



TORONTO Municipal Licensing & Standards

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
Victoria Cascun392-0815
Manager, Customer Service & Issues Management
Ginny Adey338-2715
Program Manager
Pam Audette (1530 Markham Rd.).....392-8096
Coordinator Quality Assurance
Dara Townsend.....338-2472
Senior Communications Coordinator
Bruce Hawkins338-3761
Communications Advisor
Angelica Santos338-3379

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	
Dylan Feist	392-1553
Sean Nauth	392-5128
Negin Shamshiri	392-7964
Hamish Goodwin	392-8765
Jessica Stanley	338 3481
Lan Vo	392-0856
Policy & Research Consultants	
Dawn Marie Morgan	397-5464
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 Sraga	392-7633
Administrative Assistant	
Dana Radakovic	392-7736
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	
Janet Stoeckl	392-4352
Supervisors	
Alistair Thomas	394-8361
Cameron Culver (Acting)	392-6148

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 Sangiuliano	392-3088
Supervisors	
Gail Pryce	396-7431
Mark Edser	395-1013
Jean Paul Nadeau	396-7311

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 Sullivan	396-8221
Supervisors	
James Slocum	396-7739
Kate Novia (Acting)	396-4009

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

Joy Correia394-8034

Dave Klie.....396-7691

Leo Butko338-3158

Nicole Sweetapple (Acting).....397-7253

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

Email RentSafeTO@toronto.ca

Manager

Pat Burke395-7012

Supervisor

Justin Crichlow.....396-4107

Christopher Ellis.....392-7735

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.....392-6127

Program Manager

Amy Agulay392-1086

Complaints/Information Line 311

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**Manager**

Rose Burrows392-7810

Supervisor, Licensing Enforcement

David Kugelman.....392-3114

Thurka Sinnathamby (Acting)392-8915

Supervisor, Toronto Licensing Tribunal Reports

Andrea DiMatteo (Acting)392-3046

Supervisor, Parks and Waste Enforcement

David Bellamy (Acting)392-0018

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 Cabral	392-3086
Supervisor, Licensing Enforcement	
Kevin Lurkhur	338-5079
Supervisor, Parks and Waste Enforcement	
Fiona Skurjat	396-7731

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**

Anthony Bartolo	397-7603
Supervisor, Licensing Enforcement	
Kevin Summers	392-3105
Supervisor, Parks and Waste Enforcement	
Terry Van Elswyk	338-3211

Dedicated Enforcement1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2**Manager**

Michael Stones	392-3067
Supervisor, Vehicle for Hire	
Goldman Chan.....	338-8267
Supervisor, Solid Waste Enforcement	
Steve Vasiliou.....	392-8757

MLS Court Liaison Unit666 Eglinton Avenue West
Toronto ON M5N 1B9

Facsimile.....395-7069

Supervisor

Jackie Arseneault	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	
Crystal Mondesir (Acting).....	392-3071
Program Manager	
Juli Grady	396-5476

Facsimile.....392-3102

Licence & Permit Issuing OfficeEast York Civic Centre
3rd Fl., 850 Coxwell Ave.
Toronto ON M4C 5R1

Manager, Licensing & Administrative Services	
Alice Xu	392-6070
Manager, Vehicle for Hire	
Marcia Stoltz	392-6071
Administrative Assistant	
Rea Mcdonald (Acting)	392-3049
Manager, Compliance Reporting	
Soumaya Qureshi	338-6260
Supervisors	
Pat Thornback.....	392-3128
Greg Roy	396-5467
Stefanie Forza.....	338-3496
Marco Savino	338-3454

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 Licensing 338-PETS (7387)
 Email: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
 Tracy Pasquariello338-7543
 Facsimile.....338-7536

Program Manager, Service Operational Support

Sue Shearstone.....338-2502

North Region

1300 Sheppard Avenue West

Supervisor
 Farah Zorowski.....338-8726
 Facsimile.....338-8585

West Region

146 The East Mall

Supervisor
 Wendy Burant.....338-5832
 Facsimile.....338-6272

Licensing/Dispatch

Supervisor
 Carl Bandow338-1804
 Licensing Office338-7387
 1300 Sheppard Avenue W
 Facsimile.....338-6670
 Dispatch Office.....338-7297
 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