



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-055327-23

In the matter of: 103, 230 Britannia Street
Stratford ON N5A5Z7

Between: Ken Wood Tenants
Michelle Marjorie Firman

And

Corporation of the City of Stratford Landlord

Ken Wood and Michelle Marjorie Firman (the 'Tenants') applied for an order determining that Corporation of the City of Stratford (the 'Landlord').

This application was heard by videoconference on November 5, 2025.

The Landlord's legal representative, Leah White and the Tenants attended the hearing.

Determinations:

Preliminary Issues:

1. At the hearing, the Tenant, Ken Wood, advised that when the application was filed his name was indicated as "kwood." As the application requires the full legal names of the Tenants, and the Landlord's representative did not oppose the correction, I find it appropriate to amend the application to reflect the Tenant's name as Ken Wood.
2. I also raised the issues that this matter previously came before the Board on May 29, 2024, at which time an Interim Order was issued. The Interim Order provided the Tenants with an opportunity to amend the application, as the version submitted through the Tribunals Ontario Portal (TOP) was blank. The Interim Order required that the amended application be filed with the Board and served on the Landlord on or before June 21, 2024.
3. Mr. Wood stated that he attempted to file an amended application but experienced difficulties with TOP and was unable to do so. He submitted that the application was originally completed and alleged that the error was the result of actions taken by a Board representative.

4. I find that no amended application was filed with the Board or served on the Landlord in accordance with the Interim Order. A copy of the amended application was not provided to the Board or served on the Landlord until the morning of the hearing.
5. The Landlord's legal representative requested that the application be dismissed on the basis that the Tenants failed to comply with the Interim Order and submitted minimal evidence in support of the application. The Landlord's legal representative further submitted that the Tenant declined assistance from Tenant Duty Counsel, which could have addressed the deficiencies identified in the Interim Order.
6. The Landlord's legal representative also submitted that the Tenants' application relates to issues arising from a tenants' association, and that as a public housing provider governed by municipal oversight, the Landlord is subject to statutory obligations respecting confidentiality and freedom of information and cannot disclose information relating to other tenants.
7. I find that the Tenants failed to comply with the Interim Order requiring the filing and service of an amended application by June 21, 2024. Compliance with Board orders is a fundamental procedural requirement, and failure to do so may result in dismissal of an application.
8. While the Tenant attributed the failure to amend the application to issues with TOP and to alleged actions of a Board representative, no evidence was provided to substantiate these claims. In any event, the responsibility to ensure that an application is properly completed, filed, and served rests with the applicant.
9. As a result of the Tenants' failure to comply with the Interim Order, the Landlord did not receive proper notice of the allegations forming the basis of the application, resulting in procedural unfairness.
10. Accordingly, I find that it is appropriate to dismiss the application.

It is ordered that:

1. The Tenants' application is dismissed.

January 29, 2026
Date Issued

Christina Philp
Member, 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.