



Order under Section 130 Residential Tenancies Act, 2006

Citation: Campbell v 156 Kingston Residences Corp, 2026 ONLTB 11333

Date: 2026-02-02

File Number: LTB-T-089111-23

In the matter of: 108, 156 KINGSTON RD
TORONTO ON M4L1T1

Between: Christopher Campbell Tenant

And

156 Kingston Residences Corp Landlord

Christopher Campbell (the 'Tenant') applied for a reduction of the rent charged for the rental unit due to:

- a reduction or discontinuance in services or facilities provided in respect of the rental unit or the residential complex.

This application was heard by videoconference on October 8, 2025.

The Landlord's agent, Joel Cash, the Landlord's legal representative, Andrew Hyland, and the Tenant attended the hearing.

Determinations:

1. As explained below, the Tenant proved the allegations contained in the application on a balance of probabilities. Therefore, the Tenant's monthly rent is reduced by \$40.00 and the Landlord must pay the Tenant \$1,413.00.
2. The Tenant says they had access to a storage locker from the beginning of the tenancy in 2009. When they viewed the unit they asked about storage and were advised by the superintendent that it was included. When they signed the lease they were shown a locker by the superintendent and put a lock on it in their presence. They used the locker for the next 14 years up to shortly before the filing of this application.
3. The Landlord says storage was an additional service for an additional fee which the Tenant did not sign up for. The Tenant says everyone in the building has a locker and he

is not aware of anyone else signing a separate storage agreement. The Landlord did not produce any examples of storage agreements that tenants in the building were required to sign.

4. I find that the Tenant had access to a storage locker for at least 14 years as part of the package of services and facilities included in the lease. A storage locker is a service or facility under the *Residential Tenancies Act, 2006* (the "Act").
5. The storage locker was discontinued as of April 28, 2024, which is less than 12 months before this application was filed. The discontinuance or reduction was reasonable in the circumstances; the Landlord planned to renovate the space.
6. The rent is reduced by \$40.00 per month starting May 2023, the month that the discontinuance or reduction first occurred. The Tenant submits quotes for offsite storage at a higher price, however I agree with the Landlord's submission that the more appropriate comparison is the cost of an onsite storage locker included with a residential lease. The Landlord says they usually charge \$30-\$50 and based on my experience with similar cases before the Board I believe this is a reasonable market rate. I also note that the locker provided by the Landlord is smaller than the lockers for which the Tenant obtained quotes.
7. In addition, the Tenant is entitled to a rebate of the rent unlawfully collected by the Landlord for the period of time starting on May 1, 2023, when the facility was discontinued.

It is ordered that:

1. The lawful monthly rent effective October 8, 2025 is reduced to \$1,090.00. Any subsequent rent increases shall be calculated from the reduced amount.
2. The total amount the Landlord shall pay the Tenant is \$1,413.00. This amount represents:
 - \$1,360.00 for a rent rebate for the period of time from May 1, 2023 to February 28, 2026.
 - \$53.00 for the cost of filing the application.
3. The Landlord shall pay the Tenant the full amount owing by February 13, 2026.
4. If the Landlord does not pay the Tenant the full amount owing by February 13, 2026, the Landlord will owe interest. This will be simple interest calculated from February 14, 2026 at 4.00% annually on the balance outstanding.

5. If the Landlord does not pay the Tenant the full amount owing by February 14, 2026, the Tenant may recover this amount by deducting \$706.00 from the rent each month for March and April 2026 and \$1.00 in May 2026.

February 2, 2026
Date Issued

Dawn Carr
Member, Landlord and Tenant Board

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