

Orders and decisions

After a hearing, the Residential Tenancies Office (RTO) will write a decision and issue an order. The decision and order are final and binding.

Enforcing an order

The RTO does not enforce orders. Once the RTO provides a decision and order, the parties have seven days to apply for the decision to be reviewed.

After the seven-day review period has passed, either party can file the order with the Supreme Court of Yukon and follow court procedures to enforce the order.

Correction of a decision or order

No one, other than the RTO, has authority to change an RTO decision or order.

The RTO may make a correction or clarification on its own initiative.

The RTO does not need to conduct a hearing to:

- correct typographic, grammatical, arithmetic, or similar errors in the order;
- clarify the decision or order; or
- deal with an obvious error or inadvertent omission in the decision or order.

Review of a decision and order

The RTO may review a decision only if one of the following grounds applies:

- A party was unable to participate in the hearing due to circumstances beyond their control that could not be anticipated in advance of the hearing.
- A party has new and relevant evidence that was **not available** at the time of the hearing.
- A party has evidence that the RTO decision was obtained by fraud.

To request a review, a party must apply, submit evidence of one of the above grounds for review, and pay the \$75 fee.

A review is **not** an opportunity to reargue the original case. The process exists only to address the circumstances listed above.

The \$75 fee can be waived or reduced if evidence is submitted to show that the individual cannot reasonably afford to pay.