



**Order under Section 135
Residential Tenancies Act, 2006**

File Number: LTB-T-062948-25

In the matter of: 6, 5279 County Rd 17
Alfred and Plantagenet, Ontario, Canada ON
K0B1A0

Between: Benvinda (Bennie) Maria Cabral Tenant

And

Roots RV Resort Landlord

Benvinda (Bennie) Maria Cabral (the 'Tenant') applied for an order determining that Roots RV Resort (the 'Landlord') collected or retained money illegally.

This application was heard by videoconference on January 15, 2026.

The Landlord's representative, Jessica Coulter, and the Tenant attended the hearing.

Determinations:

1. As explained below, the Tenant did not prove the allegations contained in the application on a balance of probabilities. Therefore, the application is dismissed.

Illegal charge collected

2. The application filed by the Tenant states that the Landlord had illegally charged her for water consumption. Specifically, the application alleges that the Landlord charged her double what her typical water bill is.
3. The Tenant testified that on July 23, 2025, she was charged \$267.27 by the Landlord for water-usage. The parties agreed that the Tenant is responsible for water usage. However, the Tenant testified that the water bill is double what she typically pays.
4. The Landlord agreed that the water bill was double the Tenant's previous bills as the bill covered two billing periods. The Landlord adduced evidence at the hearing to support their position – the Tenant was charged \$267.27 from January 1, 2025 to June 30, 2025. The normal billing period is for 3 months, whereas this billing period was for 6 months.
5. The Landlord did not collect a charge which is not allowed by the *Residential Tenancies Act, 2006* (the 'Act'). I find in favour of the Landlord's evidence because when I asked the

Tenant whether she paid a water bill between January 1, 2025 to March 31, 2025, she confirmed that she did not. Therefore, the Tenant was not charged an illegal charge, she was correctly charged for 6 month's worth of water consumption, whereas the Tenant thought it was for only 3 months.

6. The Tenant's application is dismissed.

It is ordered that:

1. The Tenant's application is dismissed.

February 5, 2026
Date Issued

Vishal Nanda
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.