



Order under Section 21.2 of the Statutory Powers Procedure Act and the Residential Tenancies Act, 2006

File Number: LTB-L-087917-25-RV

In the matter of: 6, 679 JANETTE AVE
WINDSOR ON N9A4Z8

Between: Dave Postma Landlord

And

Hannah Bridgwater Tenant
Rylee Webb

Review Order

Dave Postma (the 'Landlord') applied for an order to terminate the tenancy and evict Hannah Bridgwater and Rylee Webb (the 'Tenant') because the Tenant did not pay the rent that the Tenant owes.

This application was resolved by order LTB-L-087917-25 issued on December 18, 2025.

On January 13, 2026, the Tenant requested a review of the order.

On January 14, 2026, interim order LTB-L-087917-25-RV-IN was issued, staying the order issued on December 18, 2025.

This review request was heard by videoconference on February 3, 2026.

The Landlord and the Tenants attended the hearing. Veena Joshi, a Landlord, also attended the hearing but did not participate.

Determinations:

1. The Tenant, HB, indicated the lease has a different address for the complex from their rental unit and this confused the mailbox number connected with their rental unit and reason for not having received the Notice of Hearing (NoH). The Tenant, RW argued their mailbox was broken when they moved in April 2025 and was only repaired before the hearing which was when they had access to the correct mailbox, and they saw the NoH. The Tenants' request for review of the order did not contain any submissions about the errors in the calculation of rent owing, although the Tenants wanted to challenge the amounts by raising their own issues under section 82 of the Act.

2. The Landlord testified, the review request was the first time he heard about the discrepancy with the mailbox number and that he gave the Tenant (HB) a replacement key for their mailbox on September 4, 2025.
3. On the basis of the submissions made in the request, I am not satisfied that there is a serious error in the order or that a serious error occurred in the proceedings or that the Tenants were not reasonably able to participate in the proceeding because of the following:
4. I find the Tenants received the NoH in their mailbox because the Board mailed the NoH on November 17, 2025, which is after the Tenants' mailbox problem, on a balance of probabilities, got resolved. The Tenants submissions were confusing, and they did not give enough details about the timing of the receipt of the key, nor did they challenge the Landlord's evidence that replacement key for the mailbox was given to them on September 4, 2025. The Tenants did not provide any photographs of the alleged damage to the mailbox that would corroborate their mailbox was broken around November 2025 which would have established a point in time where mail was interrupted. The onus is on the Tenants to establish the state of disrepair of the mailbox interfered with receipt of the NoH which was not met.
5. I considered their testimony that they had a photograph of the mailbox in April 2025, but this doesn't speak to November 2025 period when the LTB mailed the NoH. It was also noted the Tenants did not provide a point in time when they accessed the correct mailbox and received the NoH. As such, the Landlord's evidence was given more weight given the level of detailed provided. The Landlord associated the date with the first day of school which the Tenants never challenged.
6. Even if I'm wrong and if the Tenants were not given adequate notice of the hearing, the Landlord's application for eviction is moot because the tenancy terminated February 2, 2026. The Landlord does not dispute he has possession of the rental unit as of the date this hearing.
7. The Tenants want to raise their own issues and offset their remedy against the arrears they owe but a review hearing is not an opportunity to raise section 82 issues that ought to have been raised at first instance. If the Tenants have issues with respect to their tenancy and they have enough evidence to prove their allegations, they may exercise their rights under the Act by filing their own LTB application. I have no authority to grant the review on this basis.
8. For these reasons, the Tenants' request to Review Order LTB-L-087917-25 issued on December 18, 2025 is denied.

It is ordered that:

1. The request to review order LTB-L-087917-25 issued on is denied. The order is confirmed and remains unchanged.
2. The interim order issued on January 14, 2026 is cancelled. The stay of order LTB-L-087917-25 is lifted immediately.

February 5, 2026
Date Issued

Sandra Macchione
Vice Chair, Landlord and Tenant Board

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