



**Order under Section 30  
Residential Tenancies Act, 2006**

**File Number:** LTB-T-076767-25

**In the matter of:** 396 EQUESTRIAN WAY  
CAMBRIDGE ON N3E0B9

**Between:** Jason Smith  
Angela Hunt Tenants

**And**

Sameh Ghobrial Landlord

Jason Smith and Angela Hunt (the 'Tenants') applied for an order determining that Sameh Ghobrial (the 'Landlord') failed to meet the Landlord's maintenance obligations under the *Residential Tenancies Act, 2006* (the 'Act') or failed to comply with health, safety, housing or maintenance standards.

This application was heard by videoconference on March 5, 2026.

The Landlord and the Tenants attended the hearing.

**Determinations:**

1. The Landlord shall respond to communication or concerns from the Tenants in relation to the tenancy within 72 hours.
2. If there is an urgent situation (e.g. leaks/floods, heat) and the Landlord is unreachable, the Landlord agrees that the Tenants may take such reasonable steps as is necessary to resolve the urgent issue.

**It is ordered that:**

1. The Tenants will replace the damaged bedroom door, and the Landlord shall reimburse the Tenants up to \$200.00 for the cost to replace the door. The Landlord shall reimburse the Tenants within 48 hours of the Tenants submitting the paid invoice(s) to the Landlord.
2. The Landlord shall pay to the Tenants \$125.00 for reimbursement of a contractor invoice. The Landlord shall pay this amount together with reimbursement for the door replacement ordered in paragraph 1 above.

3. The Landlord shall remove and replace the broken washing machine forthwith, and at the earliest possible delivery date that can be arranged with the retailer/supplier.
4. The Landlord shall take all reasonable steps to investigate the issue with water pressure in the rental unit and shall promptly undertake any recommended or necessary repairs to address the issue as determined by the builder “Mattamy Homes”, or a licensed plumber.
5. The Tenants will obtain quotes for the repair or replacement of the freezer door seal on the refrigerator. The Tenants will also obtain quotes to replace the entire refrigerator unit. The Landlord shall choose a repair or replacement option for either the freezer door seal or the entire refrigerator from the quotes provided by the Tenants.

**March 12, 2026**  
**Date Issued**

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Kyle McGraw  
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.