



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
Tracey Cook392-8445
Administrative Assistant 1
Camille Twomey (Acting)397-4634
Administrative Assistant 2
Vacant.....392-0815
Manager, Customer Service & Issues Management
Ginny Adey338-2715
Program Manager
Pam Audette (1530 Markham Rd.).....392-8096
Communications Coordinator
Angelica Santos (Acting)338-3379

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.

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

Facsimile.....397-5463

Director, Policy and Strategic Support
Carleton Grant338-5576
Administrative Assistant
Kelly Calhoun (Acting)338-3334
Manager, Business Performance & Change Initiatives
Sheila Vanderlinde338-3261
Project Manager, Policy & Strategic Support
Deanna Marchione.....394-2549
Business Systems Analyst
Pardip Bedi.....338-5752
Senior Business Analysts
Farida Baizhiyenova392-7551
Aracelys Sunico392-0432
Data & Scheduling Analysts
Roshni Patel.....392-9352
Ashkan Roodi392-8794
Senior Operations & Financial Analyst
Raman Dhillon392-3084
Coordinator, Stakeholder Engagement & Quality Improvement
Vacant
Manager, Change Initiatives
James Manderville.....338-0069

Manager, Policy and Planning
 Vanessa Fletcher (Acting)338-3478

Senior Policy & Research Officers
 Amy Buitenhuis.....392-5129
 Dylan Feist392-1553
 Joanna Duarte Laudon.....392-6074
 Sean Nauth392-5128
 Negin Shamshiri392-7964
 Mohamed Shuriye392-8765
 Jessica Stanley 338 3481
 Lan Vo.....392-0856

Policy & Research Consultants
 Dawn Marie Morgan397-5464

Manager, Strategic Planning & Workforce
 Development
 Steven Davis..... 338-5763

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
 Mark Sraga392-7633

Administrative Assistant
 Dana Radakovic392-7736

Program Manager
 Lorraine Chua.....338-3594

Etobicoke York District

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

Facsimile.....394-2904

Wards 1, 2, 3, 4, 5, 6, 7, 11, 12, 13, 17

District Manager
 Joy Correia (Acting)394-8034

Supervisors
 Alexander Wray396-4111
 Christopher Ellis.....392-7735

North York District

North York Civic Centre
 2nd Fl., 5100 Yonge St.
 Toronto ON M2N 5V7

Facsimile.....395-7056

Wards 8, 9, 10, 15, 16, 23, 24, 25, 26, 33, 34

District Manager
 Elena Sangiuliano392-3088

Supervisors
 Gail Pryce396-7431

Scarborough District

Scarborough Civic Centre
 3rd Fl., 150 Borough Dr.
 Toronto ON M1P 4N7

Facsimile.....396-5650

Wards 35, 36, 37, 38, 39, 40, 41, 42, 43, 44

District Manager
 Scott Sullivan396-8221

Supervisors
 James Slocum396-7739
 Dave Klie.....396-7691

Toronto & East York District

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

Facsimile.....392-0384

Wards 14, 18, 19, 20, 21, 22, 27, 28, 29, 30, 31, 32

District Manager

Joe Magalhaes392-0874

Supervisors

Gurminder Purba (Acting).....392-7610

Glenn Shimoda396-7675

Specialized Enforcement & Resolution Team (S.E.R.T)

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

Facsimile.....394-2904

Manager

Peter Hardisty397-7604

RentSafeTO: Apartment Building Standards Program

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

General Enquiry.....396-7228

e-mail RentSafeTO@toronto.ca

Manager

Pat Burke395-7012

Supervisor

Justin Crichlow.....396-4107

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

Facsimile.....392-0384

Director

Rod Jones338-6460

Administrative Assistant

Carey Bower (Acting)392-6127

Program Manager

Amy Agulay392-1086

Complaints/Information Line392-3082

Facsimile.....392-3395

Central District**Parks and Waste Enforcement**

433 Eastern Ave. Building B, 2nd Floor

Licensing Enforcement

433 Eastern Ave. Building C, 1st Floor

Wards 14, 18, 19, 20, 21, 22, 26, 27, 28, 29, 30, 31, 32

Acting Manager

Fiona Skurjat 396-7731

Supervisor, Licensing Enforcement

David Kugelman.....392-3114

Thurka Sinnathamby (Acting)392-8915

Supervisor, Toronto Licensing Tribunal Reports

Olga Kuzstelska392-2704

Supervisor, Parks and Waste Enforcement

Goldman Chan.....338-8267

East District**Parks and Waste Enforcement**2nd Fl., Scarborough Civic Centre**Licensing Enforcement**1st Fl., Scarborough Civic Centre**Wards 23, 24, 25, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44**

Manager

Moe Cabral392-3086

Supervisor, Licensing Enforcement

Kevin Lurkhur (Acting).....338-5079

Supervisor, Parks and Waste Enforcement

Andrea Davis338-5751

West District3rd Fl., 399 The West Mall**Wards 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15, 16, 17**

Manager

Rose Burrows392-7810

Supervisor, Licensing Enforcement

Kevin Summers392-3105

Supervisor, Parks and Waste Enforcement

Terry Van Elswyk338-3211

Dedicated Enforcement

1530 Markham Road, 3rd Floor

Toronto ON M1B 3G2

Manager

Michael Stones392-3067

Supervisor, Vehicle for Hire

Anthony Bartolo397-7603

Supervisor, Solid Waste Enforcement

Steve Vasiliou.....392-8757

MLS Court Liaison Unit

666 Eglinton Avenue West

Toronto ON M5N 1B9

Facsimile.....395-7069

Supervisor

Jackie Arsenault395-7159

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

Annalisa Mignardi392-3070

Administrative Assistant

Crystal Mondesir (Acting).....392-3071

Program Manager

Juli Grady396-5476

Facsimile.....392-3102

Licence & Permit Issuing Office

East York Civic Centre

3rd Fl., 850 Coxwell Ave.

Toronto ON M4C 5R1

Manager, Vehicle for Hire

Alice Xu392-6070

Manager, Licensing & Administrative Services

Janet Stoeckl (Acting)392-4352

Administrative Assistant

Rea McDonald (Acting)392-3049

Manager, Compliance Reporting

Soumaya Qureshi338-6260

Supervisors

Pat Thornback.....392-3128

Greg Roy396-5467

Stefanie Forza.....338-3496

Marco Savino338-3454

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 Licensing338-PETS (7387)
 E-mail:animalservices@toronto.ca

821 Progress Avenue
 Toronto ON M1H 2X4

Director

Elizabeth Glibbery.....338-1476

Administrative Assistant

Sandra Burns (Acting)338-7293

Program Manager, Partnerships and Marketing

Mary Lou Leiher338-6686

1300 Sheppard Ave. W

Facsimile.....338-7536

Animal Shelters

Manager, Shelter Operations

Fiona Venedam.....338-8520

1300 Sheppard Ave W.

East Region

821 Progress Avenue

Supervisor

Sue Shearstone338-7543

Facsimile.....338-7536

North Region

1300 Sheppard Avenue West

Supervisor

Tracy Pasquariello338-8726

Facsimile.....338-8585

West Region

146 The East Mall

Supervisor

Wendy Burant.....338-5832

Facsimile.....338-6272

Licensing/Dispatch

Supervisor

Carl Badow338-1804

Licensing Office338-7387

1300 Sheppard Avenue W

Facsimile.....338-6670

Dispatch Office338-7297

433 Eastern Avenue

Facsimile.....338-6688

Enforcement & Mobile Response Unit

146 The East Mall

Toronto ON M8Z 5V5

Facsimile.....395-7080

Manager, Enforcement & Mobile Response

Kim Smithers338-6275

Supervisor, Enforcement

Sheena Rodda338-1214

Supervisor, Mobile Response

David Williams.....338-2788

Spay/Neuter Clinic

1300 Sheppard Ave. W

Facsimile.....338-6282

Chief Veterinarian

Dr. Esther Attard338-6286

Veterinarians

Dr. Johanna Booth 647-462-1791

Dr. Peter Copeland338-7160

Dr. Stephanie Sparling.....338-6677