



**Order under Section 69
Residential Tenancies Act, 2006**

File Number: LTB-L-071876-25

In the matter of: 303, 24 BURNHAMTHORPE RD
ETOBICOKE ON M9A1G8

Between: FREIMAN INVESTMENTS Landlord

And

SUSAN SMITH Tenant

FREIMAN INVESTMENTS (the 'Landlord') applied for an order to terminate the tenancy and evict SUSAN SMITH (the 'Tenant') because the Tenant, another occupant of the rental unit or someone the Tenant permitted in the residential complex has substantially interfered with the reasonable enjoyment or lawful right, privilege or interest of the Landlord or another tenant.

This application was scheduled to be heard by videoconference on December 10, 2025. The Landlord's agent, Liz Rapanot, the Tenant and the Tenant's support, Christine Smith attended the hearing and participated in mediation.

The parties reached an agreement after voluntarily participating in mediation and requested an Order on Consent in full and final settlement of the application. I was satisfied that the parties understood the consequences of their consent.

Agreed facts:

1. The parties agree to rely on the International OCD Foundation- Clutter Image Rating Scale for guidance, metrics and reference and a copy of this document is attached for this purpose.
2. The parties agree that if upon inspection of the Unit, the Landlord notices any issues with respect to the state of cleanliness of the Unit, the Landlord shall bring this to the attention of the Tenant and provide the Tenant with a grace-period of two weeks for these issues to be rectified.
3. The parties also agree that the Landlord shall re-inspect the unit after the two-week period has passed to ensure compliance prior to proceeding with any action in accordance with section 78 of the *Residential Tenancies Act, 2006*.

On consent of the parties, it is ordered that:

1. The tenancy between the Landlord and the Tenant continues if, for a period of 12-months running from January 1, 2026 to December 1, 2026, the Tenant meets the following conditions:
 - a. The Tenant shall restore the rental unit to a safe, clean and reasonable living condition, which includes, but is not limited to:
 - i. Reducing the amount of combustible materials and excessive clutter to a level 2 or lower on the Clutter Image Rating Scale;
 - ii. Clearing the pathways to all exits and windows in order to have a minimum clearance of 1 meter from any supporting structure;
 - iii. Clearing the pathways of any obstructions from floor to ceiling;
 - iv. Stacked items are to be stacked securely, and they are not to be stacked higher than 1 meter from any supporting structure;
 - v. Clearing all exits and entry ways so that they are accessible; and
 - vi. Ensuring that all rooms are kept in a reasonable state of cleanliness.
 - b. The Tenant shall allow the Landlord to enter the unit to conduct periodic inspections within a 3-month period upon the Landlord's provision of the appropriate notice as per the *Residential Tenancies Act, 2006*.
2. If the Tenant fails to comply with the conditions set out in paragraph 1 of this order, the Landlord may apply under section 78 of the *Residential Tenancies Act, 2006* (the 'Act') for an order terminating the tenancy and evicting the Tenant. The Landlord must make the application within 30 days of a breach of a condition. This application is made to the LTB without notice to the Tenant.
3. The Tenant shall also pay to the Landlord \$186.00 for the cost of filing the application on or before December 26, 2025.
4. If the Tenant does not pay the Landlord the full amount owing on or before December 26, 2025, the Tenant will start to owe interest. This will be simple interest calculated from December 27, 2025 at 4.00% annually on the balance outstanding.

January 7, 2026
Date Issued

Britney Sooknanan
Hearings Officer, Landlord and Tenant Board

15 Grosvenor Street, Ground Floor,
Toronto ON M7A 2G6

If you have any questions about this order, call 416-645-8080 or toll free at 1-888-332-3234.



Hoarding
Center

Clutter Image Rating

In our work on hoarding, we've found that people have very different ideas about what it means to have a cluttered home. For some, a small pile of things in the corner of an otherwise well-ordered room constitutes serious clutter. For others, only when the narrow pathways make it hard to get through a room does the clutter register. To make sure we get an accurate sense of a clutter problem, we created a series of pictures of rooms in various stages of clutter – from completely clutter-free to very severely cluttered. People can just pick out the picture in each sequence comes closest to the clutter in their own living room, kitchen, and bedroom. This requires some degree of judgment

because no two homes look exactly alike, and clutter can be higher in some parts of the room than others. Still, this rating works pretty well as a measure of clutter. In general, clutter that reaches the level of picture # 4 or higher impinges enough on people's lives that we would encourage them to get help for their hoarding problem. These pictures are published in our treatment manual (Compulsive Hoarding and Acquiring: Therapist Guide, Oxford University Press) and in our self-help book (Buried in Treasures: Help for Compulsive Acquiring, Saving, and Hoarding, Oxford University Press).

