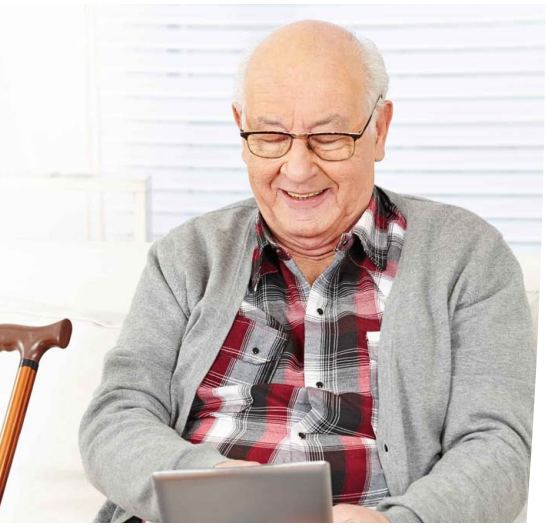

Civil Resolution Tribunal

2024/2025 Annual Report

April 1, 2024 to March 31, 2025

Message from the Chair

On behalf of the Civil Resolution Tribunal (CRT) team, I am proud to present our Annual Report for the fiscal year April 1, 2024 to March 31, 2025.

Since launching in 2016, we've expanded to handle disputes in 6 areas: strata property (condominiums), small claims under $5,000, motor vehicle accidents (which include accident responsibility and accident benefits), cooperative associations, societies, and intimate images. The CRT now handles approximately 8800 disputes per year, and based on data trends, we expect that number to grow.

This year, the CRT began major changes to better support our growth.

In June 2024, the CRT launched a comprehensive organizational review. As detailed further below under 'Highlights – Organizational Review', we worked with the Public Service Agency's (PSA) Organization Effectiveness Branch. We started by examining what was and wasn't working well at the CRT, bearing in mind our significant evolution since we began offering strata property dispute resolution services in 2016.

The review's goal was to achieve greater efficiencies, and to ensure the CRT continues to meet its mandate of accessible, speedy, economical, informal, and flexible dispute resolution. Based on the review's outcome, at the end of this fiscal year, we decided to shift to a "stream-specific" model, where staff groups focus on specific types of disputes: small claims, strata, motor vehicle, coops and societies, and intimate images. We started implementing this new model after the 2024–2025 fiscal year, with the help of PSA's LeanBC. This change will help us improve efficiency, customize our services to meet CRT participants' needs, and strengthen team communication.

We're grateful to the PSA's Organizational Effectiveness Branch and LeanBC for supporting this transition.

Message from the Chair

We also made progress on our Accessibility Plan under the *Accessible British Columbia Act*. To identify, prevent, and remove barriers, our work will focus on reviewing and improving delivery of services, the CRT's technology used by the public, as well as exploring how we can make our public-facing communications more accessible. We are also updating our Reconciliation Plan, which will next fiscal report out on our progress to date and set out updated goals that are actionable and measurable.

At the end of the fiscal year, we began exploring succession planning. One aspect of succession planning was developing a records retention policy, which we will finalize in fiscal 2025/2026.

While the CRT is an independent quasi-judicial tribunal, the amount of our funding is decided by the B.C. government. Timeliness remains a challenge due to rising dispute volumes and limited funding, and we unfortunately have a significant backlog. We know delays affect people's lives, and we're doing all we can to move disputes forward within our delegated budget. Despite these challenges, from our participant surveys we know that apart from timeliness participant satisfaction remains high. This shows our team's strong commitment to fair and accessible dispute resolution. As we move forward with a stream-specific model and refine our processes, fairness and timeliness are the key goals guiding our work.

I'm so proud of the CRT and the dedicated people behind our work across B.C.

Sincerely,

Shelley Lopez

Chair

Civil Resolution Tribunal

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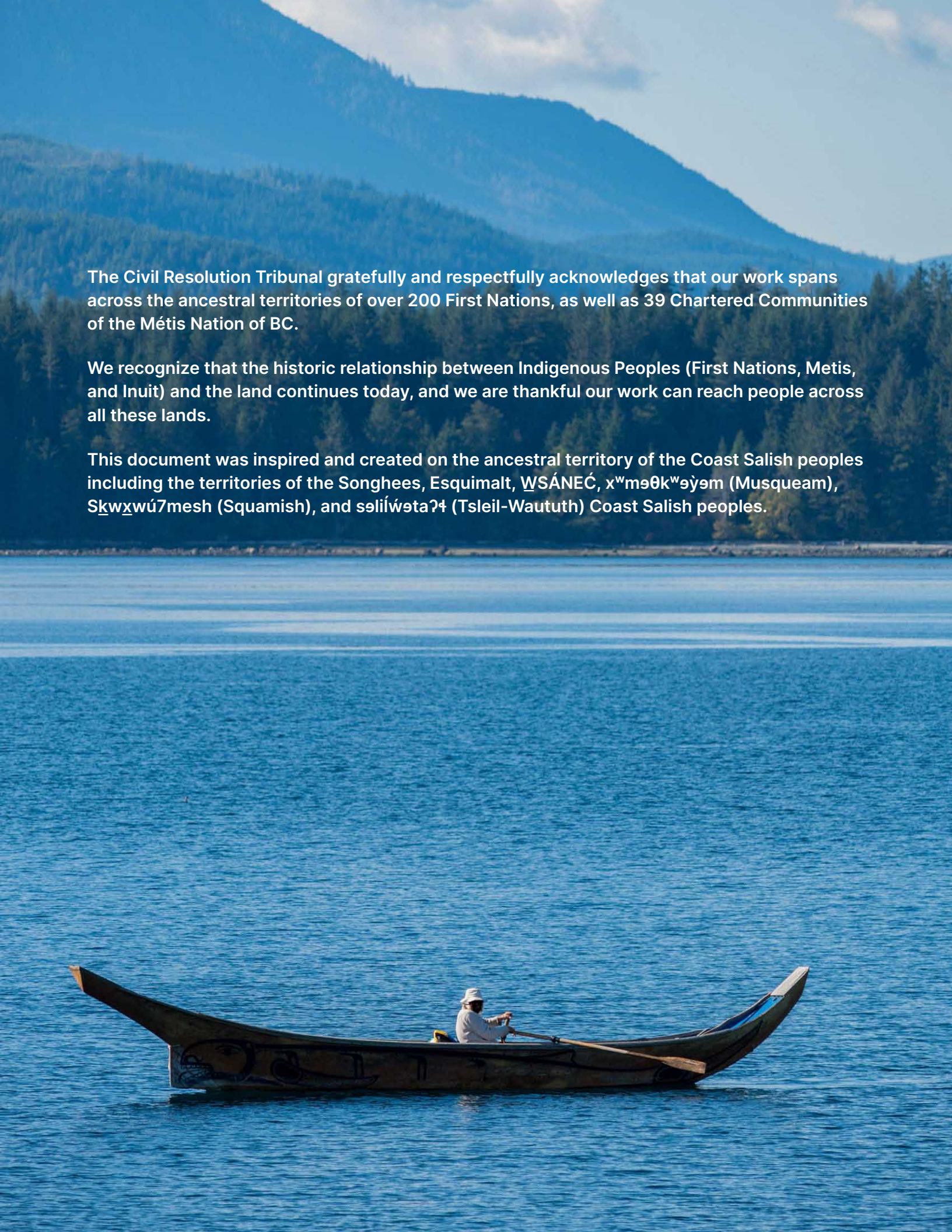


The Civil Resolution Tribunal gratefully and respectfully acknowledges that our work spans across the ancestral territories of over 200 First Nations, as well as 39 Chartered Communities of the Métis Nation of BC.

We recognize that the historic relationship between Indigenous Peoples (First Nations, Metis, and Inuit) and the land continues today, and we are thankful our work can reach people across all these lands.

This document was inspired and created on the ancestral territory of the Coast Salish peoples including the territories of the Songhees, Esquimalt, W̱SÁNEĆ, xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səlilw̓ətaʔɬ (Tsleil-Waututh) Coast Salish peoples.

Purpose and Mandate

"I like that the process encourages the parties to come to an agreement to settle prior to the case going to a tribunal [decision].

This puts positive pressure on both parties to resolve their issue and move forward without a complicated, expensive, and time consuming legal process."

- CRT Participant

The Civil Resolution Tribunal (CRT) is Canada's first online tribunal. It is quasi-judicial, independent, and neutral, operating under the authority of the *Civil Resolution Tribunal Act* (CRTA). The CRT helps people resolve disputes in the following areas:

- Small claims $5,000 and under
- Vehicle accident disputes, including accident benefits and fault determinations
- Strata property disputes, regardless of amount
- Incorporated societies
- Cooperative associations
- Claims about sharing or threatening to share an intimate image without consent

We focus on resolving disputes through collaboration and problem-solving, rather than a traditional courtroom approach. We offer quick access to legal information, self-help tools, and resolution services to help settle claims early. If participants can't agree through negotiation or facilitation with a CRT case manager, a tribunal member will make a binding decision that can be enforced by the courts.

For claims involving intimate images, our top priority is ensuring the process is fair, safe, and accessible for vulnerable applicants. These claims are fast-tracked to reduce harm, and we work with the Intimate Image Protection Service to provide support. A case manager works with the applicant from the beginning to help them submit their evidence and arguments so that a tribunal member can issue an order quickly.

Guiding Principles

"Through the CRT, a level of professionalism is brought to the process. A solution was achieved in our particular situation that otherwise would have proceeded for longer than necessary."

- CRT Participant

In delivering its services, the CRT is guided by 5 core principles: timely, flexible, accessible, affordable, and efficient.

Timely

Lengthy legal disputes can take a toll on people's health, stress levels, and finances. The CRT aims to resolve claims as early as possible, within our significant budget constraints.

The first step is the CRT's web-based Solution Explorer, which asks simple questions and gives free, personalized legal info and options. It also offers self-help tools, like communication templates, that may help people solve their issue without filing a claim. Between April 1, 2024 and March 31, 2025, the Solution Explorer was used 35,146 times. Only 25% of explorations resulted in a claim, suggesting many people were able to resolve their disputes independently.

Dispute volumes have increased year over year, with a 13% increase from last fiscal alone. In 2024/2025, the average time to resolve a dispute rose from 208 to 277 days, due to an increased dispute volume and having an insufficient number of staff and members. Reducing resolution time remains a priority. We continue to look for ways to streamline our processes, using an approach proportional to the issues in dispute.

Intimate image claims continue to be resolved quickly, 58 days on average, which includes time for the applicant to gather and submit their materials and to allow for service on and response by any respondents. After intimate images claims, the CRT next prioritizes accident benefits claims, which on average were resolved in 349 days.

Guiding Principles

Participants can access online services wherever and whenever they choose, 24 hours a day, 7 days a week.

Flexible

Except for expedited intimate image claims, the CRT encourages a collaborative approach to dispute resolution. Adjudication is available when necessary, but our primary focus is on helping participants reach agreement through a range of tools and services:

- **Solution Explorer:** Free, customized legal information and self-help resources available online 24/7
- **Published CRT decisions:** Searchable by keyword for reference and guidance
- **Online negotiation tool:** Facilitates early resolution by agreement
- **Case manager support:** Helps participants try to reach an agreement
- **Binding CRT decision:** A tribunal member can issue a binding decision if the participants cannot reach an agreement

Accessible

We work hard to make sure the CRT is accessible to everyone in BC, no matter their background or situation. People can use our online services wherever and whenever they choose, 24 hours a day, 7 days a week, from devices such as their laptop, tablet, or smartphone. They don't have to finish their application in one go, and their progress is saved if they need a break.

CRT services are also available by email, mail, phone, video, or in person at 65 Service BC locations. In 2024/2025, over 99% of participants chose to use our online services. But accessibility is more than just being online. We partner with community legal advocates across the province who support people facing barriers to justice. These advocates help us test new tools to make sure they work for those who need them most. We're deeply grateful for their time, energy, and expertise.

"I appreciated the efficiency and accessibility of the process. The case manager was very professional and helpful. This process is useful and I'm glad it is an option."

- CRT Participant

Guiding Principles

"I have always been impressed with the CRT and how it helps people like myself have a voice in a legal capacity without having to hire a lawyer."

- CRT Participant

Affordable

The CRT provides a low-cost way to resolve disputes without needing a lawyer or going to court. It starts with the Solution Explorer, a free online tool offering legal information and self-help resources.

Like most courts and tribunals, the CRT charges fees for services. Fees are based on the services used, with a $25 discount for online applications and responses. Since the response fee is $25, responses submitted online are free. There are no fees for intimate image protection order or administrative penalty claims.

Except for vehicle accident claims, we will usually refund the application and response fees if participants reach an agreement during the negotiation or facilitation stages.

People with low incomes can request a fee waiver, usually without having to submit extra documents. Most participants don't have travel costs since CRT services are available online, by phone, email, or mail.

Efficient

We work efficiently by automating tasks and actively managing cases to avoid delays. The CRT is always looking for ways to improve. This year's organizational review focused on improving efficiency and communication with participants and within the CRT.

We use data and public feedback to update our processes and make things easier for participants. To stay transparent, we publish monthly claim statistics and participant survey results on our website. See our time to resolution statistics in Appendix A.

Guiding Principles

Inclusivity is a Core Value

Since 2017, for all claims we've asked intake questions about pronouns, names, and titles and to ensure everyone is addressed respectfully throughout the process.

This year we formed our Accessibility Committee to draft our Accessibility Plan. The plan focuses on identifying and removing barriers in the delivery of our services, the technology used by the public, and our public-facing information and communications. Learn more about this work in the Highlights section of this report.

The CRT has a dedicated team trained in handling intimate image claims, with expertise in tech-related gender-based violence and trauma-informed approaches. For intimate image claims:

- We've added safety features like a quick-exit button on our website and offer flexible communication options, including texting for youth.
- Case managers help participants submit their evidence and documents.
- We also work closely with support organizations like the Intimate Images Protection Service.

Most intimate images decisions aren't published because these decisions include sensitive personal information about the participants involved. Sharing the aggregate data in our statistics below promotes transparency while protecting participants' privacy.

Civil Resolution Tribunal

How the CRT Works

For intimate image claims, the CRT process has 3 main stages:

Apply or respond

Start with our Solution Explorer. It has free legal information and tools.

Then make a claim or respond to a claim someone made against you.

Case management

A CRT case manager will will contact you to explain the process and your next steps.

This includes submitting evidence and other information needed for a CRT decision.

CRT decision

An independent tribunal member will review the information, and make a decision based on the law and your evidence.

You can send your CRT order to people or companies to get your image taken down.

For all other types of claims, the CRT process has 4 main stages:

Apply or respond

Start with our Solution Explorer. It has free legal information and tools. Then make a claim or respond to a claim someone made against you.

Negotiation

Use our secure and confidential negotiation platform. You can talk through the issues in the claim and try to reach an agreement.

Facilitation

If you can't negotiate a solution to your claim, a CRT case manager will help you try to reach an agreement.
Your agreement can be turned into an enforceable order.

CRT decision

If you can't reach an agreement by negotiation or facilitation, an independent tribunal member will make a decision about your claim. A CRT decision can be enforced like a court order.

Highlights from 2024/2025

The CRT is committed to reconciliation and we recognize the lasting impacts of colonialism, systemic racism, and the residential school system. We also acknowledge the barriers Indigenous Peoples face in accessing justice and representation.

Reconcili(action) Plan

On March 29, 2021, we launched our Reconcili(action) Plan 2021–2024, outlining 42 clear actions to improve how we serve Indigenous Peoples (First Nations, Métis, and Inuit) in the CRT process.

This year, our Reconciliation Committee reviewed the plan to assess our progress and identify areas for growth. This review will help shape our new plan, coming next year. We remain committed to reconciliation and building relationships and trust with Indigenous communities to improve access to justice.

Accessibility Plan

The CRT is committed to making our services and information accessible to everyone. This year, we formed an Accessibility Committee made up of people with lived and learned accessibility experiences, reflecting the diversity of BC's population.

The committee drafted a plan that meets the *Accessible British Columbia Act*, which aims to identify, prevent, and remove barriers so all British Columbians, including First Nations, Métis, and Inuit Peoples, can fully participate in society.

Our staff are deeply engaged in this work, and we will finalize the plan in the next fiscal year. Our work will focus on reviewing and exploring improvements to delivery of our services, the technology used by the public and staff, and making our public-facing communications more accessible. For example, our committee will review international accessibility guidelines for online and digital communications to guide improvements to our website, videos, Solution Explorer, forms, staff emails, and tribunal member decisions. From plain language and readability to formatting for compatibility with assistive technology, we are committed to making the CRT more accessible to all British Columbians.

The accessibility plan is just the beginning. We'll develop a detailed operational plan to guide our actions. We will monitor and evaluate our progress through ongoing discussions and feedback from staff, participants, and the public.

Highlights from 2024/2025

Since the 2021/2022 fiscal year, the annual volume of new disputes has grown 66%.

Challenges with Dispute Volumes

This year, the CRT faced challenges as claim volumes rose but staffing levels didn't keep pace due to budget constraints. Specifically, as detailed in the statistics at the end of this report, our volume of new disputes grew by 13% this fiscal year from last fiscal year. Since the 2021/2022 fiscal year, the annual volume of new disputes has grown 66%, and the limited funding in prior years has contributed to our current backlog. Overall, this growth coupled with insufficient staffing levels unfortunately led to longer wait times for each stage of the dispute resolution process.

We created a triage system to fast-track urgent cases like claims about accident benefits or the non-consensual sharing of intimate images. While urgent claims were prioritized, we know all claims matter. Throughout the year, we looked for ways to resolve disputes earlier and more efficiently. Timely resolution of disputes is a key issue for the CRT and is something we will continue to work on improving as best we can within our limited budget.

Highlights from 2024/2025

In 2024/2025, we began an organizational review to improve how we support participants and move claims forward more quickly.

Organizational Review

The CRT has grown significantly since 2016 and now has 6 areas of jurisdiction or authority. As noted above, our dispute volumes have grown significantly. Given this expansion, we began an organizational review to improve how we support participants and move claims forward more quickly. With the help of the Public Service Agency's (PSA) Organization Effectiveness Branch, we had tribunal members and staff from various departments provide input with cross-department consultation.

The review's goal was to achieve greater efficiencies for the public, our staff, and tribunal members, and to ensure the CRT continues to meet its mandate of accessible, speedy, economical, informal, and flexible dispute resolution. Through the review, we learned that our stage-based model had created some communication silos and to some extent a "one size fits all" process that was inefficient and disproportionate.

Based on the review's outcome, at the end of this fiscal year, we decided to shift from a "stage-based" model, where staff worked by process stage like intake or hearing, to a "stream-specific" model, where staff groups focus on specific types of disputes: small claims, strata, motor vehicle, cooperative associations and societies, and intimate images. This change will help us improve efficiency, customize our services to meet CRT participants' needs, and strengthen team communication.

With the help of the PSA's LeanBC, the review's implementation was just beginning at year-end, but as noted we expect to change our structure, with processes specific to each area of jurisdiction.

Once the new plan is in place, participants should receive more consistent support from staff who specialize in specific claim types. We will share an update next year on how we implemented changes.

On January 29, 2024, the *Intimate Images Protection Act* came into force giving the CRT jurisdiction to decide claims about non-consensual sharing of intimate images.

Highlights

In 2024/2025, motor vehicle injury claims such as minor injury determinations, increased 61%.

Trends

Motor Vehicle Injury Claims

Our overall dispute volume has increased 13% from last fiscal year. The number of new motor vehicle injury claims increased by 61% this year.

However, in the last months of this fiscal year minor injury determinations tapered off. This was expected since the types of claims that can be made at the CRT changed when BC's "enhanced care" model of accident compensation was launched in 2021.

Intimate Image Claims

For intimate image claims, we have not seen any significant volume yet, which is particularly true for applications from minors and applications for administrative penalties.

Highlights

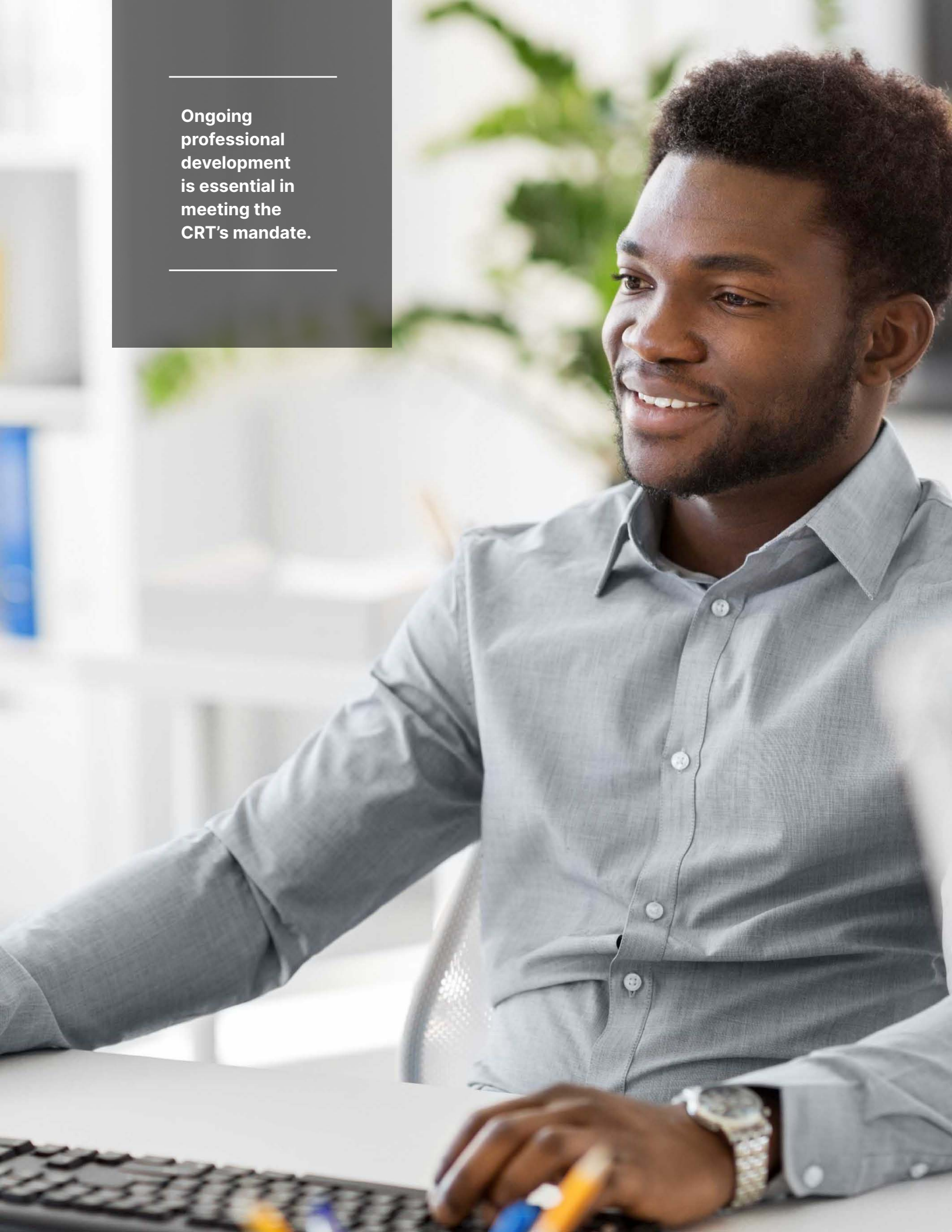
Our staff and tribunal members participate in training to strengthen our capacity and ability to move forward on our shared path towards reconciliation with Indigenous Peoples.

Training

Consistent with the CRT's Reconciliation Plan, all non-Indigenous staff and tribunal members participate in training to strengthen our capacity and ability to move forward on our shared path towards reconciliation with Indigenous Peoples including First Nations, Métis, and Inuit. Courses include Building Capacity in Indigenous Relations, and Indigenous Cultural Perspectives Training provided by the Indigenous Perspective Society. We each complete 6 hours of self-directed learning from resources such as Indigenous-related publications, books, documentaries, films, and podcasts, and may participate in shared learning sessions.

The CRT is also committed to ongoing professional development for its staff and tribunal members.

Ongoing professional development is essential in meeting the CRT's mandate.



Highlights

Staff training sessions included Administrative Justice and Fairness in Practice.

Training

Staff

Our staff include clerks, case managers, administrators, legal counsel, managers, and directors.

For intimate image claims, we have a team of experienced staff who receive specialized training in technology-facilitated gender-based violence and trauma-informed practice. Training in 2024/2025 included:

- How to have conversations with participants about police involvement
- Understanding the duty to report concerns about children and youth
- Foundations for de-escalation to handle difficult conversations

In 2024/2025 staff participated in training sessions including:

- Crisis intervention skills
- Trauma informed practice
- Diversity and inclusion essentials
- Implicit bias and micro-discrimination
- Administrative justice
- Fairness in practice: the BC Ombudsperson's role and investigative practices
- Mediation training
- Alternative dispute resolution advanced mediation techniques
- Dealing with high conflict people

Some training must be renewed every 1-3 years including:

- Annual review of standard of conduct and oath of employment
- Information management
- Fraud awareness and prevention
- Ethics for everyone: standards of conduct and other policies

Highlights

Training

All CRT tribunal members attend Trauma-informed Practice training provided through the Justice Institute of BC.

Tribunal Members

Ongoing professional development is essential in meeting the CRT's mandate. All CRT tribunal members attend Trauma-informed Practice training provided through the Justice Institute of BC.

CRT tribunal members participate in biweekly group study sessions to discuss current case law trends. The CRT's Vice Chair - Quality Assurance also schedules professional development sessions on a variety of topics. Sessions in 2024/2025 included:

- Plain language decision writing
- Implicit bias and micro-discrimination
- Accommodation, reconciliation, and access to justice
- Accident benefits and minor injury determinations
- Employment law
- Air passenger protection legislation
- Legal fees in strata property disputes
- Conducting oral hearings
- Judicial reviews
- Time management and complex disputes

Appendix A: Statistics

Part 1: Solution Explorer Volumes

The Solution Explorer is the first step in the CRT claims process. This tool on the CRT's website asks simple questions and gives free customized legal information and options based on a person's answers. Its self-help tools, like communication templates, might help people resolve their issue on their own. Using the Solution Explorer is free and anonymous. The Solution Explorer will classify the issue and give the applicable claim application form.

From April 1, 2024 to March 31, 2025, the Solution Explorer was used 35,146 times.

Number of explorations in Solution Explorer, by fiscal year

Type of Exploration	2025	2024	2023	Previous Years	Total
Small Claims	20,596	21,275	17,098	127,399	**186,368**
Strata	6,776	6,722	7,098	48,954	**69,550**
Motor Vehicle Injury[1]	1,780	1,374	2,795	15,457	**21,406**
Accident Benefits and Accident Responsibility	3,970	3,589	2,627	2,922	**13,108**
Societies and Cooperative Associations	909	878	835	3,698	**6,320**
Intimate Images	1,115	627	-	-	**1,742**
Total Solution Explorer Explorations	**35,146**	**34,465**	**30,453**	**198,430**	**298,494**

Notes:

[1]Motor Vehicle Injury includes: Minor Injury Determination, Liability & Damages, Accident Benefits, and Accident Responsibility for vehicle accidents that happened between April 1, 2019 and April 30, 2021.

Graphs and tables throughout this report include columns by fiscal year. In each instance:

- 2025 includes relevant data from April 1, 2024 to March 31, 2025
- 2024 includes relevant data from April 1, 2023 to March 31, 2024
- 2023 includes relevant data from April 1, 2022 to March 31, 2023
- Previous years includes relevant data from 6 fiscal years: July 13, 2016 to March 31, 2022.

“It gave us resources to research our claim on our own.”

- CRT Participant

Appendix A: Statistics

Part 2: Dispute Volumes

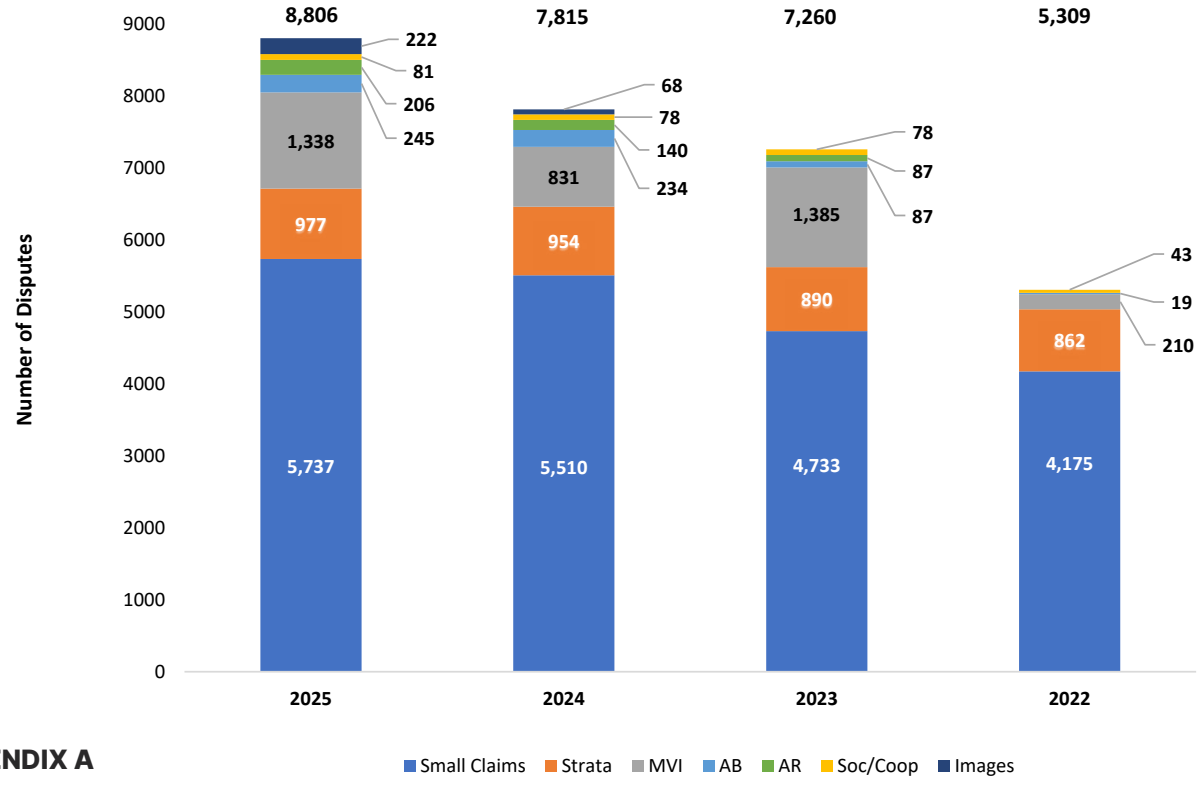
New Applications, By Claim Type

Between April 1, 2024, and March 31, 2025, we received 8,806 claim applications. This is a 13% increase from the previous year (7,815).

- Small claims rose by 4%
- Strata claims by 2%
- Society and cooperative association claims by 4%
- Motor vehicle injury claims jumped by 61%
- Accident benefits increased 5%
- Accident responsibility claims rose 47%
- Intimate image claims increased 326%

We expect the number of claim applications to grow as more British Columbians learn about the CRT and our dispute resolution services for claims, particularly those about accident benefits and intimate images.

New claim applications, by fiscal year

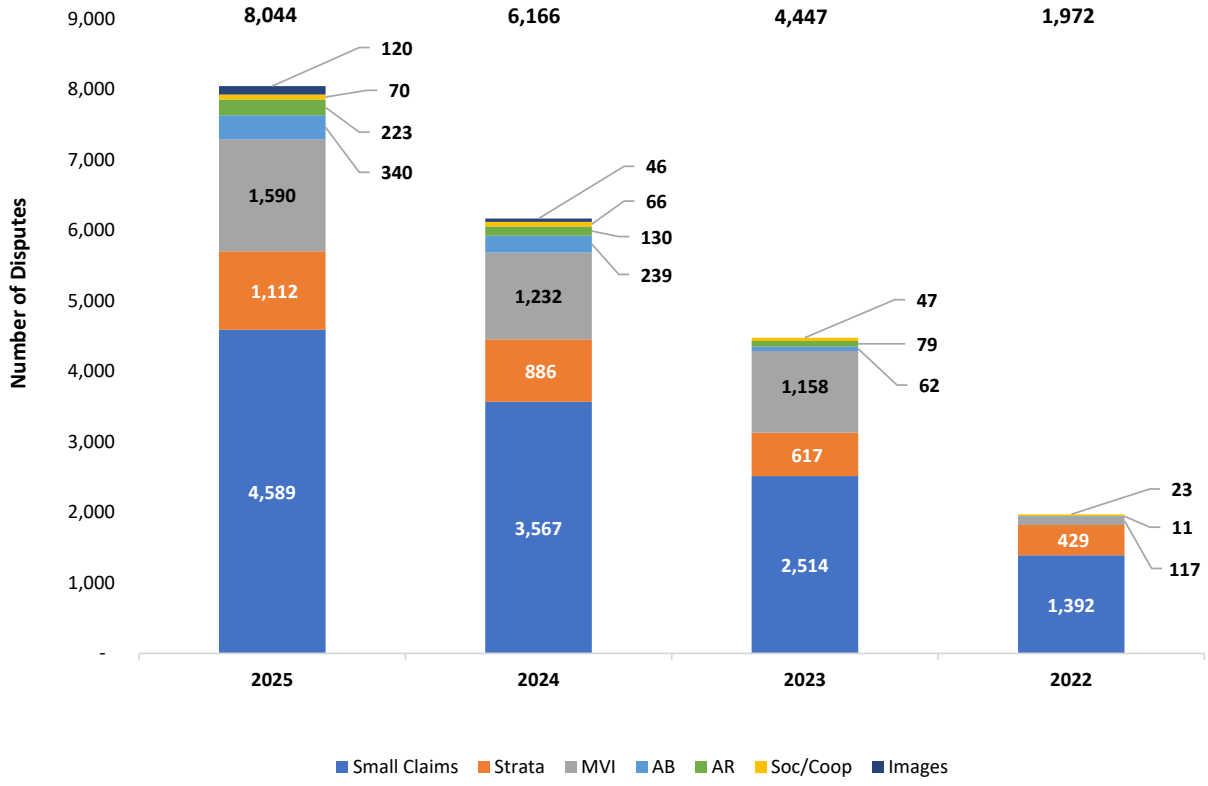


Appendix A: Statistics

Open Disputes

As of March 31, 2025 we had 8,044 open disputes: 120 intimate image claims and 7,924 for all other claim types. This is a 30% increase from last fiscal year, driven by higher claim volumes and staff and tribunal member shortages due to budget constraints.

Number of open disputes at the end of each fiscal year



Notes:

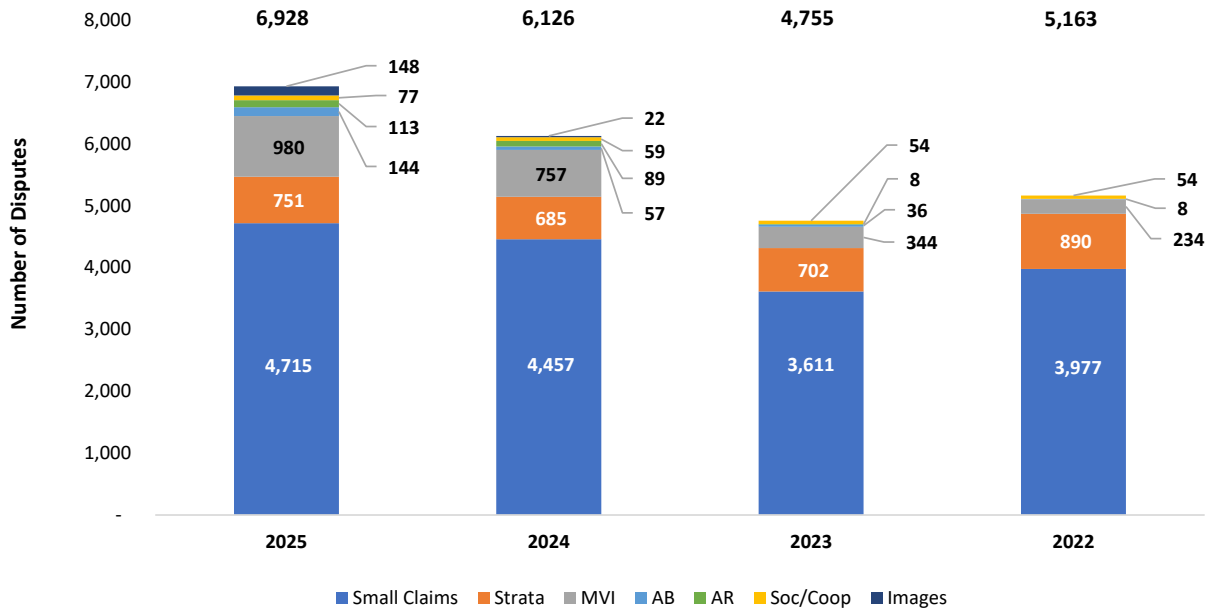
- Open disputes on hold as of March 31, 2025, 2024, 2023, and 2022 were: 118, 158, 97, and 121 respectively.
- Disputes are put on hold where dispute resolution can't proceed due to circumstances beyond the CRT's control. For example, waiting for the outcome of a related claim in a court or tribunal process.

Appendix A: Statistics

Disputes Closed

Between April 1, 2024, and March 31, 2025, we closed 6,928 disputes: 148 intimate image claims and 6,780 for all other claim types. This amounts to a 13% increase from the last fiscal year.

Number of disputes closed, by fiscal year



“I appreciated the guidance and support provided by the case manager. They were instrumental in keeping the process on track and ultimately reaching a resolution.”

- CRT Participant

Appendix A: Statistics

Part 3: Dispute Outcomes

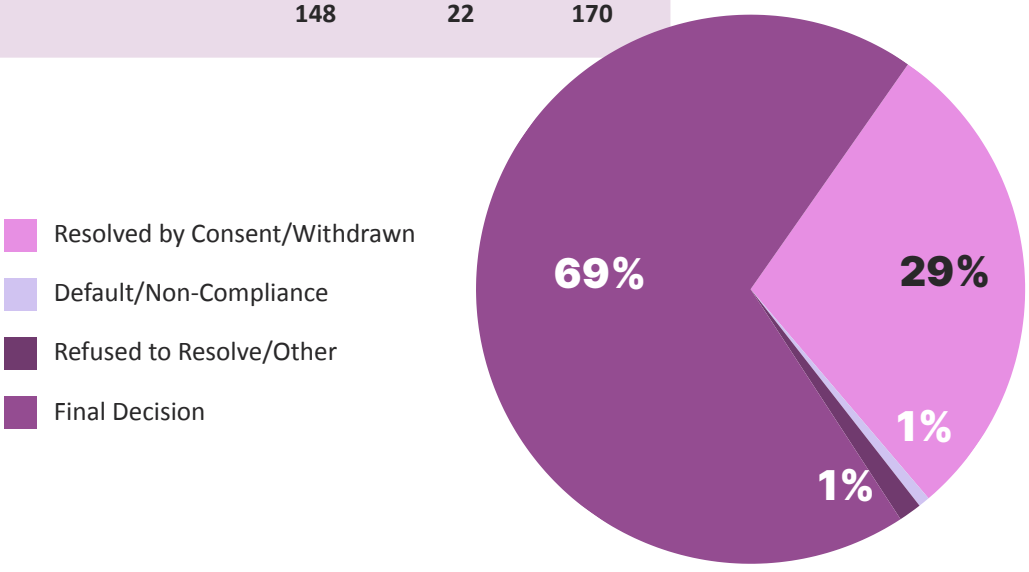
The tables below show dispute outcomes from April 1, 2024 to March 31, 2025 compared to previous fiscal years.

There were 148 disputes closed for intimate image claims received between April 1, 2024 and March 31, 2025.

Outcomes intimate image claims, by fiscal year

(Jurisdiction as of January 29, 2024)

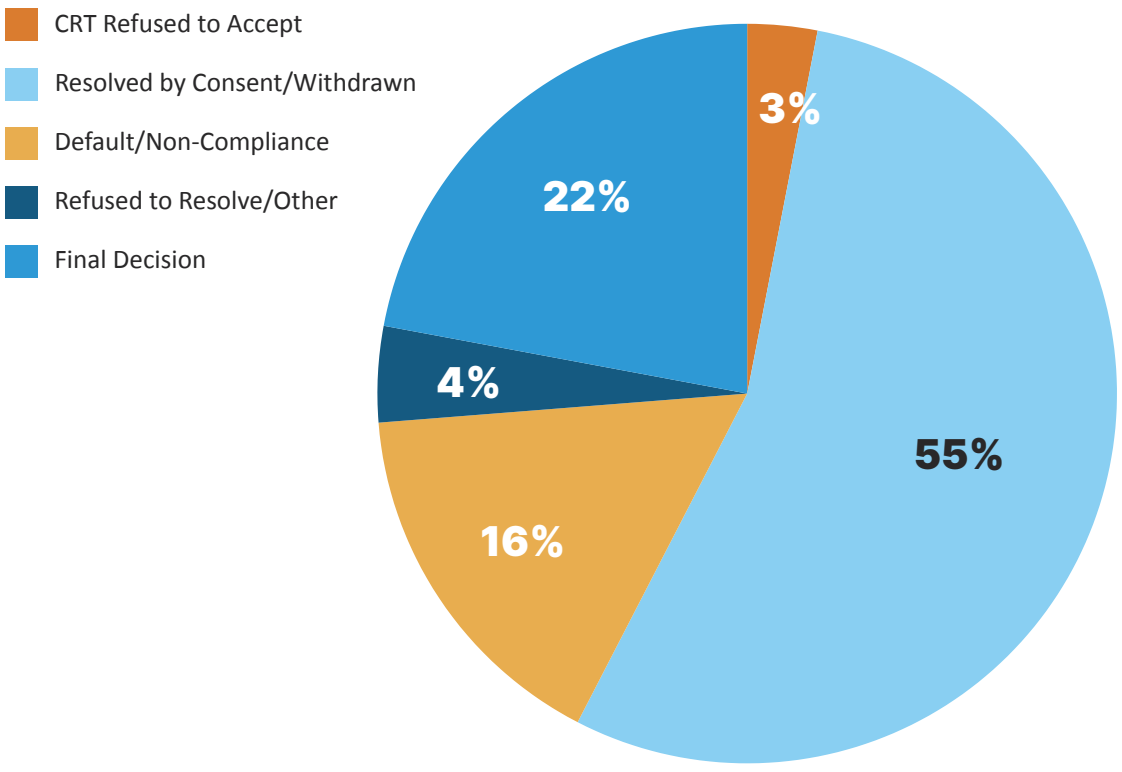
Outcome	2025	2024	Total
1. CRT Refused to Accept	-	-	**-**
2. Resolved by Consent/Withdrawn	43	2	**45**
3. Default/Non-Compliance	1	0	**1**
4. Refused to Resolve/Other	2	1	**3**
5. Final Decision	102	19	**121**
Total Closed	**148**	**22**	**170**



Appendix A: Statistics

Outcomes all other claim types

Outcome	2025	2024	2023	Previous Years	Total
1. CRT Refused to Accept	207	128	133	1,099	**1,567**
2. Resolved by Consent/Withdrawn	3,697	3,207	2,252	9,696	**18,852**
3. Default/Non-Compliance	1,096	1,144	874	7,111	**10,225**
4. Refused to Resolve/Other	284	343	237	1,339	**2,203**
5. Final Decision	1,496	1,282	1,259	5,644	**9,681**
Total Closed	**6,780**	**6,104**	**4,755**	**24,889**	**42,528**

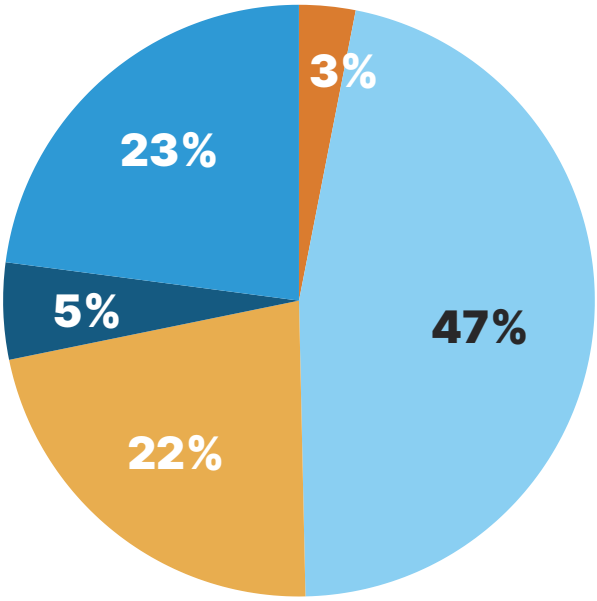


Appendix A: Statistics

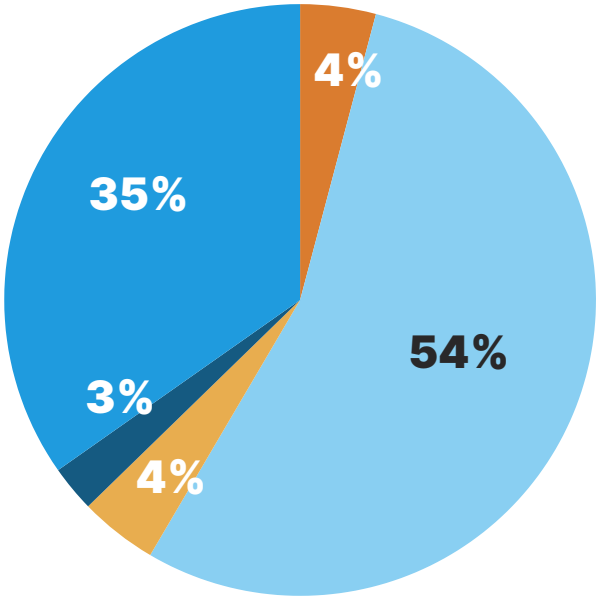
Outcomes by type of claim

- CRT Refused to Accept
- Resolved by Consent/Withdrawn
- Default/Non-Compliance
- Refused to Resolve/Other
- Final Decision

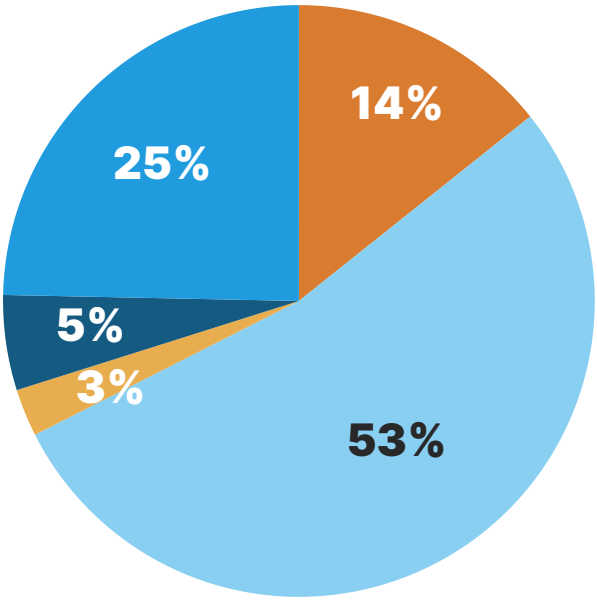
Small claims



Strata



Societies and cooperative associations



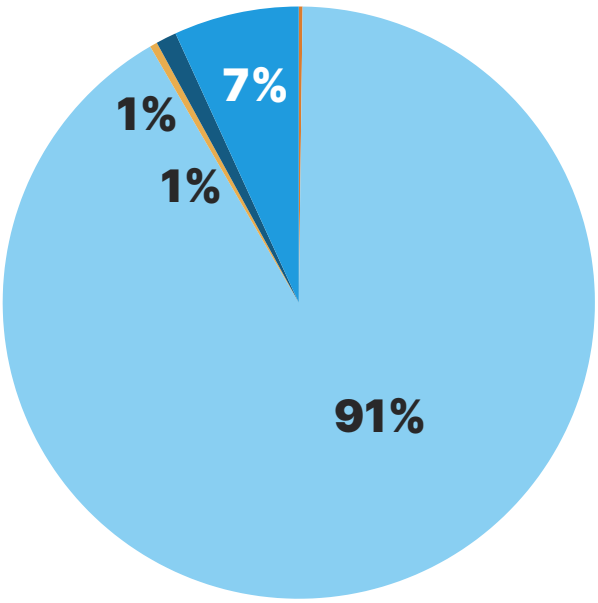
In 2024/2025, % of strata claims were resolved by cinsent or withdrawn.

Appendix A: Statistics

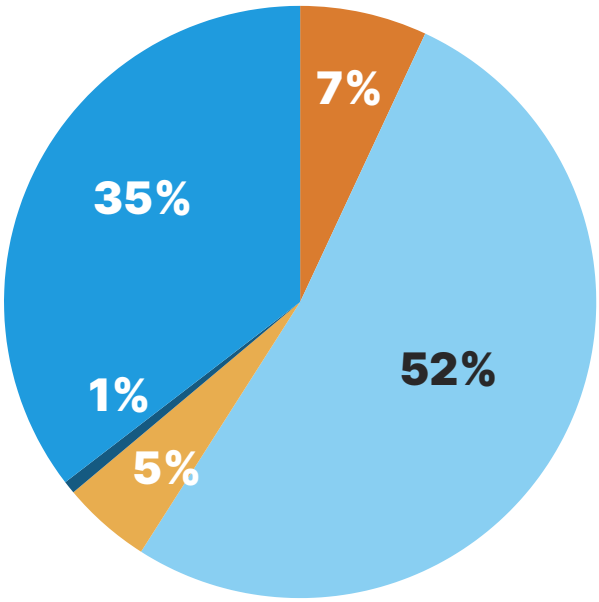
Outcomes by type of claim

- CRT Refused to Accept
- Resolved by Consent/Withdrawn
- Default/Non-Compliance
- Refused to Resolve/Other
- Final Decision

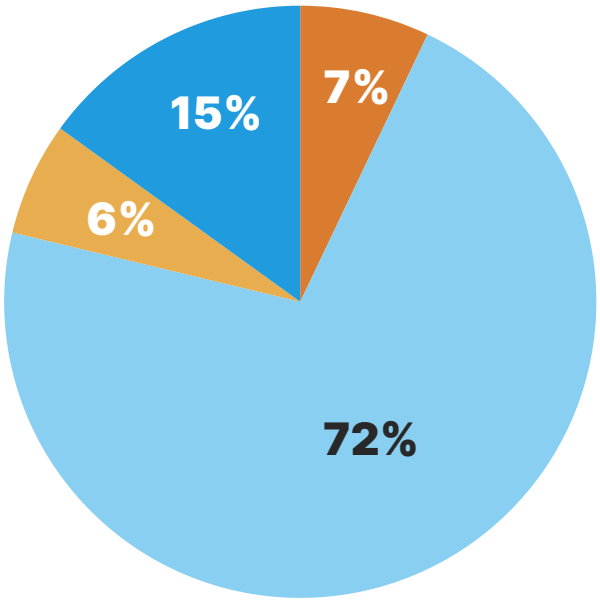
Motor vehicle injury



Accident benefits



Accident responsibility



In 2024/2025, 35% of accident benefits claims required a final decision by a tribunal member.

In 2024/2025, 72% of accident responsibility claims were resolved by consent or withdrawn.

Appendix A: Statistics

Outcome 1: CRT Refused to Accept

Generally, if an application's claims are outside the CRT's jurisdiction, we won't accept the application. Between April 1, 2024, and March 31, 2025, only 3% (207) of applications were found to be outside our jurisdiction.

We help applicants understand our jurisdiction through the free Solution Explorer on our website. If CRT staff see that an application has claims we can't resolve, we let the applicant know and offer 2 options:

- Withdraw the application and get a refund, or
- Explain why they believe the claim is within the CRT's jurisdiction and request a decision from a tribunal member.

If an applicant chooses the second option, a tribunal member reviews the application. If the member decides the claim is outside our jurisdiction, the CRT will not refund the application fee unless the tribunal member directs a refund.

Number of claims the CRT refused to accept, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	145	85	106	905	**1,241**
Strata	31	23	22	160	**236**
Motor Vehicle Injury	2	14	2	16	**34**
Accident Benefits	10	3	1	1	**15**
Accident Responsibility	8	-	-	-	**8**
Societies and Cooperative Associations	11	3	2	17	**33**
Intimate Images	-	-	-	-	**-**
Total Refused to Accept	**207**	**128**	**133**	**1,099**	**1,567**

Appendix A: Statistics

Outcome 2: Resolved by Consent/Withdrawn

Except for intimate image claims, which are fast-tracked, we encourage people to resolve disputes collaboratively with adjudication as a last resort. When participants reach an agreement, they are usually more satisfied with the result than when the CRT or a court makes a decision.

Many people withdraw their claim if they reach an agreement. Alternatively, if everyone agrees on a resolution, a CRT tribunal member can turn the settlement terms into a formal consent resolution order that is enforceable in court.

The number of claims resolved by consent or withdrawn has grown from 33% in 2018/19 to 54% (3,740 claims) in 2024/2025. This is a significant portion of all disputes closed.

Number of disputes resolved by consent or withdrawn, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	2,196	2,023	1,595	7,627	**13,441**
Strata	408	375	292	1,659	**2,734**
Motor Vehicle Injury	896	701	307	345	**2,249**
Accident Benefits	75	36	27	7	**145**
Accident Responsibility	81	48	8	-	**137**
Societies and Cooperative Associations	41	24	23	58	**146**
Intimate Images[1]	43	2	-	-	**45**
Total Resolved by Consent/Withdrawn	**3,740**	**3,209**	**2,252**	**9,696**	**18,897**

Appendix A: Statistics

Outcome 3: Default/Non-Compliance

Once a claim is filed and the respondent is served, they must respond by the deadline.

If all served respondents have not filed a response, the applicant can ask the CRT to make a default decision. This means the tribunal member can make a final decision and order without their input. In general, when a respondent is in default, the CRT will assume liability against them.

If a participant doesn't follow the *Civil Resolution Tribunal Act*, CRT rules, CRT Code of Conduct for Participants, or a tribunal order, we may take steps to address the non-compliance. A case manager can refer the non-compliance issue to a tribunal member, who may:

- Decide the dispute without their participation, including assuming liability
- Dismiss their claims
- Refuse to resolve one or more claims or the entire dispute

In 2024/2025, there were 1,009 default decisions where a respondent failed to file a Dispute Response and 88 non-compliance decisions.

In 2024/2025, there were 1,044 default and non-compliance decisions in small claims, 32 in strata claims, 18 in motor vehicle accident claims, 2 in society and cooperative association claims, and one non-compliance decision in intimate image claims.

It's important for respondents to share their side of the story. We've worked to improve response rates and participation in the CRT process.

Default and non-compliance decisions have dropped:

- Small claims: from 39% in 2018/2019 to 22% in 2024/2025
- Strata claims: from 12% to 4% over the same period

We'll keep working to improve respondent participation in the years ahead.

Appendix A: Statistics

Number of default and non-compliance decisions, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	1,044	1,101	837	6,741	**9,723**
Strata	32	37	35	358	**462**
Motor Vehicle Injury	4	-	-	9	**13**
Accident Benefits	7	3	-	-	**10**
Accident Responsibility	7	2	-	-	**9**
Societies and Cooperative Associations	2	1	2	3	**8**
Intimate Images	1	-	-	-	**1**
Total Default/Non-Compliance	**1,097**	**1,144**	**874**	**7,111**	**10,226**

Number of requests to cancel a default or non-compliance decision, by fiscal year

Requests to Cancel	2025	2024	2023	Previous Years[1]	Total
Requests Approved (returned to CRT process)	73	47	51	158	**329**
Requests Denied	10	9	16	210	**245**
Total Decisions on Requests to Cancel	**83**	**56**	**67**	**368**	**574**

The CRT has more flexible service requirements than the courts, to facilitate access to justice. Cancellation requests are generally approved on the basis the respondent did not receive the Dispute Notice.

[1]Previous years in Requests to Cancel includes data from April 1, 2019 to March 31, 2022.

Appendix A: Statistics

Outcome 4: Refused to Resolve

In 2024/2025, 4% of disputes were closed because the CRT refused to resolve the claim. This typically occurred when the claim:

- Was outside the CRT's jurisdiction
- Had already been resolved, or
- Would be more appropriate for another dispute resolution process.

The CRT also refused to resolve claims where the applicants did not provide required information, failed to follow CRT rules, or disregarded CRT directions.

The number of refusals has dropped since last year, despite an increase in claim applications.

Number of disputes the CRT refused to resolve, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	249	282	190	1,182	**1,903**
Strata	19	26	31	125	**201**
Motor Vehicle Injury	11	21	6	14	**52**
Accident Benefits	1	4	1	-	**6**
Accident Responsibility	-	3	-	-	**3**
Societies and Cooperative Associations	4	7	9	18	**38**
Intimate Images	2	1	-	-	**3**
Total Refused to Resolve	**286**	**344**	**237**	**1,339**	**2,206**

Appendix A: Statistics

Outcome 5: Final Decision

If participants don't reach an agreement on their own or with help from a case manager during facilitation, the dispute moves to the decision stage. For most claims there is a fee for a tribunal member to make a decision, although the CRT has a simple fee waiver process.

For intimate image claims, the process is different. A case manager helps the applicant prepare their evidence and submissions from the start. There is no CRT fee for a decision in an intimate image protection order or administrative penalty claim.

When a CRT decision is requested, participants upload their evidence and arguments through their secure online CRT account. The process is usually done online and in writing, known as a "written hearing." Sometimes the tribunal member will decide it's necessary to have an "oral hearing" by video, instead of a written hearing. The tribunal member then makes a binding decision based on the law, and the evidence and arguments. CRT decisions are enforceable like court orders. With the exception of intimate images protection orders and administrative penalties, final decisions are published on the CRT's website and are also publicly available for free on CanLii.org. Final decisions do not include preliminary decisions, summary decisions (refusals to resolve), consent orders, or default decisions.

From April 1, 2024 to March 31, 2025, 23% (1,598) of claims were resolved by a final decision, up from 21% (1,301) the year before.

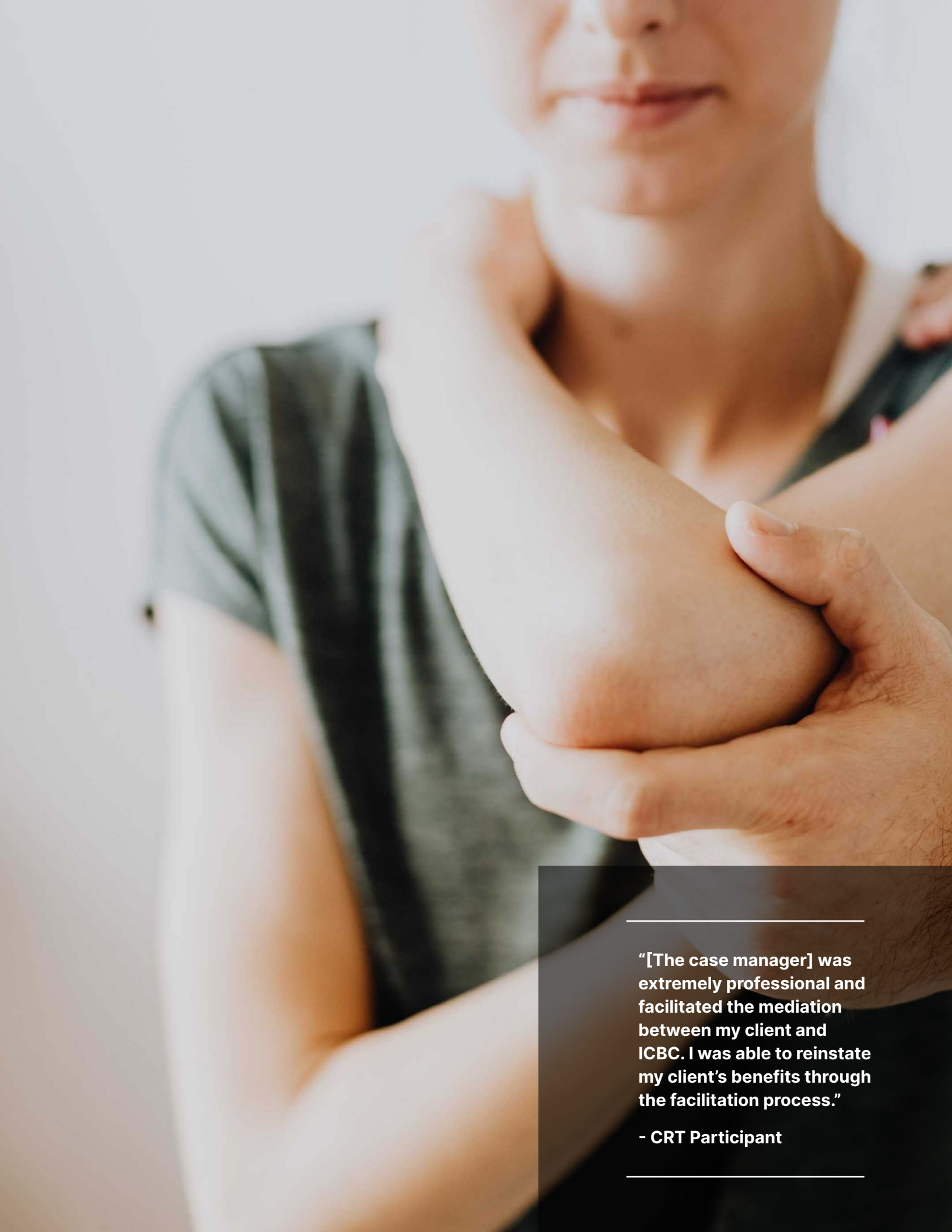
Final decision rates vary by claim type:

- Motor vehicle injury claims: 7%
- Accident benefits claims: 35%
- Accident responsibility claims: 15%
- Small claims: 23%
- Strata claims: 35%
- Society and cooperative association claims: 25%
- Intimate image claims: 69% (high rate expected due to the expedited process)

Appendix A: Statistics

Number of final decisions, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	1,081	966	883	3,981	**6,911**
Strata	261	224	322	1,563	**2,370**
Motor Vehicle Injury	67	21	29	64	**181**
Accident Benefits	51	11	7	-	**69**
Accident Responsibility	17	36	-	-	**53**
Societies and Cooperative Associations	19	24	18	36	**97**
Intimate Images	102	19	-	-	**121**
Total Final Decision	**1,598**	**1,301**	**1,259**	**5,644**	**9,802**



“[The case manager] was extremely professional and facilitated the mediation between my client and ICBC. I was able to reinstate my client’s benefits through the facilitation process.”

- CRT Participant

Appendix A: Statistics

Part 4: Time to Resolution

Average Time to Resolution

For disputes closed between April 1, 2024, and March 31, 2025, the average time to resolve a dispute was 277 days. This includes those disputes that do not settle and the parties are given time to gather and submit their evidence and arguments, and for a tribunal member to issue a final decision.

Resolution times vary depending on the type of claim, as shown in the table below. Intimate image claims are expedited and were resolved in an average of 58 days.

Average time to resolution for disputes closed between April 1, 2024 and March 31, 2025, by type of claim

Type of Claim	Small Claims	Strata	Motor Vehicle Injury	Accident Benefits	Accident Respon-sibility	Society & Coop Assn.	Intimate Images	All Types
Disputes Closed	4,715	751	980	144	113	77	148	**6,928**
Average Days	250	352	378	349	293	248	58	**277**
Median Days	198	346	394	341	258	151	42	**217**

For small claims disputes closed between April 1, 2024 and March 31, 2025, the average time to resolution was 250 days.

Appendix A: Statistics

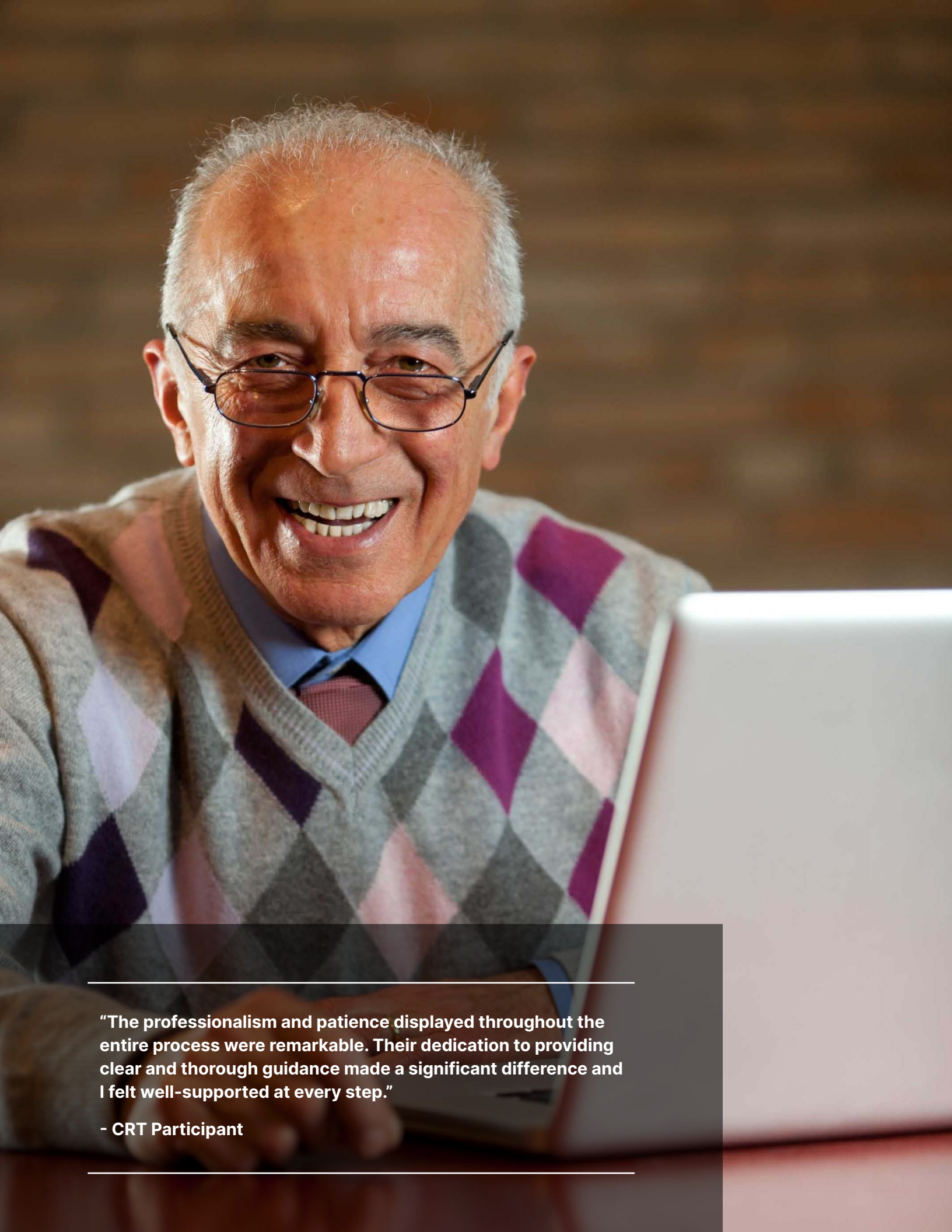
Average time to resolution, by fiscal year

Fiscal Year	2025	2024	2023
Disputes Closed	6,928	6,126	4,755
Average Days	277	208	150
Median Days	217	189	123

Understanding Time to Resolution

Time to resolution is calculated differently depending on when a dispute was closed in the CRT process. In all cases, any time a dispute was placed on hold is excluded from the total.

- Average time to resolution is the total number of days for disputes closed in 2024/2025, divided by the number of disputes.
- Median time to resolution is the midpoint. Half of disputes were resolved faster, and half took longer.
- Disputes may be placed on hold due to factors outside the CRT's control, such as waiting for a court decision or the outcome of another dispute.



“The professionalism and patience displayed throughout the entire process were remarkable. Their dedication to providing clear and thorough guidance made a significant difference and I felt well-supported at every step.”

- CRT Participant

Appendix B: Participant Survey Results

As part of our commitment to continuous improvement, the CRT regularly anonymously surveys people who have used our dispute resolution process. In 2024/2025, survey invitations were sent to participants in all claim types except intimate image claims, if their dispute was:

- Withdrawn
- Closed during case management
- Resolved by default decision
- Being prepared for a final decision

We use the anonymous survey results to evaluate and improve our services. Results are published monthly on our website and social media. A separate survey for intimate image claims is in development.

Survey Participation (April 1, 2024 to March 31, 2025)

487 surveys were completed out of about 11,000 invitations (4% response rate).

Survey participants identified their role as:

- 71% applicants
- 20% respondents
- 9% representatives

Claim types reported:

- 64% small claims
- 24% strata
- 9% motor vehicle injury, accident benefits, and accident responsibility
- 3% societies or cooperatives

For comparison, the actual breakdown of disputes closed in 2024/25 was:

- 68% small claims
- 11% strata
- 18% motor vehicle injury, accident benefits, and accident responsibility
- 1% societies or cooperatives

Appendix B: Participant Survey Results

Participant survey results, by fiscal year

Question	Answer	2025	2024	2023
1. Would you recommend the CRT to others?	Yes	75%	82%	78%
2. Did the CRT provide information that prepared you for dispute resolution?	Yes	82%	85%	84%
3. How easy to understand was the CRT process?	Easy, and neither easy nor difficult	84%	86%	82%
4. How easy to use were the CRT's online services?	Easy, and neither easy nor difficult	83%	86%	83%
5. Do you feel CRT staff were professional?	Very or somewhat professional	93%	92%	91%
6. Do you feel the CRT treated you fairly throughout the process?	Yes	80%	83%	84%
7. Do you feel the CRT handled your dispute in a timely manner?	Yes	51%	60%	67%

We recognize that satisfaction with timeliness has declined. Limited funding led to staff shortages. With increased dispute volumes, this led to longer wait times.

Subject to budget availability, we're addressing staffing gaps and streamlining our processes to reduce wait times and improve service.

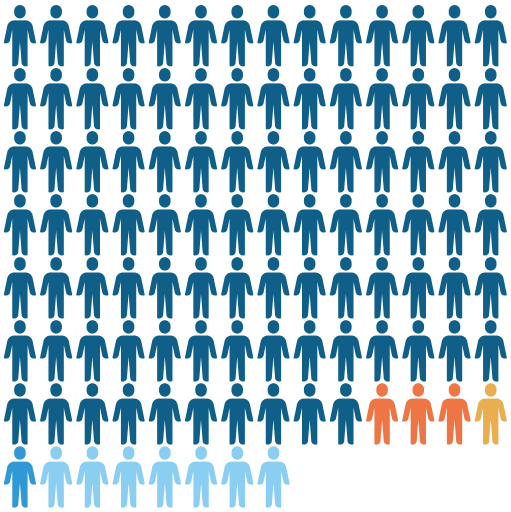
“The process was easy to follow and very helpful for people who don’t have adequate knowledge of law.”

- CRT Participant

Appendix B: Participant Survey Results

Demographics

Which language(s) do you speak most often at home[1]?

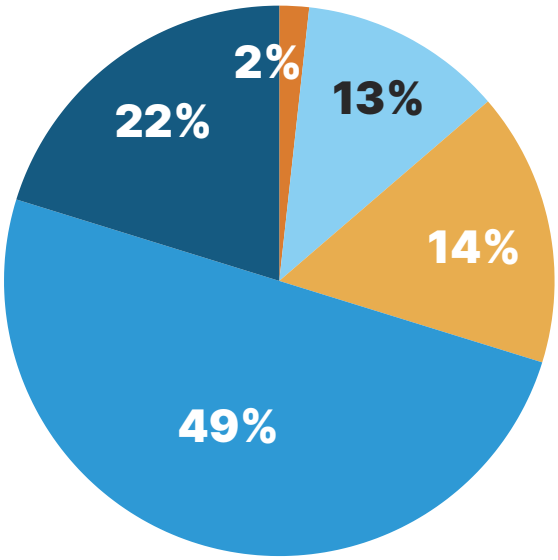


- 94% English
- 3% Mandarin
- 1% Cantonese
- 1% Punjabi
- 7% Other languages: Afrikaans, American Sign Language, Croatian, Farsi, First Nations, French, German, Hellenic, Hungarian, Ilocano, Indonesian, Korean, Romanian, Serbian, Spanish, Tagalog, Turkish, Urdu, Vietnamese, and Visayan.

[1]Participants may select multiple languages.

What is the highest level of education you completed?

- Some high school
- High school or equivalent
- Trade, technical or vocational training
- College or university degree
- Post-graduate or law degree



Appendix B: Participant Survey Results

Demographics

Which region of BC do you live i

- **52%** Vancouver and Lower Mainland
- **9%** Fraser Valley
- **15%** Interior
- **4%** Northern
- **<1%** Coastal
- **20%** Vancouver Island

How d id you access CRT services[1]?

- **49%** Desktop computer
- **43%** Laptop
- **8%** Tablet/iPad
- **25%** Smartphone
- **<1%** ServiceBC or public library computer station
- **2%** Other methods of access

[1] Participants may have accessed services using more than one method.

"It has been a huge +++ to be able to carry out the whole process online."

- CRT Participant

Appendix B: Participant Survey Results

Positive Feedback

In the survey, participants shared comments about what they liked about their CRT experience. In 2024/2025, the most common themes were:

- Convenient online process with no need to travel or pay for parking
- Professional and helpful staff
- Fair and unbiased decisions based on facts
- A chance to explain their side
- Easy to understand process without needing a lawyer
- Affordable and time-saving

Constructive Feedback

In the survey, participants shared suggestions for improvement. The most common themes in 2024/2025 were:

- Long wait times for application processing, case manager assignment, and decisions
- Technical issues with and complaints about our online systems
- Requests for the CRT to screen claims for merit before starting
- Concerns that the CRT doesn't do enforcement
- Frustration that CRT staff can't provide legal advice

To address this feedback, we focused on reducing wait times and backlogs, within our limited budget. The last 3 concerns relate to the CRT's legal and operational mandate and are outside our control.

In 2025/2026, we'll continue improving, which is in large part dependent on funding. This includes upgrading our online systems, hiring more staff as budget allows, and finding ways to reduce wait times across all stages of the CRT process.

Key Conclusions

Survey results show that most participants found the CRT's services accessible and easy to use. A strong majority felt they were treated professionally and fairly. As noted, timeliness is a central concern for participants and it is for the CRT too.

“I am grateful the CRT exists. I was in a tough situation...and the CRT was there to help me.”

- CRT Participant

Appendix C: Statement of Revenue & Expenses

Revenue and expenses, by fiscal year

Description	2025	2024	2023	2022
Total Revenue	$634,835	$625,214	$626,078	$532,196
Expenses				
Salaries and Benefits	12,164,737	9,998,082	7,836,235	8,987,054
Part-time Tribunal Member Per Diems and Expenses	-	-	40,919	26,731
Information Systems and Technology	1,137,366	1,760,805	1,034,819	1,233,043
Travel expenses	27,593	18,050	14,163	-
Building Occupancy Costs	629	-	701,640	683,893
Amortization	1,136,005	1,811,085	2,306,547	1,200,951
Other Operating Expenses	124,556	182,912	132,779	199,695
Total Expenses	**$14,608,976**	**$13,770,934**	**$12,067,102**	**$12,331,367**

Notes:

- Revenue comes from CRT fees set under the *Civil Resolution Tribunal Act* and CRT Rule 1.6, net of any refunds issued.
- Salaries and Benefits include pay and benefits for CRT staff and full-time tribunal members (which include Vice Chairs and the Chair), including salary increases authorized under the Treasury Board Directive 1/24. In earlier years, this also covered some Ministry of Attorney General staff supporting CRT projects.

Appendix C: Statement of Revenue & Expenses

Notes continued:

- Information Systems and Technology covers IT cost recovery charges by the government, software operating licenses, and platform maintenance costs recovered by the Ministry of the Attorney General.
- Travel Expenses include staff and tribunal member travel for training and, in 2024/2025, legal matters requiring in-person attendance by CRT legal counsel.
- Amortization reflects the CRT's share of costs for technology upgrades. Since 2022/2023, these costs have been funded by the CRT rather than the Ministry of Attorney General. Amortization has gone down as we pay off capital technology costs.
- Other Operating Expenses include legal and professional services, office costs, and bank charges.

Appendix C: Cost Per Dispute

Cost Per Dispute

The average cost of resolving disputes has remained steady compared to last year.

Due to limitations of our technology platform, we cannot break out the cost per dispute by claim type. Generally, the CRT's cost is lower for small claims disputes. The cost per dispute is generally higher for strata and accident benefits claims as they often take longer for a case manager to facilitate and for tribunal members to adjudicate.

For intimate image claims, the cost per dispute is high because of the high start-up cost of developing the Solution Explorer content, forms, and other resources and training necessary to launch this new area of CRT jurisdiction.

Overall cost, by fiscal year

Type of Expense	2025	2024	2023	2022
Dispute Resolution Services[1]	8,917,583	7,145,498	5,691,044	6,166,382
Overhead and Administration[2]	5,691,394	5,204,814	6,376,058	5,007,599
Project and One-time Costs[3]	0	1,420,623	-	1,157,386
Total Overall Cost	**$14,608,976**	**$13,770,934**	**$12,067,102**	**$12,331,367**
Disputes Closed	6,928	6,126	4,755	5,163

Appendix C: Cost Per Dispute

Cost per dispute, by fiscal year

Type of Expense	2025	2024	2023	2022
Dispute Resolution Services[1]	1,287	1,166	1,197	1,194
Overhead and Administration[2]	822	850	1,341	970
Total Cost Per Dispute (excluding Project and One-time costs[3])	**$2,109**	**$2,016**	**$2,538**	**$2,164**

Notes:

[1] Dispute Resolution Services costs are expenses directly associated with individual disputes, such as staff salaries.

[2] Overhead and Administration costs are the expenses that can't be attributed to specific disputes, such as licencing fees for the CRT's technology platform and technical support.

[3] Project and One-time costs are the expenses of developing the CRT's online technology platform to accommodate disputes in new areas of jurisdiction, such as the CRT's intimate images jurisdiction that became effective in January 2024.

Tribunal members are appointed by Order-in-Council by the Lieutenant Governor, for renewable terms of up to 5 years.

Appendix D: Employees & Tribunal Members

The counts below are as of March 31, 2025. While tribunal member and employee counts appear higher than the previous year, staffing levels during the year were often lower. The CRT hires tribunal members and employees within the constraints of its delegated budget. With a higher volume of claims, and higher salaries for which we didn't receive funding for the increase, we continue to experience staffing and tribunal member shortages.

Number of employees and full-time tribunal members at fiscal year-end

Position	2025	2024	2023	2022
Full-time Tribunal Members				
Chair	1	1	1	1
Vice Chairs	5	4	4	4
Tribunal Members	12	10	10	12
Total Full-time Tribunal Members	**18**	**15**	**15**	**17**
Employees				
Directors and Managers	7	9	8	6
Legal Counsel	2	2	2	2
Administration/Finance/Technology/ Human Resources	8	8	7	9
Case Management (Facilitators)	25	15	14	15
Information and Intake Support	38	28	28	22
Decision Support	14	16	14	11
Total Employees	**94**	**78**	**73**	**65**
Total Full-time Tribunal Members and Employees	**112**	**93**	**88**	**82**

Notes:

Employee counts are as of March 31, 2025.

Does not include 2 tribunal members appointed for 6-month terms. These were non-OIC (Order in Council) appointees.

Appendix E: Tribunal Members

Terms of Appointment for the year ending March 31, 2025

As of March 31, 2025, the CRT had 18 appointed tribunal members: one chair, 5 vice chairs, and 12 full-time members. Members are appointed by Order-in-Council by the Lieutenant Governor, for renewable terms of up to 5 years.

Tribunal members fulfill a quasi-judicial role and make decisions under the *Civil Resolution Tribunal Act* (CRTA), including decisions on jurisdiction, default decisions, and final decisions on a dispute's merits. They receive specialized CRT training and Vice Chairs review and approve content for the CRT's Solution Explorer.

The Chair oversees the CRT's operations, including the development and implementation of rule and policy changes, process changes, and pilot projects to achieve efficiencies. The Chair also assigns disputes to tribunal members for adjudication.

Under section 75 of the CRTA, tribunal member pay and benefits are set by Treasury Board Directive #1/24 (effective April 1, 2023), according to the ranges in the table below. Full-time members receive annual salaries and benefits under the Terms and Conditions for Excluded Employees/Appointees.

Salary range by position

Position	Chair	Vice Chair	Full-time Tribunal Members
Administrative Tribunal Group	Level 5 – Full-time	Level 5 – Full-time	Level 5 – Full-time
Treasury Board Directive Range	$228,480 - $252,535	$193,610 - $215,255	$158,735 - $176,775

Appendix E: Tribunal Members

Tribunal Member Remuneration for the year ending March 31, 2025

Name	Position	Total Remuneration[1]	Remuneration Rate
Shelley Lopez	Chair	**$233,378**	$240,505/year
Kathryn Campbell[3]	Vice Chair	**$210,605**	$215,255/year
Kristin Gardner	Vice Chair	**$190,617**	$193,610/year
Eric Regehr	Vice Chair	**$214,221**	$215,255/year
Andrea Ritchie	Vice Chair	**$210,307**	$215,255/year
Christopher Rivers[3]	Vice Chair	**$181,865**	$193,610/year
Amanda Binnie	Member/Full-time	**$127,770**	$158,735/year
James Garth Cambrey[3]	Member/Full-time	**$187,112**	$176,775/year
Micah Carmody	Member/Full-time	**$182,510**	$176,775/year
Jeffrey Drozdiak	Member/Full-time	**$127,712**	$158,735/year
Debra Febril[2]	Member/Full-time	**$60,270**	$158,735/year
Mark Henderson	Member/Full-time	**$127,770**	$158,735/year
David Jiang	Member/Full-time	**$176,422**	$176,775/year
Peter Mennie[1]	Member/Full-time	**$130,106**	$167,755/year
Douglas Merchant[4]	Member/Full-time	**$18,253**	$158,735/year

Appendix E: Tribunal Members

Tribunal Member Remuneration for the year ending March 31, 2025

Name	Position	Total Remuneration[1]	Remuneration Rate
Maria Montgomery	Member/Full-time	**$127,770**	$158,735/year
Peter Nyhuus[4]	Member/Full-time	**$18,253**	$158,735/year
Sarah Orr[2]	Member/Full-time	**$98,642**	$176,775/year
Deanna Rivers	Member/Full-time	**$127,770**	$158,735/year
Navdeep Shukla	Member/Full-time	**$99,303**	$176,775/year
Megan Stewart	Member/Full-time	**$168,343**	$176,775/year
Leah Volkers[2]	Member/Full-time	**$64,965**	$176,775/year
Alison Wake[1]	Member/Full-time	**$135,055**	$158,735/year

Notes:

[1] Remuneration includes salary, unused vacation payouts, and parental and maternity leave allowances.

[2] Tribunal members whose appointment expired, or who resigned during the fiscal year.

[3] Tribunal members whose appointment changed to or from vice chair during the fiscal year.

[4] Tribunal members whose appointments were a 6-month non-OIC (Order in Council) direct appointment during the 2024/2025 fiscal year.

Appendix F: BC Court Decision Summaries

Judicial Review

Participants in CRT disputes can apply to the BC Supreme Court for a judicial review of a CRT decision.

In 2024/2025 there were 33 applications for judicial review of a CRT decision.

Number of applications for judicial review, by fiscal year

Type of Claim	2025	2024	2023	Previous Years	Total
Small Claims	18	17	12	9	**56**
Strata	7	4	8	78	**97**
Motor Vehicle Injury	7	1	-	1	**9**
Accident Benefits	-	-	-	-	**-**
Accident Responsibility	-	-	-	-	**-**
Societies and Cooperative Associations	-	1	1	-	**2**
Intimate Images	1	-	-	-	**1**
Total Judicial Reviews Filed	**33**	**23**	**21**	**88**	**165**

Notes:

- Includes appeals of strata disputes filed before January 1, 2019.

“It’s a straightforward process that plays an important role in making B.C. residents feel like there is a simple resource to address conflicts of relative importance.”

- CRT Participant

Appendix F: BC Court Decision Summaries

This section contains summaries of select court decisions involving CRT decisions released by the Supreme Court of British Columbia (BCSC) and the Court of Appeal for British Columbia (BCCA) between April 1, 2024 and March 31, 2025.

1028677 B.C. Ltd. v. The Owners, Strata Plan LMS 1083, 2024 BCSC 578

This decision followed a petition for judicial review of a CRT strata property decision dated November 22, 2022. At the CRT, a strata corporation asked for orders that a strata lot owner reverse alleged unauthorized alterations. The owner said the strata council president authorized the alterations. The CRT found the alterations were unauthorized and ordered the owner to reverse the alterations at its own cost.

The owner applied to the BCSC for judicial review of the CRT decision. The BCSC set aside the CRT decision and remitted the dispute to the CRT for reconsideration. The BCSC found that where parties are self-represented, and especially where the legislation requires self-representation unless an exception is made, administrative decision-makers must be actively engaged in considering whether the appropriate procedure is being used to ensure a fair hearing that allows the tribunal member to get to the truth. So, depending on the dispute's circumstances, an oral hearing may be necessary, even if the parties do not request it. The court found the CRT's reasons in this dispute did not show enough consideration of whether a more robust procedure was needed to resolve the controversial key issue of whether the strata council had approved the owner's alterations.

The BCSC then considered the owner's argument that some of the alterations had been made by a previous owner. While the owner's initial response to the dispute indicated it did make all the alterations, the court found that the rest of the evidence and submissions should have made it clear that was not the case. The CRT should have made inquiries to resolve the discrepancy. The BCSC also did not accept the strata's argument that the CRT order could stand because it only required reversal of unauthorized alterations. The court found that it was not reasonable to require the owner to rely on the strata's acknowledgment at the judicial review that a previous owner had made certain alterations.

Appendix F: BC Court Decision Summaries

Amimer v. Mills, 2024 BCSC 1897

This petition followed a judicial review of a CRT small claims decision dated December 15, 2023. A homeowner hired a contractor to repair his ceiling. The contractor said he had completed the work, but the homeowner had failed to pay the contract balance. The homeowner counterclaimed, saying the repair work was deficient. Both parties submitted expert reports about the ceiling's condition after the repair work. However, the homeowner did not permit the contractor's expert to access his home. The CRT found that the expert report obtained by the homeowner was objective and neutral, and so the contractor had not suffered a disadvantage. The CRT also found the contractor had completed the repair work, but it fell below a reasonable standard. So, the CRT ordered the contractor to reimburse the homeowner $3,000.

The contractor applied to the BCSC for judicial review of the decision. The court found that while the CRT might have ordered an inspection of the homeowner's property, the contractor never requested such an order. The CRT had no obligation to order such an inspection on its own initiative. Also, the BCSC was not prepared to create judicial precedent requiring the CRT to take such corrective steps in these circumstances. The court was concerned that to do so would be inconsistent with the CRT's legislated mandate to provide dispute resolution services that are accessible, speedy, economical, informal, and flexible.

The BCSC also noted that experts have a duty to give fair, objective, and non-partisan evidence. So, it is permissible for a tribunal to rely on a single expert's opinion if the tribunal is satisfied the expert has fulfilled this duty. The court found the CRT's assessment of the expert report was not substantively unreasonable. In doing so, the court noted the CRT provided clear reasons for dismissing the contractor's objections to the homeowner's expert report and that the CRT was able to accept hearsay evidence even if it was not admissible in a court. So, the court dismissed the petition for judicial review.

Appendix F: BC Court Decision Summaries

The Owners, Strata Plan BCS 3407 v. Emmerton, 2024 BCCA 354

This appeal followed a petition for judicial review of a CRT strata property decision dated August 2, 2022. The issue was whether strata lot owners would be permitted to keep an inflatable hot tub on their roof-top balcony, which is limited common property. The strata said the hot tub did not qualify as "patio furniture" within the definition of the strata bylaw which governed which items were allowed. The CRT found that the hot tub was patio furniture and therefore the owners had not breached the strata bylaw.

The strata applied to the BCSC for judicial review of the CRT decision. The BCSC dismissed the strata's application for judicial review. Among other things, the BCSC found the CRT decision appropriately considered previous similar CRT decisions, including those which found a key aspect in determining whether something is furniture is whether it was readily moveable. The BCSC also found the CRT's findings were grounded in the evidence.

The strata appealed the BCSC decision. The BCCA allowed the appeal and substituted its own decision. The BCCA found that focusing on the moveability of the hot tub led away from the bylaw's plain and ordinary meaning. Bylaws are the internal vehicles for the governance of strata corporations and the basic rules of statutory interpretation apply to the interpretation of bylaws. Also, bylaws must be interpreted purposively, so they accomplish the community's goals. The BCCA found that given the limited items allowed by the bylaw, the hot tub's function of containing liquid, and the risk of water drainage contrary to municipal bylaws, the hot tub was not "patio furniture" within the bylaw's meaning.

Appendix F: BC Court Decision Summaries

Trinden Enterprises Ltd. v. Civil Resolution Tribunal and The Owners, 2024 BCSC 2052

This petition followed a judicial review of a CRT strata property decision. The owner of 2 non-residential strata lots asked the CRT for orders that certain parking stalls be designated limited common property, as they had been historically used by their commercial tenants. The strata corporation said the stalls were common property and the owner needed to remove their parking signs and ask the commercial tenants to rent the stalls from the strata or stop using them. The CRT found the parking stalls were common property based on the strata plan, and the strata's decision to manage them as such was not significantly unfair. The CRT also found the owner did not prove there was promissory estoppel.

The owner applied to the BCSC for judicial review of the decision. The court said that the CRT's decision that the strata plan was the sole and independent source of the owner's title was correct. A previous owner could not simply make a promise in contract to pass along exclusive rights to common property. A reasonable person in the owner's position would have examined the strata plan or relied on professionals to do so. The BCSC also noted that a strata corporation's best interests may conflict with the interests of individual owners, and decisions may negatively affect a strata lot owner without being significantly unfair.

The BCSC also noted the CRT's finding that there was no evidentiary basis to support a finding the strata promised to allow the owner to permanently exercise control over the parking stalls, the key word being "permanently." While the strata's conduct may have given a day-to-day assurance, the more logical inference was that past strata councils had failed to properly examine the strata plan. So, the petition for judicial review was dismissed.

Appendix G: Update on Legislation

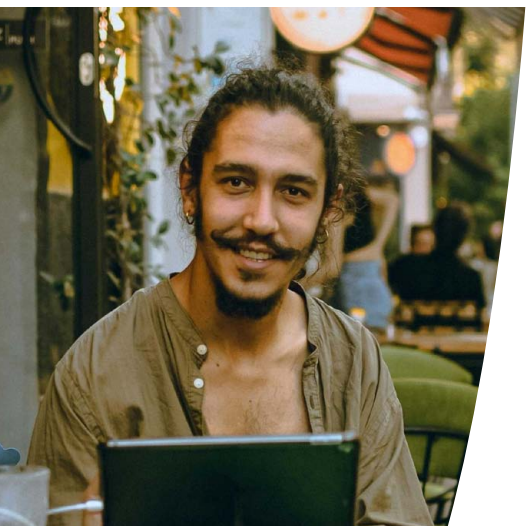
There were no amendments to the *Civil Resolution Tribunal Act* either passed or brought into force this fiscal year. The CRT also did not amend either its Standard Rules or Intimate Images Protection Order Rules.

The *Business Practices and Consumer Protection Amendment Act*

On March 31, 2025, the *Business Practices and Consumer Protection Amendment Act* received Royal Assent. It made some changes to the *Business Practices and Consumer Protection Act* (BPCPA). Some amendments came into force immediately, while others will come into force later by regulation.

For the CRT, the most notable change is that the amendments give the CRT jurisdiction to resolve small claims disputes up to $5,000 that deal with damage or loss due to a breach of the BPCPA. This amendment came into force immediately on March 31, 2025.

The CRT was previously only able to consider the BPCPA in decisions but could not order someone to pay money for breaching the legislation. The other notable change for the CRT is its ability to exercise discretion in whether to apply the BPCPA's otherwise strict contract requirements.



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