
BC's Civil Resolution Tribunal (CRT): Highlights

Disclaimer: The information presented here is based on information gathered from the CRT website and the experiences of co-ops since 2019. More information can be found on the CRT website.

1. What is the Civil Resolution Tribunal?

The CRT is an administrative tribunal that describes itself as the first online tribunal. The tribunal is supported by a team of staff, tribunal members, vice chairs and chair. For housing co-ops, CRT will resolve disputes between co-ops and members when internal mechanisms have not been able to achieve desired results and make binding decisions on parties involved. CRT aims to provide dispute resolution in a timely, accessible and inexpensive manner.

Dispute resolutions are provided to strata properties, co-ops and housing societies) and for motor vehicle accidents and small claims, \$5,000 and under.

2. How does it affect housing co-ops?

In May 2018, Bill 22 (Civil Resolution Tribunal Amendment Act) was introduced in the Province of British Columbia. CRT announced it would begin hearing disputes from housing co-ops on July 15, 2019.

3. What sorts of co-op disputes will the CRT consider?

The CRT has jurisdiction over any claim related to the interpretation or application of the *Cooperative Association Act*, an action or threatened action by the co-op or its directors and a decision of the co-op in relation to a member.

4. What sorts of disputes will the CRT NOT consider?

The CRT will not review claims between two co-op members. Any claims around membership termination, redeeming shares, persons disqualified as directors, disclosure to members and any claims about harassment, bullying or slander are also ineligible. See [Division 5 of the Civil Resolution Tribunal Act](#) for a fuller list.

5. What are the costs associated with submitting a claim to CRT?

Before submitting an application to the CRT, use the online resource, Solutions Explorer. Once you/ your co-op confirms that the CRT will review your dispute, an application fee will apply. Check the CRT website for [current fees](#). While the CRT does not allow co-ops to use a lawyer as a representative (except when permitted by the CRT), your co-op may choose to retain one to obtain advice and prepare submission forms. You will want to contact your legal representative about potential costs.



6. What are the steps when going through the CRT?

See our CRT Flow Chart resource

7. I heard the CRT handles small claims court items

Yes, CRT handles claims for small claims under \$5,000.

8. What are the pros and cons with the CRT?

Pros	Cons
Greater access for justice	Complex (if not using legal support)
Quicker and easier (Solutions Explorer)	Not necessarily speedy
May cause co-ops to tighten their complaint/grievance procedures	Some co-ops may have to urgently address weak practices, for example: <ul style="list-style-type: none">• Record keeping• Election processes• Rules, Occupancy Agreement and policy enforcement
Offers members who had their appeals rejected or requests ignored to be heard by another external body	
Allow boards to focus on governance while allowing unresolvable co-op disputes through the CRT	

9. If you're on a co-op board and need legal advice, you can:

- Contact your lawyer

If you are a co-op member and need advice, you can:

- Contact your lawyer

10. Contact CRT through their [online contact form](#) or 1-844-322-2292 (toll-free in North America).

11. What support can I expect from CHF BC?

If you have any general questions about CRT, you can contact CHF BC by emailing members@chf.bc.ca.

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