

# **TORONTO** Municipal Licensing & Standards

## Infrastructure Services

Municipal Licensing and Standards Division strives to be a leader supporting the City of Toronto as a safe, vibrant, creative, and clean community through bylaw administration and enforcement serving those who live, work, and visit in the City. Services include targeted strategies to address graffiti, noise, business inspections, parks regulations, and animal services issues. They also include business licensing and permitting, property standards, and animal care including control, shelter, and adoption services.

Toronto City Hall  
16th Fl. W, 100 Queen St. W.  
Toronto ON M5H 2N2

Facsimile .....397-5463

The Executive Director provides overall leadership to the Division with a focus on business and financial planning, resource acquisition, developing and supporting staff and responding to Council and Committees. The Office of the Executive Director also provides senior-level support related to human services, operations, customer service, and administrative matters.

Executive Director  
Carleton Grant .....392-8445  
Administrative Assistant 1 (Acting)  
Dana Radakovic .....392-7736  
Program Manager Customer Service and Issues  
Management  
Jasminder Janda.....392-7964

### Finance and Business Services

Project Director Business Transformation  
Pam Audette .....392-8096  
Manager, Finance and Business Services  
(Acting)  
Umamah Siddiqui.....338-3261  
Management Consultant  
Sana Mirza.....392-3126  
Administrative Assistant 2  
Omari Riley .....338-2472

Program Manager, Asset Management  
Travis Thomas.....647-207-7350  
People Services Consultant  
Manojita Mishra ..... 338-8684  
Ozar Ramic ..... 394-8914  
Julia Costa ..... 392-5057  
Dawn Marie Morgan ..... 397-5464

## Policy & Strategic Support

The Policy and Strategic Support team conducts policy research, facilitates public/stakeholder consultations and drafts the intent of new bylaws, amendments and Council and Committee reports, as well as a range of strategic support and planning.

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16th fl. W, 100 Queen St. W.  
Toronto ON M5H 2N2

Facsimile..... 397-5463

Director, Policy and Strategic Support  
Ginny Adey ..... 338-5576  
Manager Business Performance and Change  
Initiatives (Acting)  
Gerald Canlas..... 397-0314  
Senior Project Manager Transformation  
Jessica McNevin ..... 396-4306  
Rumana Rahman ..... 392-1553  
Project Managers  
Michael Odebiyi..... 396-4305  
Roshini Ramoutar ..... 398-2833

Lisa Quirke (Acting) .....	797-5057
Senior Business Analysts	
Chinenye Nwosu .....	395-1278
Aracelys Sunico.....	338-5313
Obinna Nri.....	397-7260
Kenny Nguyen.....	392-6071
Business Analysts	
Prema Churaman .....	338-6685
Sofi Milo.....	397-7396
Manager, Business Planning Performance & Intelligence	
Daniel Litvack .....	338-2915
Project Manager	
Ahsan Mohammed .....	338-5341
Business Intelligence Consultant	
Bahar Vafi .....	395-7008
Junaid Hakim.....	338-2492
Data & Scheduling Analyst	
Yiying Li .....	338-1933
Manager, Policy & Planning Services	
Joanna Hazelden.....	392-9830
Policy Development Officers	
Andrew Tidswell .....	338-5763
Angelica de Jesus-Bretschneider....	392-7273
Swinzle Chauhan.....	338-7135
Sarah Caicco.....	338-5867
Indigenous Youth Research Associate	
Dana Martin.....	
Policy & Planning Advisor	
Mitch Thibault.....	338-2715
Tobiah Abramson.....	338-6583
Stakeholder Engagement Lead	
Thurka Sinnathamby .....	395-7159
Web Content Coordinator	
Eric Glen.....	392-5173
Research & Policy Associate	
Aishah Cader .....	
Toronto Urban Fellow	
Samira Karsiem .....	
Supervisor, Divisional Training and Development	
Marc Anthony Reyes.....	392-1086
Coordinator Wellness Health & Safety	
Wali Ansari.....	338-6679

## Investigation Services

Investigation Services is responsible for ensuring that property standards are maintained across the city. The team:

- investigates property standards and other maintenance-related bylaws including long grass and weeds, fencing, heat/vital services, and graffiti
- co-ordinates remedial action (clean-up) on private property when required
- inspects and investigates contraventions of zoning bylaws

Etobicoke Civic Centre  
399 The West Mall Floor 3 North Block  
Toronto ON M9C 2Y2

Facsimile..... 394-2904

### Director

Paul Di Salvo .....

### Administrative Assistant

Marijola Gromovic.....

### Program Manager

Janet Heng.....

## West District

Etobicoke Civic Centre  
399 The West Mall, Floor 3, North Block  
Toronto ON M9C 2Y2

Facsimile..... 394-2904

### Wards:

- Ward 1, Etobicoke North
- Ward 2, Etobicoke Centre
- Ward 3, Etobicoke-Lakeshore
- Ward 5, York South-Weston
- Ward 6, York Centre
- Ward 7, Humber River-Black Creek

- Ward 8, Eglinton-Lawrence

#### District Manager

Joe Magalhaes .....392-0874

#### Supervisors

Mike Gusev (Acting)..... 437-235-9010

Christina Savella..... 647-333-4023

Joy Correia .....394-8034

### East District, Specialized Enforcement & Resolution Team (S.E.R.T)

1530 Markham Road, 3rd Floor  
Toronto ON M1B 3G2

#### Wards:

- Ward 15, Don Valley West
- Ward 16, Don Valley East
- Ward 17, Don Valley North
- Ward 18, Willowdale
- Ward 20, Scarborough Southwest
- Ward 21, Scarborough Centre
- Ward 22, Scarborough-Agincourt
- Ward 23, Scarborough North
- Ward 24, Scarborough-Guildwood
- Ward 25, Scarborough-Rouge Park

#### District Manager

Jason Lutchman.....397-1192

#### Supervisors

Andrew Orlik.....392-3076

Mark Freemantle .....206-7899

James Slocum.....396-7739

Brian Nogueira (SERT)..... 437-869-9301

### South District

433 Eastern Ave. Building B, 2nd Floor  
Toronto ON M4M 1B7

Facsimile .....392-0384

#### Wards:

- Ward 4, Parkdale-High Park
- Ward 9, Davenport

- Ward 10, Spadina-Fort York
- Ward 11, University-Rosedale
- Ward 12, Toronto-St. Paul's
- Ward 13, Toronto Centre
- Ward 14, Toronto-Danforth
- Ward 19, Beaches-East York

#### District Manager

Cameron Culver .....395-7035

#### Supervisors

Anthony Stewart .....397-7543

Edward Maloney (Acting).....647-463-2721

Stephanie Hull (Acting) ..... 562-6384

## Rental Standards Services

Rental Standards Services is designated to address City's key priority actions that support the delivery of the Housing TO Action Plan. The team:

- Administers the RentSafeTO: Apartment Building Standards program
- Investigates unlicensed Multi-Tenant Houses (formerly known as rooming houses) to ensure compliance & issues licences
- Issues Short-term rental registrations and enforces the Short-term Rentals Bylaw

#### Director

Elizabeth Glibbery .....392-7633

#### Administrative Assistant (Acting)

Kimberley Palach .....396-5300

#### Program Manager

Lorraine Chua .....338-3594

### Multi-Tenant Housing Team (MTH)

Etobicoke Civic Centre  
399 The West Mall Floor 3 North Block  
Toronto ON M9C 2Y2

Facsimile.....392-0384

Manager Enforcement	
Christopher Ellis.....	392-7735
Supervisor Enforcement	
Levi Cato .....	437-239-7558
Nicole Sweetapple.....	397-7253
Jean Paul Nadeau.....	396-7311
Manager, Licensing and Administration	
Raman Dhillon .....	392-5491
Supervisor Licensing and Administration	
Gurminder Purba .....	392-7610
Tina Rizzo (Acting).....	397-7328

### **Cannabis Enforcement Team, Short Term Rental Team**

1530 Markham Road, 3rd Floor  
Toronto ON M1B 3G2

Manager	
Wes Neal .....	338-5008
Supervisor	
Joe Capizzo (Cannabis).....	338-7179
Elliot Thompson (STR).....	396-5456
Chantal Cormier (STR) .....	338-3241

### **RentSafeTO: Apartment Building Standards Program**

1530 Markham Road, 3rd Floor  
Toronto ON M1B 3G2

Facsimile.....	396-7228
Email.....	RentSafeTO@toronto.ca

Manager	
Janet Stoeckl.....	392-4352
Stakeholder Engagement Lead	
Anastasia Demakos .....	397-7651
Supervisors	
Fiona Skurjat .....	396-7731
Mohammed Abukar.....	392-9825
Spencer Allen .....	647-458-1738
Alana Ruiz.....	392-3348
Anthony Desantis(Acting).....	647-876-4081

## **Bylaw Enforcement**

Bylaw Enforcement is responsible for the enforcement of bylaws governing:

- Licensed businesses (vehicles-for-hire, Nightclub/Entertainment Establishments, Restaurants, Café, Bars/Pubs, Adult Entertainment, Body Rub Parlours, Tattoo Parlours, Hair Salons)
- Parks, including dogs off-leash
- Illegal Vending (Food/Ice Cream, Sidewalk)

433 Eastern Ave. Building B, 2nd Floor  
Toronto ON M4M 1B7

Facsimile.....	392-0384
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Director	
Anna Fernandes.....	396-8221
Administrative Assistant	
Nena Damaskopoulos.....	338-8267
Program Manager	
Christopher Calleja.....	647-876-4413
Supervisor, Quality Assurance	
Lisa Caranci .....	437-241-3912

Complaints/Information Line .....	311
Facsimile.....	392-0013

### **Central District**

433 Eastern Ave. Building B, 2nd Floor  
Toronto, ON, M4M 1B7

Wards:

- Ward 10, Spadina-Fort York
- Ward 11, University-Rosedale
- Ward 12, Toronto-St. Paul's
- Ward 13, Toronto Centre
- Ward 14, Toronto-Danforth

**Manager**

George Asto.....	392-2403
Supervisor, Licensing Enforcement	
Chris Sabourin.....	395-7054
Supervisor, Public Spaces Enforcement (Acting)	
Jake Mahoney.....	437-217-2953
Supervisor, Specialized Enforcement	
Ryan Facciolo.....	338-6260

**East District**

1530 Markham Rd, Floor 3  
Toronto, ON, M1B 3G4

**Wards:**

- Ward 15, Don Valley West
- Ward 16, Don Valley East
- Ward 17, Don Valley North
- Ward 19, Beaches-East York
- Ward 20, Scarborough Southwest
- Ward 21, Scarborough Centre
- Ward 22, Scarborough-Agincourt
- Ward 23, Scarborough North
- Ward 24, Scarborough-Guildwood
- Ward 25, Scarborough-Rouge Park

**Manager**

Terry Van Elswyk .....	338-3211
Supervisor, Licensing Enforcement (Acting)	
Hopeton Robinson.....	647-460-7108
Supervisor, Public Spaces Enforcement	
David Kugelman.....	392-3114

**West District**

399 The West Mall, 4th Floor  
Toronto, ON, M9C 2Y2

**Wards:**

- Ward 1, Etobicoke North
- Ward 2, Etobicoke Centre
- Ward 3, Etobicoke-Lakeshore
- Ward 4, Parkdale-High Park
- Ward 5, York South-Weston
- Ward 6, York Centre
- Ward 7, Humber River-Black Creek
- Ward 8, Eglinton-Lawrence
- Ward 9, Davenport
- Ward 18, Willowdale

**Manager**

Osmand Bangura.....	392-1130
Supervisor, Licensing Enforcement (Acting)	
Mohammad Alam .....	647-333-7166
Supervisor, Public Spaces Enforcement (Acting)	
Erol Shefkiu .....	647-461-6403

**Dedicated Enforcement**

1530 Markham Road, 3rd Floor  
Toronto ON M1B 3G2

**Manager, Dedicated Enforcement**

Dev Benham.....	338-7746
Manager, Noise Enforcement (Acting)	
Leo Butko.....	338-3158
Supervisor, Dedicated Enforcement	
Neil Singh (Acting) .....	647-465-1754
Claire Holloway .....	338-1722
Supervisor, Noise Enforcement	
Mathew Marino (Acting) .....	437-236-1454
Joshua Pesce.....	647-876-6041
Yuri Evlov (Acting) .....	437-236-8698
Nicholas Osborne.....	647-876-8516

**MLS Court Liaison**

1530 Markham Rd, 3<sup>rd</sup> Floor  
Toronto, ON, M1B 3G5

General Line .....	395-7001
Facsimile.....	395-7069

**Supervisor (Acting)**

Diana Cheng.....	395-7016
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## Business Licensing and Regulatory Services

Business Licensing & Regulatory Services is responsible for the issuance of stationary business licenses and permits and mobile business licenses and oversees the inspection of mobile businesses.

East York Civic Centre  
3rd Fl., 850 Coxwell Ave.  
Toronto ON M4C 5R1

Facsimile	
Client Services (Intake).....	392-4515
Cab Sales & Managers.....	392-3102
Road Allowance.....	338-8225

Director	
Gadi Katz.....	392-3070

Facsimile.....	392-3102
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### Licence & Permit Issuing Office

East York Civic Centre  
3rd Fl., 850 Coxwell Ave.  
Toronto ON M4C 5R1

Manager, Licensing & Administrative Services	
Kevin Lurkhur .....	338-5079
Manager, Vehicle For Hire & Road Allowance	
Andrea DiMatteo.....	392-3046
Manager, Compliance & Gaming Services	
Javier Aramayo (Acting) .....	392-3060
Supervisors	
Pat Thornback.....	392-3128
Jamil Elannan .....	338-3496
Mary Villa .....	397-7760
Marina Sultana .....	392-3121
Stefanie Forza.....	338-7222
John Chua (Acting) .....	397-4651
Samuel Dookhoo (Acting).....	394-8601
Danielle Molto(Acting) .....	396-4610

### Toronto Animal Services

Animal Services promotes responsible pet ownership, encourages voluntary compliance with animal-related laws, pet adoption and pet licensing.

Animal Services also provides:

- shelter, care and emergency response for domestic animal and wildlife complaints received between hours of 6:00 am-1:00 am daily
- veterinarian care of stray animals, spay/neuter clinics, directing medical care for in care/custody animals
- investigation of dog bite complaints

General Enquiry	
Animal Shelters .....	338-PAWS (7297)
Facsimile.....	338-6670
Pet Licensing .....	338-PETS (7387)
Email .....	animalservices@toronto.ca

Director	
Dr. Esther Attard.....	338-1476
821 Progress Avenue	
Program Manager, Service Operational Support	
Farrah Zorowski.....	338-2788
1300 Sheppard Avenue West	
Support Assistant A	
Mary Dattilo.....	338-6685

### Animal Shelters

Manager, Shelter Operations	
Sue Shearstone .....	338-8520
821 Progress Avenue	
Manager, Shelter Operations	
Wendy Burant .....	338-5832
146 The East Mall	

### East Animal Shelter

821 Progress Avenue  
Toronto ON M1H 2X4

Facsimile.....	338-7536
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Supervisor	
Kristi Pescador Vecile.....	338-7543

**North Animal Shelter**

1300 Sheppard Avenue West  
Toronto, ON M3K 2A6

Facsimile .....338-8585

Supervisor  
Kenzie Bailey .....338-8726

**West Animal Shelter**

146 The East Mall  
Toronto, ON M8Z 5V5

Facsimile .....338-6272

Manager, Shelter Operations  
Wendy Burant.....338-5832

**Partnerships & Animal Services**

Manager, Animal Services  
(Pet Licensing/Dispatch/Spay-Neuter Clinic)  
Nancy Di Padova.....392-3765

**Pet Licensing/Dispatch**

433 Eastern Avenue, 2nd Floor, Bldg. B  
Toronto, ON M4M 1B7

Dispatch .....338-PAWS (7297)  
Facsimile .....338-6688  
Pet Licensing.....338-PETS (7387)  
Facsimile .....338-6670

**Enforcement & Mobile Response Unit**

399 The West Mall, 3<sup>rd</sup> Floor, North Block  
Toronto ON M9C 2Y2

Facsimile.....395-7080

Manager, Enforcement and Mobile Response  
Jasmine Herzog-Evans ..... 338-6275  
Supervisor, Enforcement  
Jeffrey Lam ..... 338-1214  
Nick Mehra ..... 338-5751  
Samantha Minnear ..... 392-8769  
Supervisor, Mobile Response  
Lauren Peralta ..... 338-1804

**Spay/Neuter Clinic**

1300 Sheppard Avenue West  
Toronto, ON M3K 2A6

Facsimile.....338-6282

Manager, Partnerships  
Elana Trainoff ..... 338-6686  
Program Manager, Partnerships  
Tracy Pasquariello..... 394-2992

**Veterinary Services**

Chief Veterinarian (Acting)  
Dr. Johanna Booth..... 338-6281  
Veterinarians  
Dr. Stephanie Sparling ..... 338-6281