
1 Process

1. Complete the attached Obtaining a Residential Tenancies Order forms and submit to our offices by fax, email, courier or personal delivery. You will need to attach a copy of all the applicable evidence with this package
2. Upon receipt of the package, our office will notify you upon receipt of the same. Should there be any items requiring review or discussion the Recovery Manager will contact you
3. Once the paperwork has been reviewed, the application will be prepared and filed with the Residential Tenancies Dispute Resolution Service (RTDRS). A Notice of Hearing package will then be served upon the tenant by one of our professional process servers
4. Our offices will provide you written notification of the hearing date and any other important information pertaining to the hearing. You are not required to attend this hearing, unless otherwise stated by the Recovery Manager
5. Once the Notice of Hearing has been served, an Affidavit of Service will be completed and filed with the RTDRS
6. Your tenant may contact you regarding the court hearing. You should to continue to communicate with your tenant, in the event of payment arrangements or agreement on a move-out date prior to the hearing date
7. Prior to the hearing, our office will contact you to confirm if any changes have occurred with respect to this matter, i.e. Payments made or tenant willingly vacated. It is important that you notify the Recovery Manager of all changes that may have occurred, as it can influence the type of Order obtained during the hearing
8. On the hearing date, Consolidated Civil Enforcement's representative will attend RTDRS on your behalf to obtain the required Order. You will be notified in writing upon completion of the hearing
9. Our offices will arrange to have the Order filed with the Court of Queen's Bench and served on the tenants. This step is crucial in ensuring that Consolidated Civil Enforcement can arrange for your tenants eviction in a timely manner
10. Once service of the Order on the tenants has been completed an Affidavit of Service will be filed with the Court of Queen's Bench
11. Copies of all filed documents will be provided for your records

2 Time Frames

- The RTDRS grants hearing dates on a "first come -first served" basis. A Hearing date will be provided upon the filing the application. Hearing dates average 7 to 21 days from the date of filing. These times frames can vary depending on the type of application submitted and the current hearing docket at RTDRS
- Once a hearing has been completed and an Order granted, the waiting period for the eviction of the tenant will vary dependent on the type of Order granted by the Tenancy Dispute Officer
- Conditional Orders will generally outline a payment schedule that the tenants have to adhere to. Landlords cannot evict their tenant during these waiting periods. Should a tenant default on a required payment, a Default Notice will be served detailing a specific amount of time for the tenant to vacate the property
- Unconditional Orders will simply outline a date and time that the tenant must vacate

3 Required Documents/Evidence

The following documents must be included in your Residential Tenancies package:

- Signed Tenancy Agreement or Proof of the Landlord and Tenant Relationship
- 14 Day/24 Hour Notice/ Notice to Vacate
- Statement of Account/Rent Ledger – Required for non-payment of rent or tardiness of payments applications
- Written Communication – i.e. Text Messages, Emails or Letters

****PLEASE NOTE THAT IF THE TENANT CAN PRODUCE DOCUMENTATION THAT WE HAVE NOT BEEN MADE AWARE OF, IT CAN GREATLY INFLUENCE THE RULING OF THE TENANCY DISPUTE OFFICER****

4 Retainer

A \$519.75 retainer is required on all Residential Tenancies Files. This retainer is held in our trust account and applied to the applicable invoice upon completion of the service

- The retainer may be VISA or MasterCard

5 Service Costs for Obtaining an Order within Alberta

- File Opening, Preparation of the Notice of Application, Attendance at RTDRS to file the Notice of Application, Filing the Supporting Affidavit at the Court or Queen's Bench, RTDRS Filing Fee, Service of the Application, on the Tenant, including Process Server Time, Kilometers and Phone Calls. Preparing an Affidavit of Service of the Notice of Hearing, Filing the Affidavit of Service at the Court of Queen's Bench. Representation at the RTDRS Hearing, Filing the Order at the Court of Queen's Bench, Serving the Order upon the Tenants, Preparing Affidavit of Service with respect to the RTDRS Order and Filing the Affidavit at Court of Queen's Bench - **\$495.00 & GST**

Edmonton – 280 10123 – 99 Street Edmonton, AB T5J 3H1
Calgary – 200 807 Manning Road NE, Calgary, AB T2E 7M8
Email: calgary@ccebailiff.ca or edmonton@ccebailiff.ca

Phone: 780 448-5833 Fax: 780 448-0698
 Phone: 403 262-8813 Fax: 403 262-8801
 Website: www.ccebailiff.ca

Tenant Information

Tenants Name(s) _____ Phone: _____
 Rental Address: _____ Town/City: _____
 Tenants Gender: *Male/Female* Possibility of Non-Tenant Occupants? *Yes/No* Pets in the Premises? *Yes/No*
 Are there minor age children in the premises? *Yes/No* Details: _____
 Does the tenant have any health/mobility concerns? *Yes/No* Details: _____

Tenancy Information

House *Apartment* *Townhouse* *Main/Floor/Basement* *Other* _____
 Rent Per Month: _____ Security Deposit Paid: _____ Type of Tenancy: *Fixed Term/Month to Month*
 Tenancy Began Date: _____ Tenancy Expires: _____ Landlord’s Name: _____

Tenants Breaches/Defaults

- Failure to pay rent when rent is due*
- Interfering with the rights of the landlord or other tenants*
- Performing illegal acts on the premises*
- Endangered persons on the premises*
- Significant Damage*
- Failure to keep the premises in reasonable clean condition*
- Tenant failed to vacate at the expiration or termination of the tenancy*

Consolidated Services

- Serve 14 Day Notice (For Default/Unpaid Rent)*
- Serve 24 Hour Notice (For Damages to Property)*
- Serve Other Notice:* _____
- Obtain Order for Possession/Eviction*

Evidence

- Please attach copies of the following documents:
- Tenancy Agreement/Other (need proof of relationship)*
 - 14 day/24 Hour Notice/Notice to Vacate* *N/A*
 Date Notice was served: _____
 - Statement of Account/Ledger of Rent (**Must Provide**)*
 - Photos and Description/Costs of Damage* *N/A*
 - Rental Increase Notices* *N/A*
 - Police Reports* *N/A*
 - Communication Between Landlord and Tenant*
 - Text Messages*
 - Emails*
 - Notices*
 - Letters*
 - Receipts*

If the Tenant can produce documentation that we have not been made aware of, it can greatly influence the ruling of the court.

Indemnity

The undersigned confirms that enforcement instructions given to Consolidated are lawful and factually accurate and hereby indemnifies on a solicitor and his own client basis Consolidated, and its directors, shareholders, employees, and agents in respect of its fees, charges and disbursements and in respect of any suit, liability, or claim for damages that might be incurred by it in respect of any function carried out on the enforcement instructions. However, this indemnity shall not extend to any liability arising from the negligence or willful misconduct of Consolidated. This indemnity shall remain in force with respect to all services requested from time to time. In the event of litigation to which this indemnity applies, the undersigned agrees to fund, during the course of such litigation, the legal defense costs of Consolidated and its directors, shareholders, employees, and agents. The undersigned further agrees to provide additional indemnities, bonds or assurances as required by Consolidated from time to time.

Instructing Party: _____

Address: _____

Phone: _____ ***Fax:*** _____ ***Email:*** _____

Signature (Required)

Name (please print)



MasterCard/Visa Authorization Form

Today's Date	
Card Type:	<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard
Retainer Amount:	
Cardholder Name:	
Card Number:	
Expiry Date:	
Additional charges incurred	By signing below I hereby authorize Consolidated Civil Enforcement Inc. to charge the above noted credit card for invoices incurred on this file. I agree to pay these charges and understand that Consolidated Civil Enforcement Inc. will forward me copies of the same marked as paid by credit card.
Card Holder Signature:	

ATTACH PHOTOCOPY OF FRONT AND BACK OF CREDIT CARD

For CCE Office Use Only

CCE File Number: _____ Authorization Date: _____

Authorization Number: _____ Authorizing RM: _____

CCE Invoice Payment

Invoice #: _____ Invoice Amount: _____ Authorization Date: _____

Invoice #: _____ Invoice Amount: _____ Authorization Date: _____

Consolidated Civil Enforcement Inc.

200 807 Manning Road N.E. Calgary, AB T2E 7M8 * Phone: (403) 262-8800 * Fax: (403) 262-8801
Toll Free Phone: (888) 262-2626 * Toll Free Fax: (888) 262-8803