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.

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
Camille Twomey (Acting) ............397-4634
Administrative Assistant 2
Diane Lee ...................................392-0815
Victoria Cascun ..........................338-1864
Program Manager
Pam Audette .................................392-0815
Manager, Customer Service & Issues Management
Negin Shamshiri (Acting) ..........338-2715
Data and Scheduling Analysts
Ashkan Roodi .............................392-8794

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.

Director, Policy and Strategic Support
Ginny Adey .................................338-5576
Administrative Assistant
Kelly Calhoun ..............................338-3334
Manager, Business Performance & Change Initiatives
Sheila Vanderlinde ..................338-3261
Project Manager, Policy & Strategic Support
Deanna Marchione .....................394-2549
Farida Baizhiyenoa .....................392-7551
Hina Javed .................................338-0069
Business Analyst
Marco Re .................................397-9065
Senior Business Analysts
Alex Satchi .................................392-5146
Roshini Ramoutar ..............398-2833
Manager, Policy and Planning
Negin Shamshiri .......................338-3478
Senior Policy & Research Officers
Aisha Silim ..................................... 392-3388
Courtney Briggs .................................. 338-9570
Dylan Feist ........................................ 392-1553
Jessica Stanley .................................. 338 3481
Jordann Thirgood ............................... 392-7964
Tiffany Vong ...................................... 392-6074
Emma Bowley .................................... 392-5128

Policy & Research Consultants
Dawn Marie Morgan ......................... 397-5464

Stakeholder Engagement Lead
Amanda Sinclair ................................ 338-7746

Manager, Strategic Planning & Workforce Development
James Manderville.......................... 338-7102
Coordinator, Health, Safety & Wellness
Elpida Eritso ..................................... 338-5763
Supervisor, Divisional Training and Development
Arthur Palaspas .................................. 338-2657
Web Content Coordinator
Eric Glen............................................. 392-5173

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, noise, heat/vital services, and graffiti
• co-ordinates remedial action (clean-up) on private property when required
• inspects and investigates contraventions of zoning bylaws
• administers the RentSafeTO: Apartment Building Standards program

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

Facsimile............................................ 394-2904

Director
Elizabeth Glibbery (Interim).............. 392-7633

Administrative Assistant
Dana Radakovic ................................. 392-7736

Program Manager
Raman Dhillon (Acting) ..................... 338-3594

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

Facsimile............................................ 394-2904

Wards 1, 2, 3, 5, 6, 7, 8

District Manager
Peter Hardisty (Interim) ................. 397-7604

Supervisors
Alistair Thomas ................................. 394-8361
Cameron Culver ................................. 392-6148
Jean Paul Nadeau (Acting) ............. 396-7311

East-District
1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Wards 15,16,17,18, 20, 21, 22, 23, 24, 25

District Manager
Elena Sangiuliano .............................. 392-3088

Supervisors
James Slocum ................................... 396-7739
Gail Pryce ......................................... 396-7431
Dave Klie ......................................... 396-7691

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

Facsimile............................................ 392-0384
Wards 4, 9, 10, 11, 12, 13, 14, 19

District Manager
    Joe Magalhaes ................................392-0874
Supervisors
    Joy Correia ..................................394-8034
    Gurminder Purba ............................392-7610
    Fiona Skurjt ................................396-7731

Specialized Enforcement & Resolution Team (S.E.R.T)
Etobicoke Civic Centre
399 The West Mall Floor 3 North Block
Toronto ON M9C 2Y2

Manager
    Peter Hardisty ..............................397-7604

Cannabis Enforcement Team
1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Manager
    Pat Burke.....................................395-7012
Supervisor
    Wes Neal......................................338-5008

RentSafeTO: Apartment Building Standards Program
1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Manager
    Janet Stoeckl...............................396-4352
Supervisor
    Christopher Ellis..........................392-7735
    Nicole Sweetapple.........................397-7253

Bylaw Enforcement

Bylaw Enforcement is responsible for the enforcement of bylaws governing:
- Licensed businesses (vehicles-for-hire, tow truck, adult entertainment, body rub parlours, limousines, night clubs, tattoo parlours, hair salons)
- Waste (residential and commercial)
- Parks, including dogs off-leash
- Illegal postering

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

Manager
    Peter Hardisty..............................397-7604

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

Wards 4, 9, 10, 11, 12, 13, 14, 19

Manager
    Terry Karabassis (Acting).................396-2865
Supervisor, Licensing Enforcement
    Darrin Golding (Acting) ..................647-463-7793
Supervisor, Public Spaces Enforcement
    Terry Karabassis ..........................396-2865
East District
1530 Markham Rd, Floor 3
Toronto, ON, M1B 3G4

Wards 15, 16, 17, 20, 21, 22, 23, 24, 25
Manager
  Moe Cabral ..................................... 392-3086
Supervisor, Licensing Enforcement
  Jason Lutchman (Acting) ...................... 397-1192
Supervisor, Public Spaces Enforcement
  Michael Tsiobanos ............................ 398-7243

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

Wards 1, 2, 3, 4, 5, 6, 7, 8, 18
Manager
  Osmand Bangura ............................. 392-1130
Supervisor, Licensing Enforcement
  Kevin Summers ................................ 392-3105
Supervisor, Public Spaces Enforcement
  David Kugelman ............................. 392-3114

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

Manager, Vehicle for Hire & Adult Services
  MJ Barbera ..................................... 392-8850
Manager, Solid Waste Enforcement
  Moe Cabral ..................................... 392-3086
Manager, Noise Enforcement
  Rose Burrows .................................. 392-7810
Supervisor, Vehicle for Hire
  Chris Alexander .............................. 338-6743
  Pete Vrantsis (Acting) ....................... 676-4298
Supervisor, Solid Waste Enforcement
  Terry Van Elswyk ............................ 398-3211
Supervisor, Adult Services Team
  Thurka Sinnathamby (Acting) ............. 392-8915
Supervisor, Noise Enforcement
  Mark Edser ..................................... 395-1013
  Leo Butko ...................................... 338-8267

MLS Court Liaison
1530 Markham Rd, 3rd Floor
Toronto, ON, M1B 3G5

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

Supervisor
  Jackie Arsenault ............................. 395-7159

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

Licensing and Road Allowance Permit
  Information Line ............................... 392-6700
Facsimile
  Client Services (Intake) ..................... 392-4515
  Cab Sales & Managers ...................... 392-3102
  Road Allowance ............................. 338-8225

Director
  Fiona Chapman ............................... 392-3070
Administrative Assistant
  Nicole Khuc .................................... 392-3071
Program Manager
  Asare Kester-Akrofi ......................... 397-5667

Facsimile ........................... 392-3102
Licence & PermitIssuing 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
Marcia Stoltz ................................. 392-6071
Manager, Compliance Reporting
Soumaya Qureshi ........................... 338-6260
Supervisors
Pat Thornback ................................. 392-3128
Stefanie Forza ................................. 338-7222
Crystal Mondesir ............................ 396-5476
Andrea DiMatteo ............................ 332-3046
Jamil Elannan ................................. 338-3496

**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 24-hour emergency response for domestic animal and wildlife complaints
- veterinarian care of stray animals, spay/neuter clinics, directing medical care for in care/custody animals
- investigation of dog bite complaints

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

821 Progress Avenue
Toronto ON M1H 2X4
Director
Esther Attard (Acting) ............ 416-678-4751

Administrative Assistant
Prema Churaman ................................. 338-6685
Program Manager, Partnerships and Marketing
Mary Lou Leiher ................................. 338-6686
1300 Sheppard Ave. W

Facsimile ............................................... 338-7536

**Animal Shelters**

Manager, Shelter Operations
Sue Shearstone (Acting) ................. 338-2788
821 Progress Avenue

East Region
821 Progress Avenue

Supervisor
Tracy Pasquariello ................................. 338-7543
Facsimile ............................................... 338-7536

Program Manager, Service Operational Support
Farrah Zorowski (Acting) ............ 338-8726

North Region
1300 Sheppard Avenue West

Facsimile ............................................... 338-8585

Supervisor
Katherine Low (Acting) ............ 338-8726

West Region
146 The East Mall

Facsimile ............................................... 338-6272

Supervisor
Wendy Burant ................................. 338-5832
Licensing/Dispatch
Supervisor
   Nancy Di Padova..........................338-6281
Licensing Office.............................338-7387
    433 Eastern Avenue
    Facsimile ..............................338-6670
Dispatch Office..............................338-7297
    433 Eastern Avenue
    Facsimile ..............................338-6688

Enforcement & Mobile Response Unit
399 The West Mall, 3rd Floor, North Bld
Toronto ON  M9C 2Y2

Facsimile........................................395-7080

Manager, Enforcement & Mobile Response
   Fiona Venedam (Acting)..............338-6275
Supervisor, Enforcement
   Sheena Rodda............................338-1214
Supervisor, Mobile Response
   Carl Bandow...............................338-1804

Spay/Neuter Clinic
1300 Sheppard Ave. W

Facsimile........................................338-6282

Chief Veterinarian
   Dr. Stephanie Sparling (Acting) …338-6677
Supervisor
   Nancy Di Padova..........................338-6281
Veterinarians
   Dr. Johanna Booth........................338-6281
   Dr. Peter Copeland.......................338-6281

All numbers are (416) Area code unless otherwise specified.