

LOCATION CHARTS

Residential Tenancy Dispute Resolution Service (RTDRS)

The location of your rental premises will determine the filing method of your application and where the hearing will take place. To find out the service area for the rental premises location, visit our website and enter the name of the town or city where the rental premises are located. You will find this under “Availability of Service” on our website’s Home Page.

Where and by what method do I file my application?

If the rental premises is in the Edmonton area	If the rental premises is in the Calgary area	In other Alberta locations
Application must be filed in-person at the Edmonton office.	Application must be filed in-person at the Calgary office.	Application must be filed by fax . See <i>Fax Filing Tips</i> for more information.
Where the RTDRS deems that in-person filings are a hardship, other options may be available. For more information, please contact us at toll free 310-0000, then 780-644-3000.		

Where will the hearing take place?

If the rental premises is in the Edmonton area	If the rental premises is in the Calgary area	In other Alberta locations
The hearing will take place in-person at the Edmonton office. If either party wishes to attend by telephone they must contact the RTDRS at toll-free 310-0000, then 780-644-3000. The RTDRS must be notified of a party’s intention to appear by telephone at least 60 minutes prior to the scheduled time in the <i>Notice of Hearing</i> . See <i>Hearing Procedure Tips</i> for more information on what to expect at the hearing.	The hearing will take place in-person at the Calgary office. If either party wishes to attend by telephone they must contact the RTDRS at toll-free 310-0000, then 780-644-3000. The RTDRS must be notified of a party’s intention to appear by telephone at least 60 minutes prior to the scheduled time in the <i>Notice of Hearing</i> . See <i>Hearing Procedure Tips</i> for more information on what to expect at the hearing.	The hearing will take place by telephone . Both parties must attend by telephone. See <i>RTDRS Telephone Hearing Tips</i> for more information.

For further information on the RTDRS, please visit our website at www.rtdrs.alberta.ca. Click on *Rules of Practice and Procedure* for full details on how the RTDRS works.

P: Toll free 310-0000 then 780-644-3000

W: www.rtdrs.alberta.ca E: rtdrs@gov.ab.ca

A: Unit 112, 10025-102A Avenue NW, Edmonton, Alberta T5J 2Y8

A: Main Floor, Rocky Mountain Plaza, 180 - 615 Macleod Trail SE

Calgary, Alberta T2G 4T8

 Alberta Government