



Order under Section 21.2 of the Statutory Powers Procedure Act and the Residential Tenancies Act, 2006

Citation: Laird v Kingston Frontenac Housing, 2026 ONLTB 24469

Date: 2026-03-20

File Number: LTB-T-095763-25-RV

In the matter of: A4, 375 Patrick Street
Kingston ON K7K6Z8

Between:	Rachelle Laird	Tenant
And		
	Kingston Frontenac Housing	Landlord

Review Order

Rachelle Laird (the 'Tenant') applied for an order determining that Kingston Frontenac Housing (the 'Landlord'):

- entered the rental unit illegally.
- altered the locking system on a door giving entry to the rental unit or residential complex without giving the Tenant replacement keys.
- substantially interfered with the reasonable enjoyment of the rental unit or residential complex by the Tenant or by a member of their household.
- harassed, obstructed, coerced, threatened or interfered with the Tenant.
- did not meet its maintenance obligations.

This application was resolved by order LTB-T-095763-25 issued on February 10, 2026.

On March 12, 2026, the Tenant requested a review of the order.

A preliminary review of the review request was completed without a hearing. In determining this request, I reviewed materials in the LTB's file.

Determinations:

1. This review request is made on the ground of serious error.
2. The order under review found that the Landlord had breached s.20 of the *Residential Tenancies Act, 2006* (the 'Act') and ordered the Landlord to pay a rent abatement of \$71.54 (among other remedies) because the Landlord had not responded reasonably to a pest control issue.

3. The Tenant submits that the Member erred where he stated at paragraph 53 of the order that the Landlord had acted promptly with respect to maintenance issues since October 30, 2025. The Tenant submits this was an error because she reported the window issue on September 30 and the window was fixed on November 24, which is 55 days later. There is no error here. At paragraph 49 the Member found that the Tenant reported the issue on September 29 and it was fixed by November 10. At paragraph 50 the Member found that the Landlord had no way to know that the window issue was urgent and that the Tenant has not established that the delay in fixing this issue was unreasonable. The Tenant has provided no submission to suggest that the Member's findings at paragraphs 49 or 50 are incorrect or in any way unreasonable based on the evidence.
4. The Tenant challenges the determination at paragraph 48 that the Tenant has not proven that the Landlord's contravention of its maintenance obligations damaged or destroyed her belongings. The Tenant states that the City of Kingston issued an order that referred to several deceased rats in the unit. The Tenant has not identified any serious errors with the determination at paragraph 48. The Tenant has not explained how the existence of this City order could lead to a conclusion that the determination at paragraph 48 is unreasonable.
5. The Tenant submits that the Member failed to consider an email dated October 14, 2025 that the Tenant had filed as part of her evidence. The email contains this statement from the Tenant: "Workers attended my unit on Friday and they said they would return with a lock, but no one has come back." The Tenant states that this proves that the Landlord was aware of "the security breach" on October 10 and chose to abandon the repair. The Tenant does not state in the review request that she referred to this email at the hearing. This email is not mentioned in the order, nor is any visit to the unit on October 10 mentioned. Further, I am not satisfied that this email is relevant to any of the issues in the application. It is not sufficiently clear from the email itself, or the statement to which the Tenant refers, what lock is referred to in the email and what this email has to do with any "security breach." Based on the foregoing, I am not satisfied that the Member erred by failing to consider this email.
6. On the basis of the submissions made in the request, I am not satisfied that there is a serious error in the order or that a serious error occurred in the proceedings.

It is ordered that:

1. The request to review order LTB-T-095763-25 issued on February 10, 2026 is denied. The order is confirmed and remains unchanged.

March 20, 2026
Date Issued

Renée Lang
Vice Chair, Landlord and Tenant Board

15 Grosvenor Street, Ground Floor
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If you have any questions about this order, call 416-645-8080 or toll free at 1-888-332-3234.