

Guide to Virtual Dispute Resolution Hearings



The RTB is now holding virtual dispute resolution hearings. Virtual hearings will take place online through the Microsoft Teams platform and will ensure that case parties can resolve a tenancy dispute while complying with any travel restrictions and health guidelines in place.

How do I access the meeting?

You will receive a link to the meeting by email or post. The email option is recommended as it will allow you to click on the link, bringing you directly to the meeting.

It is crucial that you prepare appropriately for the virtual hearing and treat it as you would a face to face hearing. You must have any case file evidence that has been circulated to hand (either printed or open in separate browser tabs). You must be on time for the hearing. Please ensure to start the logging in process at least 10 minutes before the scheduled start time to allow for any technical problems. Please also ensure that your device is fully charged.

Do I have to create an account?

No, you do not need to create any type of account or input any personal information to access the meeting. When you click on the meeting link you will have the option to download the Microsoft Teams app or proceed through your browser. However, for a better user experience, we recommend you download the Microsoft Teams application.

How long will the hearing take?

This can depend on the complexity of dispute issues involved. Typically, a hearing can last between 1 – 2 hours but we ask parties not to make any other appointments on the day of a hearing.

Do I have to have a certain type of phone or laptop?

No, but if you have or think you will have, difficulty connecting, we can arrange a support call to help you and ensure you can connect to the hearing.

If a connection issue cannot be resolved or you are unable to attend the meeting online, a phone-in option will be made available.

What will happen during the hearing?

When you click on the meeting link, you will be asked if you would like to download the Microsoft Teams application or proceed directly through your browser. As mentioned above, for the best user experience, we recommend that you download the Microsoft Teams app. Please use **Google Chrome** or **Microsoft Edge**.

When you join the meeting, you will initially be in a waiting room. The Adjudicator / Tribunal Panel will admit all attendees and confirm identity. The panel member will manage the hearing much like a face to face hearing and everyone will be given the opportunity to speak and put their case forward. Hearings are confidential, so we ask that all participants connect from a quiet, secure location. You must keep video on for the duration of the hearing.

For security and privacy reasons it will not be possible to admit anyone to the hearing whose attendance has not been confirmed to the RTB in advance.

Will my details be visible? Is my data safe?

Apart from your name, none of your personal details will be visible during the meeting. We ask parties to be mindful of where they are attending the hearing from and consider what is visible on video. Microsoft Teams has an option to blur your background: <https://support.microsoft.com/en-us/office/change-your-background-for-a-teams-meeting-f77a2381-443a-499d-825e-509a140f4780>.

If it is necessary to phone into the meeting, you can turn off your caller ID. If you do not turn off your caller ID, your phone number may be **partially visible** (a mixture of some digits and asterisks). Any email address you have provided will not be visible to other parties. The RTB has conducted a data protection impact assessment before commencing virtual hearings and if you want any further information on how we protect your data, it is available on our website: <https://www.rtb.ie/privacy-statement>.

Is the hearing secure?

Yes. The meeting link will only be sent to confirmed meeting attendees. The link is also unique to that meeting.

What if I am having trouble getting into the meeting on the day of the hearing?

Contact the RTB immediately and we will support you and try to resolve the issue. You can call the RTB on 0818 30 30 37 or email disputes@rtb.ie. If for some reason the issue cannot be resolved, and the hearing cannot go ahead, we can reschedule the hearing.

Adjudication hearings are private and confidential. In all instances, the recording of virtual hearings is strictly prohibited. The Adjudicator / Tribunal Panel will seek confirmation from the parties at the outset of the proceedings that they will not engage in the unauthorised recording or streaming of the hearing. If the Adjudicator or Tribunal Panel has reason to suspect that any of the participants are failing to comply with this requirement, the hearing may be terminated.