

## Status Update

September 22, 2025, at 10:15am

### Chapter 14, Office of Residential Tenancies – Adjudicating Tenancy Disputes, 2023 Report – Volume 1

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<b>Implemented (2023 report):</b> We recommended the Office of Residential Tenancies provide clear written guidance (including examples) about what constitutes a conflict of interest to hearing officers. (2021 Report Volume 1; Public Accounts Committee agreement March 2, 2022)  Status - Implemented	164	<b>Implemented</b>	The ORT revised its Hearing Officer Onboarding Manual to include information about conflicts of interest.	N/A. Auditor assessed as implemented.	Complete.
<b>Implemented (2023 report):</b> We recommended the Office of Residential Tenancies always follow up promptly with hearing officers when hearing decisions are not submitted when expected. (2021 Report Volume 1; Public Accounts Committee agreement March 2, 2022)  Status - Implemented	165	<b>Implemented</b>	The ORT tracks and follows up with hearing officers when they do not receive decisions within the expected timeframe.	N/A. Auditor assessed as implemented.	Complete.
<b>Implemented (2023 report):</b> We recommended the Office of Residential Tenancies document reasons for significant delays in issuing hearing decisions. (2021 Report Volume 1; Public Accounts Committee agreement March 2, 2022) Status - Implemented	165	<b>Implemented</b>	The ORT documents reasons for significant delays.	N/A. Auditor assessed as implemented.	Complete.

