



Advocacy Centre
for Tenants Ontario | Tenant Duty
Counsel Program

Landlord and Tenant Board (LTB) – Challenges and Solutions

November 4, 2025

Agenda

- 1 Background of Landlord and Tenant Board (LTB)
- 2 Current challenges at the LTB
- 3 Measures Taken by LTB and Critiques
- 4 Recommendations

BACKGROUND:

Landlord and Tenant Board (LTB)

What is the Landlord and Tenant Board (LTB)?

LTB

- Busiest tribunal in Ontario



- 80,000 applications for hearings
(per year)

Regional Offices

- 36 former regional sites across province
- 8 regional offices (London, Hamilton, Mississauga, Ottawa, Toronto North, Toronto South, Toronto East, Sudbury)

Offered Services (by locations)

All locations	mediation, tenant duty counsel, scheduled hearings regionally, heard both landlord and tenant matters in the same block
Some	homelessness prevention programs

Before Digital: Landlord and Tenant Board (LTB)



In-person LTB

Regional Centres offered counter staff support to walk-ins

Hallway conversations would result in more resolutions/eviction prevention

Increased trust + utilization of homelessness prevention services, mediation, tenant duty counsel services

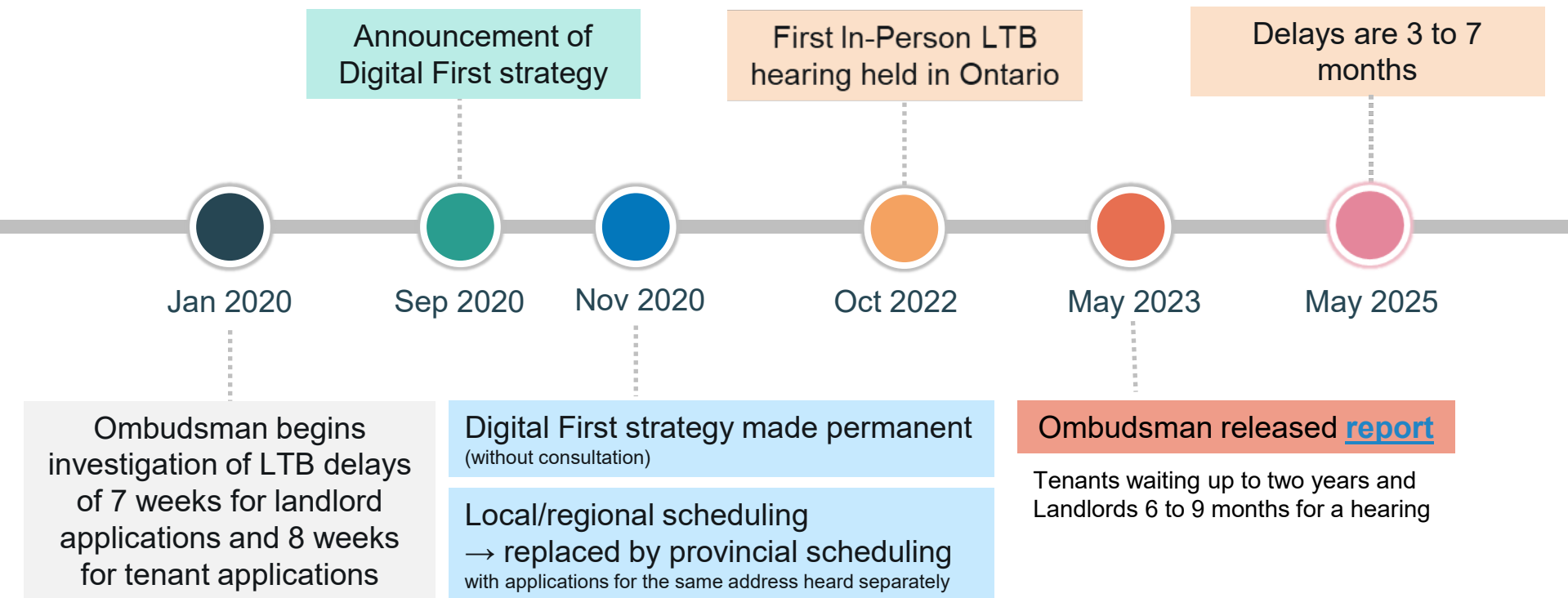
LTB Regional Office (15 Grosvenor Street)

- Hearings 5 times per week
- providing full services for Toronto residents living South of Eglinton



**Lower Barrier,
Better Access,
More Effective**

Key Dates

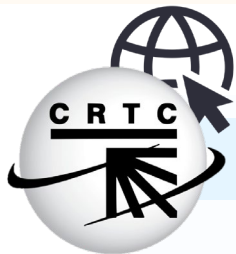


What are the **current challenges** at the LTB?

1. Unequal Access to Justice

Challenges for People

- living in rural and remote areas
- whose first language is neither French or English
- survivors of IPV do not feel safe at home
- individuals with disabilities, literacy, and numeracy challenges



Who met CRTC minimum broadband target in Ontario?

► 50 Mbps download, 10 Mbps upload, unlimited data

- [2019](#), 30.5% of rural households and 16.1% of First Nations households
- [2023](#), 40% of households earning less than \$30,000 per year

1. Unequal Access to Justice

55.6% of tenants
participate in their hearing **by phone**

74% of landlords
participate in their hearing **by video**

1. Unequal Access to Justice

Inequity in Access to Video Technology

- “A significant number of tenants, in contrast to landlords, do not have access to video technology and must participate in hearings by phone,” while the landlord and the adjudicators are in a video hearing room. Some tenants lack access to phones, rendering their participation in virtual hearings impossible without accommodation.

(para. 198 of the Ombudsman’s report)

“Chaotic” Virtual Hearings with Struggles

- Virtual hearings are “chaotic,” with participants struggling and sometimes failing to join their hearing, or “losing audio connection part way through.” Adjudicators reported being unable to find and share documents on screen during a hearing.

(para. 215-220 of the Ombudsman’s report)



2. Delays Due to Digital First

Four Factors Affected Delays

**Removing
In-person
Services**

**Scheduling
Hearings
Provincially**

↓ Lose regional familiarity
unaware of bad actors in the Board

**Mediators no
longer available
at every hearing
block**

**Capacity and
Expertise of
Adjudicators**

(para. 78 of the Ombudsman's [report](#) and the [media](#))



9,323 of tenant applications
unresolved

with 2 going back to 2017, 13 to 2018, and 78 from 2019

2. Delays Due to Digital First

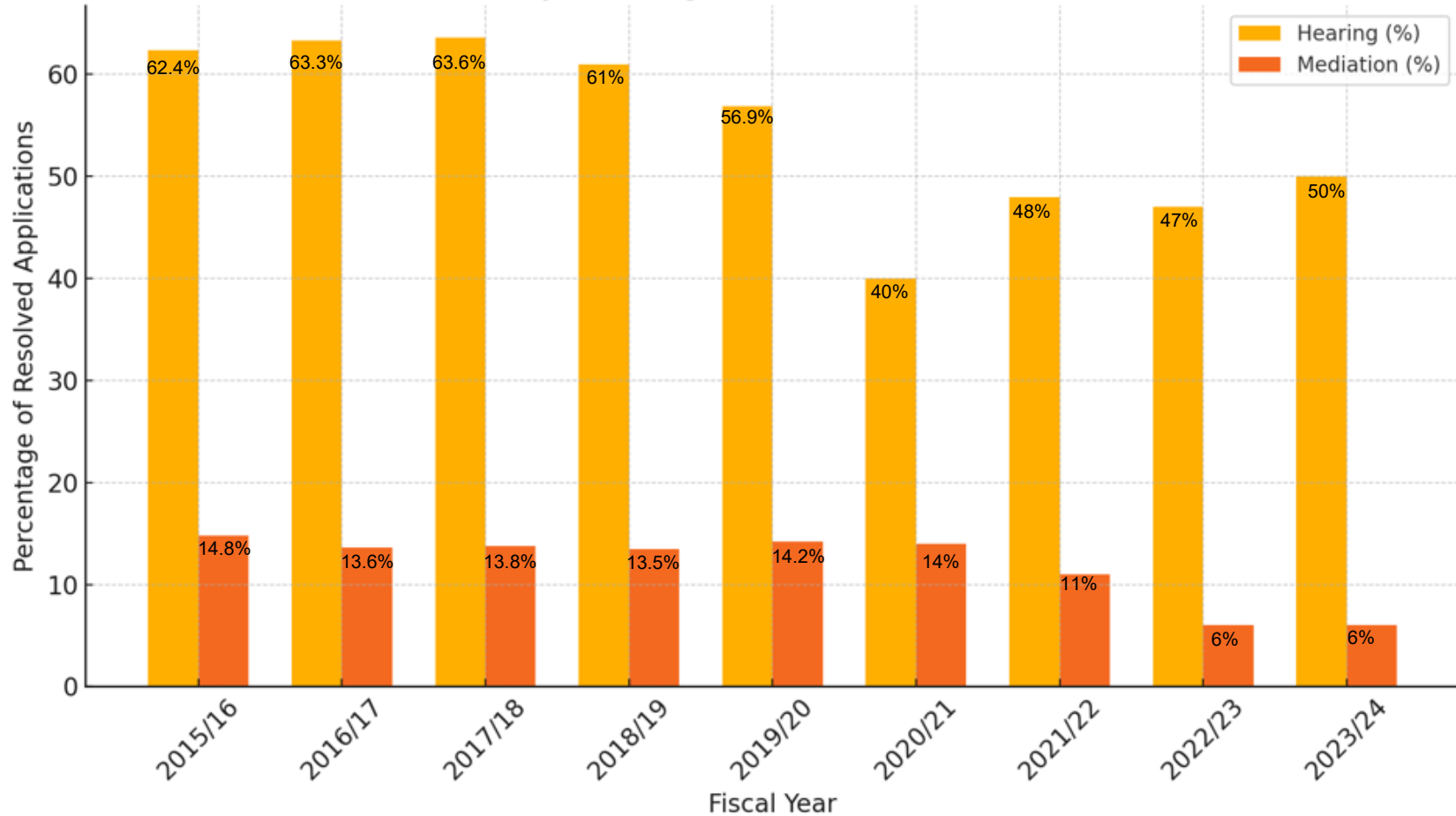
Application	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Applications received	80,791	82,095	88,874	48,422	61,586	73,208	82,285	87,993
Applications resolved	78,744	79,476	72,064	35,983	61,868	52,986	88,307	108,146
Active cases at year-end	12,944	14,725	22,803	34,731	32,800	53,057	53,030	36,689

Members at year-end	2018	2019	2020	2021	2022	2023	2024	2025
Total # of Members	46	47	79	76	90	85	134	133
# of Full-Time Members	39	39	41	37	39	39	75	81
# of Part-Time Members	7	8	38	39	51	46	59	52

2. Delays Due to Digital First

Year	# of Resolved Applications Annually	# of Applications Resolved by Mediation	% of Resolved Applications that were Resolved by Mediation	# of Applications Resolved by Hearing	% of Applications Resolved by Hearing
2015/16	77,773	11,541	14.8%	48,533	62.4%
2016/17	78,783	10,735	13.6%	49,901	63.3%
2017/18	78,744	10,804	13.8%	49,776	63.6%
2018/19	79,476	10,729	13.5%	48,480	61%
2019/20	72,064	10,088	14.2%	41,004	56.9%
2020/21	35,983	5,037	14%	14,393	40%
2021/22	61,868	6,805	11%	29,696	48%
2022/23	52,986	3,179	06%	24,903	47%
2023/24	88,307	5,298	06%	44,153	50%
2024/25	Not Available as of September 2025				

LTB Resolution by Hearing and Mediation (2015/16-2023/24)



Ombudsman's Report (May 4/23)

- The new case management program cannot identify or alert staff urgent cases
→ In some instances, it closed files before an order was issued. (para. 106, 230)
- Poor training of adjudicators
→ only half of the 72 adjudicators knew how to adjudicate all types of applications (para. 100)
- LTB prioritized “less time-intensive” landlord applications over tenant applications
“It is unconscionable to permit tenant applications to lie dormant for up to six years.” (para. 148).
- Tenant applications scheduled with unreasonable allotment of time
- often leads to the matters returned to the queue for rescheduling. (para. 149)

Ombudsman's Report (May 4/23)

Fundamental Failure of the Board

- “Despite the dozens of specific recommendations I have already made, addressed at improving efficiencies ... at virtually every stage, I believe that more is required...Over the past few years, the Board has proven itself unequipped for the task of reducing its extraordinary backlog of applications... Board is fundamentally failing in its role of providing swift justice to those seeking resolution of residential landlord and tenant issues.”

(para. 306 of the Ombudsman's report)

Recommendation

- Ministry of the Attorney General, Tribunals Ontario, and LTB
→ should report back in six months time and at six-month intervals thereafter, until the Ombudsman is satisfied that adequate steps have been taken to address recommendations

What **steps** has the LTB
taken to address these
challenges?

Measures Taken to address the Challenges

- Mobile access terminals and flip phones program
- \$4.5 million funding increase over three years to LTB (April 1, 2022)
- \$1.4 million to hire 35 additional operational staff (November 2022)
- \$6.5 million to hire 40 adjudicators and five office staff (April 5, 2023)

LTB Adjudicators Nov 23 – July 25	Nov - 23	Jan 24	July 25
Number of Members	126	134	133
Number of Full-Time Members	64	76	76
Number of Part-Time Members	62	58	57
Change in members, Nov 23 – July 25	+5.6%		
Change in FT members, Nov 23 – July 25	+18.8%		
Change in PT members, Nov 23 – July 25	-8.1%		

Bill 60:

What's Still at Stake for Ontario Tenants?

ISSUE 1: TENANTS FACING ARREARS EVICTIONS

Less Time to Prevent an Eviction: #Bill60 gives tenants only 7 days to pay any rent owing in the N4 notice before the landlord can apply to the LTB for an eviction hearing. Tenants currently have 14 days to repay their rent.

Right to Raise Tenant Issues at Rent Arrears Hearing Further Restricted: Tenants would lose the right to raise their health and safety issues at their arrears hearing under #Bill60 unless they meet strict advance notice requirements and pay 50% of the rent alleged as being owed up front.

Defining “Persistent” Late Payment of Rent: #Bill60 would allow government to define “persistent” late payment in a way that would limit LTB discretion to consider the circumstances and result in more evictions.

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Bill 60:

What's Still at Stake for Ontario Tenants?

ISSUE 2: RESTRICTING JUSTICE AT THE LTB

Restrict LTB Consideration of Tenant Circumstances to

Postpone an Eviction: #Bill60 would allow the government to set out the factors that the LTB can consider in deciding whether to postpone an eviction to account for a tenant's personal circumstances; and limits on LTB's ability to postpone. Currently, there are not restrictions on LTB considerations of s.83 tenant circumstances.

Right to Review Errors in Decisions Restricted: #Bill60 will shorten the time to request a review of a LTB decision to 15 days. It is currently 30 days. The Bill also gives the government power to limit the circumstances where a LTB decision can be reviewed.

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Bill 60:

What's Still at Stake for Ontario Tenants?

ISSUE 2: RESTRICTING JUSTICE AT THE LTB

Restricting Use of Set-Asides to Evict Tenants Without A Hearing: #Bill60 would allow the government to set out the conditions that must be met for the LTB to grant a “set-aside” motion of a default eviction order (e.g. an order without a hearing resulting from a breach of a mediated agreement).

Currently, a tenant can file a set-aside motion to pause the eviction and request a hearing at the Board to dispute the allegation of a breach.

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What **Policy Proposals** Can Stakeholders Offer **to Improve LTB Operations?**

Return to In-person Hearings as Default

**Move Forward with
Ombudsman's Recommendations
and Improve
Operations**

**Reopen
Regional Offices**

**Navigator Program
Offering Upstream
Support**

**Collect and Share
User / Stakeholder
Feedback to Improve
Services**

Return to a Regional Scheduling Model

Solution: Effective Access to Justice

Return to In-person Hearings as Default

- Schedule in-person hearings by default with a remote option
- More access to programs and resources
: homelessness prevention programs, tenant duty counsel and mediators
- Hallway conversations would increase resolving disputes before hearings
- Improve attendance and participation at hearings

Solution: Effective Access to Justice

Return to In-person Hearings as Default

Support the Recommendation before the Executive Committee with the suggestion of repeating Council's Strong position on restoring justice at the LTB, [MM14.2](#), adopted in its February 6 and 7, 2024 sitting.

Calls for Return to In-Person Hearings

- **Premier Doug Ford's [statement](#)** on importance of working in-person for public servants: *"I believe everyone's more productive when they're at work. How do you mentor someone over the phone? You can't. You got to look at them eye to eye or at the watercooler."*
- [Courts](#) and [Tribunals](#) (incl. Ontario Review Board and [Labour Relations Board](#)) have returned to In-Person hearings by default or hybrid format.
- [Toronto Regional Real Estate Board](#), [Ontario Human Rights Commission](#), [Health Care Professionals](#), [United Way](#), [Ontario Real Estate Association](#), municipalities (Hamilton, [Toronto](#), Mississauga, Chatham-Kent) and [landlord and tenant advocates](#) support in-person hearings.
- [Ontario Bar Association](#), the [Canadian Bar Association](#), and non-profits have voiced concerns about the digital divide.
- [National Self-Represented Litigants \(SRL\) Project](#) conducted a nationwide study of self represented litigants' experience with virtual courts and tribunals:
 - ▶ the majority of respondents (35%) preferred in-person hearings over virtual.
 - ▶ the majority of respondents (35%) were dissatisfied with their virtual hearing experience and 15% were neither satisfied or dissatisfied.
 - ▶ Factors that negatively impacted experience with virtual hearings were due to technical challenges in participating and the impact of the digital divide and issues related to SRLs' interaction with other participants and with online procedures.
 - ▶ The digital divide "disproportionately impacts individuals in remote and rural areas, those living in or near poverty, and those lacking appropriate technological literacy skills and experiences.

Solution: Adopt Ombudsman's Recommendations and Improve Operations

- Immediately implement fully all 61 recommendations
- Improve website navigation
- Review and revise forms to ensure they are written in plain language
- Ensure documents on the portal are easily accessible for users
- Continue mailing correspondence for parties as an alternative to logging on to the portal
- Improve back office processes to ensure documents are included in the portal promptly and quickly respond to communication

Solution: Reopen Regional Offices

- LTB staff are knowledgeable in the law and Board policies and procedures
(↔ unlike Service Ontario staff)
- In-person supports can improve referrals to appropriate services
(i.e. Rent bank, Landlord Self Help Centre, TDC)
- Minimize delays as documents can be reviewed for minor errors when filed
- Provide immediate support to parties for emergency matters
- Can more easily provide parties and TDC with relevant documents on the day of the hearing

Solution: LTB Navigator Program

- Contacting parties before the hearing
- Assist with pre-hearing outreach: assess remote hearing suitability
- Inform tenants of TDC and other community supports
(e.g. Interpreters, homelessness prevention programs)
- Offer mediation services prior to hearing



Solution: People-Centred Approach to Guide Future Development

- Innovation must be led through collaboration
- Regular user surveys (e.g., [Social Security Tribunal](#))
- Gather data about barriers to entry and applications filed at the Board and their outcomes
- Post findings publicly to enhance accountability and transparency
- Annual Review of all processes
→ to ensure LTB is providing fair and accessible services

Solution: Bring Back Regional Scheduling

- Improved access to housing and homelessness supports
- Better service to rural and smaller communities
- Applications should be heard together
- No more concurrent hearings
- Predetermined sittings of the LTB
- Adjudicators would be familiar with local housing situations and parties

<u># of Days from Filing to a Hearing in 2018</u>	
Hamilton	29.2
Ottawa	29.6
Thunder Bay	55.4
Belleville	46.6
Sarnia	58.3
Toronto addresses North of Eglinton	38.7
Toronto addresses South of Eglinton	80

Thanks!

Any questions?

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