



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-077557-25

In the matter of: 910, 3400 EGLINTON AVE E
SCARBOROUGH ON M1J2H8

Between: Jessica Owen Tenant

And

Premax Management Ltd Landlord

Jessica Owen (the 'Tenant') applied for an order determining that Premax Management Ltd (the 'Landlord'):

- Changed the locks of the locking system to rental unit or building without providing replacement keys, and;
- Substantially interfered with the reasonable enjoyment of the rental unit or complex or with the reasonable enjoyment of a member of the household. (T2 Application)

Jessica Owen (the 'Tenant') also applied for an order determining that Premax Management Ltd (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. (T6 Application)

This application was mediated by videoconference on February 19, 2026.

The Tenant Representative Kevin Laforest, the Tenant Jessica Owen and the Landlord Representative attended the hearing.

The parties mutually agreed to resolve all matters at issue in the application and requested an order on consent and I am satisfied that the parties understand the consequences of their consent.

Agreed Facts:

1. The Tenant shall waive any claims arising under the T1 application for the period up to and including February 28, 2026

It is ordered on consent that:

1. The Landlord shall restore possession of the unit to the Tenant on or before March 1, 2026.
2. If the unit is not habitable on or before March 1, 2026, the Landlord shall waive the rent owing on or after March 1, 2026 until such time as the unit is restored to a habitable condition.
3. The Landlord shall pay to the Tenant the sum of \$7,000.00 as general damages for pain and suffering on or before March 1, 2026.
4. This order resolves both the T2 and T6 applications.

March 12, 2026
Date Issued

Sarah Harriman
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.