



Office of the  
Director of Residential  
Rental Property  
Bureau du  
directeur des propriétés  
résidentielles à louer

## Rental hearings resume by telephone

May 25, 2020

Due to the COVID-19 pandemic, the Office of the Director of Residential Rental Property (the "Rental Office") has developed a new process for hearing and adjudicating rental matters. While the Rental Office is not able to open its office for in-person hearings, we are proceeding with all rental hearings by telephone.

The tele-hearing process allows parties to join a Rental Officer over the phone, to state their case, and to provide and respond to evidence. To facilitate this new process, the Rental Office will be requiring parties to submit evidence relevant to their claim in advance of the hearing. All parties to a particular matter will be provided with an evidence submission deadline for submitting all documents, including personal statements, signed witness statements, photographs, etc. Evidence will be accepted by e-mail, mail, or by drop off outside our office (address below) or at any Access PEI location. Evidence should be dropped off in a sealed envelope and addressed to "IRAC: Rental Office".

The Rental Office is committed to holding fair and transparent hearings. As such, all evidence submitted to the Rental Office by the submission deadline will be provided to the other party in advance of the hearing, and will be guaranteed to be considered during the hearing. Evidence received after the deadline **will not be considered**, except for at a Rental Officer's discretion, or by consent of the opposing party.

Anyone looking for further information can call our office at **902-892-3501** to leave a message. Rental Office staff will return your call at the earliest opportunity.

If you have an application filed with the Rental Office, the following will happen BEFORE your hearing:

- You will be called by Rental Office staff
- They may ask you the following questions:
  - Do you have a reliable phone line to hold a hearing on?
  - Do you have a computer and scanner or a smart phone?
  - Do you have a reliable internet connection?
- You will be provided with:
  - A hearing date; and
  - An evidence submission deadline (a deadline to submit your documents)
- Rental Office staff can answer questions about evidence for your hearing.
- Rental Office staff will contact you and provide you with all evidence submitted by the deadline.
- A hearing will be held on your matter by telephone and an Order will be issued, deciding your matter.

We appreciate your patience and cooperation as we adapt to hold rental hearings during the COVID-19 pandemic.

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