

TORONTO Municipal Licensing & Standards

Infrastructure and Development 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

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Toronto ON M5H 2N2

Facsimile397-5463

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 Grant392-8445
Administrative Assistant 1
Camille Twomey (Acting).....397-4634
Administrative Assistant 2
Diane Lee392-0815
Program Manager
Pam Audette392-8096

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 to Director
Kelly Calhoun 338-3334
Administrative Assistant 2, Workforce
Development
Victoria Cascun..... 338-1864
Manager, Business Performance & Change
Initiatives
David Jibodu 338-3478
Business Analyst
Lisa Quirke..... 797-5054
Marco Re..... 397-9065
Senior Business Analysts
Alex Satchi 392-5146
Chinenye Nwosu
Gerald Canlas 397-0314
Roshini Ramoutar 398-2833
Manager, Policy and Planning
Negin Shamshiri..... 338-3478
Data and Scheduling Analyst
Ashkan Roodi..... 392-8794
Senior Policy & Research Officers
Aisha Silim..... 392-3388
Dylan Feist 392-1553
Jessica Stanley..... 338 3481
Jordann Thirgood 392-7964
Tiffany Vong..... 392-6074
Emma Bowley 392-5128

Policy & Research Consultant

Dawn Marie Morgan397-5464

Stakeholder Engagement Lead

Amanda Sinclair338-7746

Manager, Strategic Planning & Workforce Development

James Manderville338-7102

Coordinator, Health, Safety & Wellness

Elpida Eritsos338-5763

Supervisor, Divisional Training and Development

Arthur Palaspas338-2657

Olga Kusztelska333-6408

Web Content Coordinator

Eric Glen392-5173

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

Facsimile394-2904

Director

Elizabeth Glibbery392-7633

Administrative Assistant

Dana Radakovic392-7736

Program Manager

Lorraine Chua338-3594

West District

Etobicoke Civic Centre

399 The West Mall Floor 3 North Block

M9C 2Y2

Facsimile394-2904

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 Magalhaes392-0874

Supervisors

Alistair Thomas394-8361

Gurminder Purba392-7610

George Samuels (Acting)396-7371

East-District

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

Elena Sanguiliano392-3088

Supervisors

James Slocum396-7739

Gail Pryce396-7431

Dave Klie396-7691

South District

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

Facsimile392-0384

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

Christopher Ellis392-7735

Supervisors

Joy Correia394-8034
Nicole Sweetapple397-7253
Mark Edser395-1013

Specialized Enforcement & Resolution Team (S.E.R.T), Multi-Tenant Housing Team (MTH)

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

Facsimile392-0384

Manager

Peter Hardisty397-7604

Supervisor

Jean Paul Nadeau396-7311

**Cannabis Enforcement Team
Short Term Rental 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

Facsimile 396-7228
EmailRentSafeTO@toronto.ca

Manager

Janet Stoeckl 392-4352

Supervisor

Fiona Skurjat 396-7731
Cameron Culver 392-6148
Mohamed Abukar (Acting) 394-2873

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 posterimg

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

Facsimile 392-0384

Director

Elizabeth Glibbery (Acting) 392-7633

Administrative Assistant

Elizabeth Nielsen (Acting) 392-2403

Program Manager
Raman Dhillon338-3594

Complaints/Information Line..... 311
Facsimile392-0013

Central District

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

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

Manager

Terry Karabassis (Acting)396-2865
Supervisor, Licensing Enforcement
Darrin Golding (Acting)..... 647-463-7793
Supervisor, Public Spaces Enforcement
Pete Vrantsis.....676-4298

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 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

Moe Cabral392-3086

Supervisor, Licensing Enforcement
Orhan Ismailovski (Acting)..... 397-1192
Supervisor, Public Spaces Enforcement
Jonathan Milton (Acting)647-876-6025

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 18, Willowdale

Manager

Osmand Bangura 392-1130
Supervisor, Licensing Enforcement
Jason Lutchman..... 994-5217
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

Michael Tsiobanos (Acting)..... 398-7243

Supervisor, Vehicle for Hire

Chris Alexander 338-6743

Ryan Facciolo (Acting) 647-463-9314

Supervisor, Solid Waste Enforcement

Terry Van Elswyk 398-3211

Supervisor, Adult Services Team

Lynsey Bordne (Acting).....647-746-3781

Supervisor, Noise Enforcement

Goldman Chan647-461-1804

Leo Butko..... 338-8267

Lisa Caranci (Acting) 647-460-6703

MLS Court Liaison

1530 Markham Rd, 3rd Floor
Toronto, ON, M1B 3G5

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

Supervisor

Thurka Sinnathamby392-8915

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 Chapman392-3070

Administrative Assistant

Nicole Khuc.....392-3071

Program Manager

Asare Kester-Akrofi397-5667

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

Marcia Stoltz..... 392-6071

Manager, Compliance Reporting

Soumaya Qureshi 338-6260

Supervisors

Pat Thornback392-3128

Crystal Mondesir.....396-5476

Andrea DiMatteo.....332-3046

Jamil Elannan.....338-3496

Mary Villa.....397-7760

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 and Animal Shelters

..... 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)..... 338-1476

Administrative Assistant
 Prema Churaman338-6685
 Manager, Partnerships and Animal Services
 Mary Lou Leiher338-6686
 Program Manager, Service Operational Support
 Sue Shearstone (Acting).....338-8520
 1300 Sheppard Ave. W

Facsimile338-7536

Animal Shelters

Manager, Shelter Operations
 Sue Shearstone (Acting).....338-8520
 821 Progress Avenue

East Region
 821 Progress Avenue

Supervisor
 Tracy Pasquariello338-7543
 Facsimile338-7536

North Region
 1300 Sheppard Avenue West

Facsimile338-8585

Supervisor
 Katherine Low (Acting)338-8726

West Region
 146 The East Mall

Facsimile338-6272

Supervisor
 Wendy Burant.....338-5832

Licensing/Dispatch

Supervisor
 Nancy Di Padova.....392-3765

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 Bldg
 Toronto ON M9C 2Y2

Facsimile..... 395-7080

Manager, Enforcement & Mobile Response
 Andrea Davis (Acting)..... 338-5751
 Supervisor, Enforcement
 Sheena Rodda..... 338-1214
 Supervisor, Mobile Response
 Carl Badow..... 338-1804

Spay/Neuter Clinic

1300 Sheppard Ave. W

Facsimile..... 338-6282

Chief Veterinarian
 Dr. Stephanie Sparling (Acting)..... 338-6281
 Supervisor
 Nancy Di Padova. 392-3765
 Veterinarians
 Dr. Johanna Booth..... 338-6281
 Dr. Peter Copeland..... 338-6281