



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

Citation: 1256528 ONTARIO INC. v COURT, 2026 ONLTB 7012

Date: 2026-02-13

File Number: LTB-L-088084-25-RV

In the matter of: 9325 Malden Rd
Lasalle ON N9J2V9

Between: 1256528 ONTARIO INC.

Landlord

And

HEATHER COURT
BRANDON COURT

Tenant

Review Order

1256528 ONTARIO INC. (the 'Landlord') applied for an order to terminate the tenancy and evict HEATHER COURT and BRANDON COURT (the 'Tenant') because the Tenant did not pay the rent that the Tenant owes.

This application was resolved by order LTB-L-088084-25 issued on February 3, 2026.

On February 12, 2026, the Tenant requested a review of the order.

A preliminary review of the review request was completed without a hearing. In determining this request, I reviewed the materials in the LTB's file.

Determinations:

1. The Tenant alleges that they were not reasonably able to participate in the proceeding.
2. It is clear from the information contained in the request to review and the email the Tenant sent to the Board dated January 19, 2026 (see DOC-7208675) that the Tenant did not genuinely attempt to attend the hearing. The Tenant indicates that they logged into the Tribunals Ontario Portal, opened the notice of hearing, and then took no further steps to attend the hearing.
3. The notice of hearing states:

Join the video hearing by clicking on this link: <https://bit.ly/ZLTBVideo115>

If the link does not open, you can also type it into your internet browser.

4. The Tenant states that they did not join Zoom. This means that the Tenant did not click on the link and/or did not type the link into their internet browser.
5. In addition to providing the following information on how the Tenant could familiarize themselves with Zoom prior to the hearing:

Before your hearing: To learn more about how to join and what to expect at your video hearing, watch our online Zoom video guides and review the information on our Videoconferencing webpage at www.tribunalsontario.ca/en/videoconferencing/. You should also review the Zoom information sheet sent with your Notice of Video Hearing or you can visit the LTB webpage: www.tribunalsontario.ca/lrb/hearing-resources/.

The notice of hearing provides the following information on what the Tenant could do if they required technical assistance during the hearing:

During your hearing: If you have technical issues joining your hearing on Zoom, you can email LTBHearingsSupport@ontario.ca, or call 416-212-9064 (toll-free 866-769-7865). Staff will help you join your hearing. When you call for support, you will be asked to leave a voice message explaining the issue you are experiencing and provide your contact phone number. Staff will call you back promptly.

6. The Tenant does not state, nor is there any record, that they sought technical assistance to connect to the hearing. This, despite the fact of the Tenant said they started their attempt to engage with the proceeding at 12:30 PM for a 1:00 PM start and gave up at 1:35 PM (according to the request to review) or 1:52 PM (according to their email dated January 19, 2026). This means that the Tenant was unable to connect for one to one and a half hours and did not seek any technical assistance during this period.
7. In addition to the above, the notice of hearing informed the Tenant that they could attend the hearing by telephone. The Tenant does not explain why they did not attempt to do so in the face of the alleged difficulties connecting through Zoom.
8. The Tenant did not contact the Board with respect to the hearing until January 19, 2026, four days after the hearing. This also indicates to me that the Tenant did not genuinely intend to participate in the proceeding. I should also note that the Tenant's request to review does not contest that the Tenant has paid less than two months rent in over a year and owes \$23,315.20 in arrears and costs.
9. Given the above, I find that the Tenant did not genuinely intend to attend the hearing. They did not click on the link/enter the link into their browser, they did not seek assistance on account of technical difficulties, and they did not phone into the hearing despite all of this information being readily apparent on the notice of hearing which they had access to during the hearing. They also did not contact the Board until four days after their non-attendance.

10. While I am aware of *King-Winton v. Doverhold Investments Ltd.*, 2008 CanLII 60708 (ON SCDC) and the requirement to interpret “reasonably able to participate” broadly, the suggestion that the Tenant was not reasonably able to participate in this proceeding is beyond all credulity.

11. For these reasons, 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 Tenant was not reasonably able to participate in the proceeding.

It is ordered that:

1. The request to review order LTB-L-088084-25 issued on February 3, 2026 is denied. The order is confirmed and remains unchanged.

February 13, 2026
Date Issued

Richard Ferriss
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.