



Order under Section 69 Residential Tenancies Act, 2006

File Number: LTB-L-096414-25

In the matter of: 213, 369 DUNDAS ST W
NAPANEE ON K7R2B5

Between: PELA Social Services Landlord

And

Cindy Ackley Tenant

PELA Social Services (the 'Landlord') applied for an order to terminate the tenancy and evict Cindy Ackley (the 'Tenant') because the Tenant did not pay the rent that the Tenant owes.

This application was heard by videoconference on January 27, 2026.

The Landlord's representative Jennifer Carefood and the Tenant attended the hearing.

Determinations:

1. The Landlord served the Tenant with a valid Notice to End Tenancy Early for Non-payment of Rent (N4). The Tenant did not void the notice by paying the amount of rent arrears owing by the termination date in the notice or before the day the application was filed.
2. As of the hearing date, the Tenant was still in possession of the rental unit.
3. The lawful rent is \$580.00. It is due on the 1st day of each month.
4. The rent arrears owing to January 31, 2026 are \$4,803.00.
5. The Landlord incurred costs of \$186.00 for filing the application and is entitled to reimbursement of those costs.
6. Accordingly, the total amount the Tenant owes the Landlord is \$4,989.00.

Section 83

7. Section 83 requires that I consider all the circumstances, including the Tenant's and the Landlord's situations to determine if it would be appropriate to grant section 83 relief from eviction.
8. The Landlord's representative advised that the Landlord has tried to reach out to the Tenant for a repayment plan, without success. The Landlord seeks a standard order noting the lack of payment for several months.
9. The Tenant explained that the arrears accrued, in part, over a misunderstanding that ODSP paying rent to the Landlord directly. The Tenant, age 65 years, seeks to remain at the rental unit, noting she has resided at the rental unit long term, has health issues and a monthly income is \$2000/month. A repayment plan of \$400/month was proposed.
10. I have considered all of the disclosed circumstances in accordance with subsection 83(2) of the *Residential Tenancies Act, 2006* (the 'Act'), and find that it would not be unfair to grant relief from eviction subject to the conditions set out in this order pursuant to subsection 83(1)(a) and 204(1) of the Act.

It is ordered that:

1. The Tenant shall pay to the Landlord \$4,989.00 for arrears of rent up to January 31, 2026 and costs.
2. The Tenant shall pay to the Landlord the amount set out in paragraph 1 in accordance with the following schedule:
 - (i) Between February 20, 2026 and January 20, 2027, the Tenant will make payments towards the arrears in the amount of \$400 each month. These arrears payments will be made on or before the 20th day of each month. This means that the Tenant will make payments of \$400.00 per month for 12 consecutive months, commencing February 20, 2026;
 - (ii) The final payment will be in the amount of \$189.00 and will be paid on or before February 20th, 2027.
3. If not already paid, the Tenant will pay the February 2026 monthly rent on or before February 20, 2026.
4. The Tenant shall also pay to the Landlord new rent on time and in full as it comes due and owing for the period March 1, 2026 to February 28, 2027, or until the arrears are paid in full, whichever date is earliest.
5. If the Tenant fails to make any one of the payments in accordance with this order, the outstanding balance of any arrears of rent and costs to be paid by the Tenant to the Landlord pursuant to paragraph 1 of this order shall become immediately due and owing and the Landlord may, without notice to the Tenant, apply to the

LTB within 30 days of the Tenant's breach pursuant to section 78 of the Act for an order terminating the tenancy and evicting the Tenant and requiring that the Tenant pay any new arrears, NSF fees and related charges that became owing after January 31, 2026.

February 10, 2026
Date Issued

Peter Nicholson
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.