

## **NEXT STEPS TO THE LANDLORD TENANT BOARD APPLICATION**

1. The Landlord Tenant Board office is at 119 King Street West (Ellen Fairclough Building, across from Jackson Square and right next to the MacNab Street Bus Terminal) on the 6<sup>th</sup> Floor. Office hours are Monday to Friday, 8:30 a.m. until 5:00 p.m. and the phone number is 1-888-332-3234.

WITH COVID the LTB is closed to the public attendance. You can mail your application but be sure to sign it first.

Your hearing will be by telephone, and the Board will mail you notice of this.

2. If you are on OW, ODSP or have a limited income, you can ask for a Fee Waiver Request at the LTB office. If you are approved, you will not have to pay a filing fee.
3. After you file your application and any supporting documents at the Landlord and Tenant Board, you will be sent a Notice of Hearing in the mail. It will include the date, time and place of the hearing. The LTB will send a copy of the application and the Notice of Hearing to your landlord. It will not send any photos, receipts, etc. that you may have given to them
4. If you want to give those supporting documents to your landlord, you will have to send them yourself. Evidence/supporting documents are due on the day of the hearing, although it is preferable to give them to your landlord in advance.
5. You need 3 copies of the evidence you want to use:
  - 1 for you
  - 1 for the landlord
  - 1 for the Adjudicator
6. You MUST print your photos either on a computer or have them developed. The LTB will not accept them from your phone.
7. Any videos must be played of a device that you bring and you must provide the LTB and your landlord with a copy of the video you wish to rely on by burning it to a DVD or saving it to a USB key.
8. If you require an interpreter, please let us know and we will give you the form. Once you get your Notice of Hearing in the mail, you can complete the form

based on the file number and hearing date. Make sure the LTB gets the completed form at least 1 week before your hearing date so they can book an interpreter for you.

9. You can have a witness or witnesses attend the LTB with you on your hearing day. They can tell the Adjudicator what they heard or saw. You need to make sure that your witness(es) know the date, time and location of your hearing.
10. You can bring a support person with you. This can be a family member or friend.
11. On the day of your hearing, you will attend at 119 King Street West, 6<sup>th</sup> floor (the LTB) and when you arrive, you will sign in. This lets the adjudicator know that you are there.
12. On the day of the hearing, you can speak to Tenant Duty Counsel. They can give you legal advice at no cost. Be sure to have signed in for your hearing before you speak to Tenant Duty Counsel. You will have to sign your name on the signup sheet. If your file is called before you have had the chance to speak to Duty Counsel, let the Adjudicator know that you want to speak to Duty Counsel first.
13. On the day of the hearing can also have a mediation at no cost in an effort to resolve your matter in a settlement rather than proceeding to a hearing. A Dispute Resolution Officer is a neutral person who talks with you and your landlord/your landlord's legal representative to see if both sides can agree to solve or settle your issue(s). If you want to have a mediation, tell the security guard when you arrive at the office. You will sign in and the Dispute Resolution Office will speak to you. Mediation can only happen if BOTH sides agree to it. If you settle during mediation, the Dispute Resolution Office will tell the adjudicator that you no longer need a hearing. If you don't settle, the hearing will proceed that day and the adjudicator will issue an order resolving your matter.
14. On the day of your hearing, make sure to arrive at least ½ an hour before your scheduled hearing time to sign-in. If you do not sign-in or you are not in the room when your case is called, it might go on without you. If you have to leave the room for any reason (bathroom, meeting Duty Counsel, meeting Dispute Resolution Officer), let the security guard know.

15. Depending how many files there are, you may be waiting for some time. If the Adjudicator cannot hear your file that day because of time issues, you will be given a new date for the hearing.
16. During the hearing, everyone has the chance to ask questions and give evidence. Make sure that you stay respectful at all times. Never yell or swear.
17. When the hearing is over, the Adjudicator may tell you their decision right away or they might need some more time to make a decision. Either way, you will get their decision in writing (called an Order) that explains why they came to that decision.
18. If you want clarification about the outcome of your case, you may bring the written Order to the Legal Clinic to explain it to you.