



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-084783-25

In the matter of: Upper, 21 Wade Ave
Brantford ON N3T1W9

Between: William Eduardo Patarroyo Serna Tenant

And

NVD Properties INC. Landlord

William Eduardo Patarroyo Serna (the 'Tenant') applied for an order determining that NVD Properties INC. (the 'Landlord'):

- altered the locking system on a door giving entry to the rental unit or residential complex without giving the Tenant replacement keys.

An Adjudicative Case Conference (ACC) was held by videoconference on March 18, 2026.

The Landlord, N. VanDyk, the Landlord's legal representative, E. Anani, and the Tenant attended the hearing.

The parties before the Board entered into the following consent order. I am satisfied the parties understood the consequences of the joint submission.

Agreed statement of facts:

1. The application is amended to reflect the correct allegation of substantial interference with the reasonable enjoyment of the rental unit by the Tenant.
2. The Tenant shall permit the Landlord to enter the rental unit to record a comprehensive video of the unit for the purposes of creating a virtual tour.

On consent, it is ordered that:

1. Any scheduled home showings on weekends shall occur after 10:00 a.m.
2. This order resolves all issues raised in the application.

March 24, 2026
Date Issued

Mayra Sawicki
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.