



**Order under Section 31
Residential Tenancies Act, 2006**

File Number: LTB-T-083648-25

In the matter of: 43 Morna Avenue
Scarborough ON M1E2A9

Between: AMANDA KLUTSE Tenants
YAA FREMPONG

And

ISHA SARFRAZ Landlord

AMANDA KLUTSE and YAA FREMPONG (the 'Tenants') applied for an order determining that ISHA SARFRAZ (the 'Landlord'):

- substantially interfered with the reasonable enjoyment of the rental unit or residential complex by the Tenants or by a member of their household.
- harassed, obstructed, coerced, threatened or interfered with the Tenants.

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

The Landlord's agent, S. Butt, and the Tenants attended the hearing.

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

On consent, it is ordered that:

1. The Landlord shall pay the Tenants \$500.00. This amount represents a rent abatement to the period ending January 31, 2026.
2. The Landlord shall pay the Tenants the full amount owing on or before March 18, 2026, by e-transfer as follows:
 - a) \$250.00 to Amanda Klutse; and
 - b) \$250.00 to Yaa Frempong
3. The Tenants may, at any time, enforce payment of any amount owing under this order.

4. This order resolves all issues raised in the Tenants' T2 application.

March 19, 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.