

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

Facsimile397-5463

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
Lyne Kyle.....338-3761
Communications Advisor
Angelica Santos338-3379
Naomi Ahmad338-3761
Date & Scheduling Analysts
Roshni Patel.....392-9352
Ashkam 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.

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

Facsimile.....397-5463

Director, Policy and Strategic Support
Carleton Grant.....338-5576
Administrative Assistant
Kelly Calhoun (Acting).....338-3334
Manager, Business Performance & Change
Initiatives
Sheila Vanderlinde338-3261
Project Manager, Policy & Strategic Support
Deanna Marchione394-2549
Lola Chiappetta338-0069
Safaa Zubaidi392-5146
Business Systems Analyst
Pardip Bedi.....338-5752
Senior Business Analysts
Alex Satchi392-5146
Aracelys Sunico392-0432
Farida Baizhiyenova.....392-7551
Lan Vo.....392-0856
Roshini Ramoutar398-2833
Senior Operations & Financial Analyst
Raman Dhillon392-3084

Manager, Change Initiatives	
James Maderville.....	338-7102
Manager, Policy and Planning	
Negin Shamshiri (Acting).....	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
Hamish Goodwin.....	392-8765
Tiffany Vong.....	392-6074
Sean Nauth.....	392-5128
Policy & Research Consultants	
Dawn Marie Morgan.....	397-5464
Stakeholder Engagement Lead	
Amanda Sinclair.....	338-7746
Manager, Strategic Planning & Workforce Development	
Steven Davis.....	338-5763
Supervisor, Training	
Olga Kusxtelska (Acting).....	392-2704

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 Srage.....	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, 7

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 6, 8, 15, 16, 17, 18

District Manager	
Elena Sangiuliano.....	392-3088
Supervisors	
Gail Pryce.....	396-7431
Mark Edser.....	395-1013
Jean Paul Nadeau (Acting).....	396-7311

Scarborough District

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

Facsimile396-5650

Wards 20, 21, 22, 23, 24, 25

District Manager

Scott Sullivan396-8221

Supervisors

James Slocum396-7739

Kate Novia (Acting)396-4009

Dave Klie396-7691

Toronto & East York District

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

Facsimile392-0384

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

District Manager

Joe Magalhaes392-0874

Supervisors

Joy Correia394-8034

Leo Butko338-3158

Nicole Sweetapple (Acting)397-7253

Gurminder Purba392-7610

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

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

Facsimile392-0384

Manager

Peter Hardisty397-7604

RentSafeTO: Apartment Building Standards Program

Etobicoke Civic Centre
1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Facsimile396-7228

EmailRentSafeTO@toronto.ca

Manager

Pat Burke395-7012

Supervisor

Justin Crichlow396-4107

Christopher Ellis392-7735

Wes Neal338-5800

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 posterage

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

Facsimile392-0384

Director

Rod Jones338-6460

Administrative Assistant

Elizabeth Nielsen (Acting)392-2403

Data and Scheduling Analyst

Carey Bower392-6127

Program Manager
Amy Agulay392-1086

Complaints/Information Line..... 311
Facsimile392-3395

Central District

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

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

Manager
Rose Burrows392-7810
Supervisor, Licensing Enforcement
Kevin Summers392-3105
Terry Karabassis (Acting)396-2865
Supervisor, Public Spaces Enforcement
Terry Van Elswyk398-3211

East District

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

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

Manager
Moe Cabral392-3086
Supervisor, Licensing Enforcement
Thurka Sinnathamby (Acting).....392-8915
Supervisor, Public Spaces Enforcement
Fiona Skurjat 396-7731

West District

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

Wards 1, 2, 3, 4, 5, 6, 7, 8, 18

Manager
Anthony Bartolo (Acting).....397-7603
Supervisor, Licensing Enforcement
David Kugelman.....392-3114
Mohammad Alam (Acting)338-8568
Supervisor, Public Spaces Enforcement
Andrea Davis338-5751

Dedicated Enforcement

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

Manager
Michael Stones 392-3067
Supervisor, Vehicle for Hire
Goldman Chan (Acting)..... 338-8267
Jason Lutchman (Acting) 397-1192
Supervisor, Solid Waste Enforcement
Steve Vasiliou 392-8757
Supervisor, Adult Services Team
Lisa Caranci 338-5079

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 Chapman392-3070
 Administrative Assistant
 Sana Saeed.....392-3071
 Program Manager
 Crystal Mondesir.....396-5476

Facsimile392-3102

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

Manager, Licensing & Administrative Services
 Kevin Lurkhur392-6070
 Manager, Vehicle for Hire
 Marcia Stoltz392-6071
 Manager, Compliance Reporting
 Soumaya Qureshi338-6260
 Supervisors
 Pat Thornback.....392-3128
 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 Enquiry338-PAWS (7297)
 Facsimile338-6670

Pet Licensing 338-PETS (7387)
 Email animalservices@toronto.ca

821 Progress Avenue
 Toronto ON M1H 2X4

Director
 Elizabeth Glibbery 338-1476
 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
 Fiona Venedam 338-8520
 1300 Sheppard Ave W.

East Region

821 Progress Avenue

Supervisor
 Tracy Pasquariello 338-7543
 Facsimile 338-7536

Program Manager, Service Operational Support

Sue Shearstone.....416-896-2275

North Region

1300 Sheppard Avenue West

Facsimile..... 338-8585

Supervisor
 Farah Zorowski 338-8726

West Region

146 The East Mall

Facsimile 338-6272

Supervisor
Wendy Burant..... 338-5832

Licensing/Dispatch

Supervisor
Carl Bandow..... 338-1804
Licensing Office..... 338-7387
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 Smithers 338-6275
Supervisor, Enforcement
Sheena Rodda 338-1214

Spay/Neuter Clinic

1300 Sheppard Ave. W

Facsimile 338-6282

Chief Veterinarian
Dr. Esther Attard 416-678-4751
Veterinarians
Dr. Johanna Booth..... 647-462-1791
Dr. Peter Copeland 338-7160
Dr. Stephanie Sparling 338-6677