



**Order under Section 78(11)  
Residential Tenancies Act, 2006**

**File Number:** LTB-L-106488-25-SA

**In the matter of:** 100, 923 SIXTH ST E  
FORT FRANCES ON P9A3R1

**Between:** Rainy River District Social Services Administration Board Landlord

**And**

Cynthia Gauthier Tenant

Rainy River District Social Services Administration Board (the 'Landlord') applied for an order to terminate the tenancy and evict Cynthia Gauthier (the 'Tenant') because the Tenant did not meet a condition specified in the order issued by the LTB on April 16, 2025, with respect to application LTB-L-026639-25.

The Landlord's application was resolved by order LTB-L-106488-25, issued on January 7, 2026. This order was issued without a hearing being held.

The Tenant filed a motion to set aside order LTB-L-106488-25.

This motion was heard by videoconference on February 2, 2026, where the parties elected to participate in a Board facilitated mediation with the assistance of a Dispute Resolution Officer (DRO).

The Landlord's agent, Sarah DeGagne, the Tenant, the Tenant's support person, Brent Chapman and the Tenant's legal representative, Erin O'Hara participated in mediation. The parties agreed to resolve all matters raised in the application and requested an order on consent.

I am satisfied that the parties understand the terms and consequences of their consent.

**Agreed Facts:**

1. The Tenant has a physical disability and uses an electric wheelchair full-time.
2. The parties recognize that the current design of the unit door to the hallway creates a barrier to the Tenant's ability to adhere to the no-smoking requirement contained in the lease agreement.

3. The parties are committed to working diligently towards the installation of an automated door for the Tenant's unit in order to address this barrier for the Tenant.
4. Within 14 days from the date of this order, the Tenant and her support person, Brent Chapman will provide the Landlord with the following documents:
  - A completed transfer application form.
  - A consent form signed by the Tenant authorizing her support person, Brent Chapman to act on her behalf on disability accommodation matters.
  - A written request for a main entrance door fob.
5. The parties recognize that the Tenant has limited control over the availability of her medical practitioners. Within 14 days from the date of this order, the Tenant will make best efforts to provide the Landlord a medical verification form completed by Lori Knott (OT).
6. The Landlord will review both the completed medical verification form and the letter of December 23, 2025, from Lori Knott to assess the Tenant's accommodation needs.
7. Within 21 days from the date of this order, the Landlord will meet with the Tenant's support person, Brent Chapman to do the following:
  - Provide an update on progress of the accommodation request for the installation of an automatic door system to the hallway door of the Tenant's unit.
  - Provide an update and next steps for providing the Tenant with an entrance door fob.
8. The Landlord will copy the Tenant's support person, Brent Chapman, on all written communications issued to the Tenant.
9. The Landlord will include the Tenant's support person, Brent Chapman on all phone calls and in-person meetings with the Tenant.

**It is ordered on consent that:**

1. The motion to set aside Order LTB-L-106488-25, issued on January 7, 2026, is granted.
2. Order LTB-L-106488-25, issued on January 7, 2026, is set aside and cannot be enforced.
3. Order LTB-L-026639-25, issued on April 16, 2025, is amended to include the above agreed upon facts. All the other portion of Order LTB-L-026639-25 is unchanged.

**February 5, 2026**  
**Date Issued**

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Oluwatobi Abobarin  
Hearings Officer, 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.