



Order under Section 30 Residential Tenancies Act, 2006

File Number: LTB-T-076640-24

In the matter of: 58, 138 Madison Avenue
Kitchener Ontario N2G3M6

Between: Emaan Almahmood Tenant

And

Shahida Umar Landlord
Re/Max Real Estate Centre Inc

Emaan Almahmood (the 'Tenant') applied for an order determining that Shahida Umar and Re/Max Real Estate Centre Inc (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 3, 2026.

Only the Tenant attended the hearing. The Tenant was joined by Sanad Algrneim, Ahmed Almahmoud, and Narjis Al-kinani who assisted the Tenant with interpretation (Arabic).

As of 9:20 a.m., the Landlord was not present or represented at the hearing. Board records show that correspondence mailed to Shahida Umar was returned to the Board.

Determinations:

1. By way of background, the parties attended an Adjudicative Case Conference ("ACC") on June 9, 2025. The Tenant and the named Landlord, Shahida Umar, attended the ACC. The Tenant was assisted by Rayanne Pramani from a legal clinic as well as Maysoon Ali for the purposes of interpretation.
2. Shahida Umar submitted that they are not the Landlord and that the Landlord is Muslim Association of Canada.
3. An interim order was issued on June 13, 2025. The Tenant was ordered to amend the application to properly name the Landlord by June 23, 2025 in accordance with Rule 15 of the Board's Rules of Procedure and to also provide the Board with the Landlord's contact information.

4. While the Tenant submits that this was done by her representative or case worker, the Board's records show that nothing was filed by the Tenant or on behalf of the Tenant after the ACC.
5. A copy of the tenancy agreement (DOC-5734261) was submitted by the Tenant. The Tenant acknowledged that she signed the tenancy agreement.
6. The tenancy agreement lists Muslim Association of Canada as the Landlord and Mahamad Khalid as the Landlord's representative. The tenancy agreement also provides the Tenant with the Landlord's email and address for service.
7. The Tenant's own evidence (DOC-4162253) lists Shahida Umar as a representative of the brokerage, Re/Max Real Estate Centre, who represented the Tenant to lease or purchase. As such, I find that the Landlord is Muslim Association of Canada. There is no evidence before the board that Muslim Association of Canada was served with the Notice of Hearing or application. I find it more likely than not that the Landlord is unaware of the proceedings.
8. Given that the Tenant was represented at the ACC and that the Landlord's contact information is evident on the tenancy agreement, I see no reason why the Tenant was unable to comply with the interim order.
9. The Tenant requested an adjournment for her representative or case worker to attend. The Tenant confirmed she did not provide her representative or case worker with the Notice of Hearing and her reason was that she forgot. The Tenant's adjournment request was denied. I am not satisfied that the Tenant has retained a representative nor am I satisfied that the Tenant forgetting to provide her representative or case worker with notice of the hearing to be reasonable. Granting the adjournment in the circumstances, in my view, would offend the Board's mandate to adopt the most expeditious method of determining the questions arising in a proceeding that affords to all persons directly affected by the proceeding an adequate opportunity to know the issues and be heard on the matter.
10. As the Tenant named the incorrect Landlord on the application and has failed to perfect her application in compliance with the interim order, the Tenant's application must be dismissed.

It is ordered that:

1. The Tenant's application is dismissed.

March 13, 2026
Date Issued

Vicky Liu
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.