



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

Citation: AHMED v SAFI, 2026 ONLTB 26856

Date: 2026-04-02

File Number: LTB-L-062170-24-RV

In the matter of: 5013 NORTHERN LIGHTS CIR
MISSISSAUGA ON L5R2P7

Between: FAHD AHMED QASEM AHMED

Landlord

And

AMMAR SAFI

Former Tenant

Review Order

FAHD AHMED QASEM AHMED (the 'Landlord') applied for an order requiring AMMAR SAFI (the 'Former Tenant') to pay the Landlord's reasonable out-of-pocket costs that are the result of the Former Tenant's failure to pay utility costs they were required to pay under the terms of the tenancy agreement.

The Landlord also applied for an order requiring the Former Tenant to pay the Landlord's reasonable out-of-pocket costs that the Landlord incurred or will incur to repair or replace undue damage to property. The damage was caused wilfully or negligently by the Former Tenant, another occupant of the rental unit or someone the Former Tenant permitted in the residential complex.

This application was resolved by order LTB-L-062170-24 issued on November 28, 2025.

On December 9, 2025, the Former Tenants requested a review of the order and that the order be stayed until the request to review the order is resolved.

On December 10, 2025, interim order LTB-L-062170-24 was issued, staying the order issued on November 28, 2025.

This review request was heard by videoconference on January 6, 2026.

The Landlord, the Landlord's legal representative, H. Elsayed, the Former Tenant, and the Former Tenant's legal representative, J. Gangadin, attended the hearing.

Determinations:

1. The Former Tenant did not attend the merits hearing of this application held on July 7, 2025. After that hearing, the Former Tenant was ordered to reimburse the Landlord for some of the damages expenses claimed by the Landlord.
2. On December 9, 2025, the Former Tenant filed their request to review the order alleging that they did not receive the notice of hearing, and they were therefore not reasonably able to participate in the hearing held on July 7, 2025.
3. Before the hearing in July 2025, the Landlord filed a certificate of service, dated February 17, 2025, in which they swore that they served the application, the notice of hearing and the damage estimate cost on the Former Tenant, by mail, at 2379 Culver Way, Mississauga. The Landlord also swore that he served it by email to the Tenant on the to the address D2UE@hotmail.com.
4. At the review hearing, the Former Tenant said that he did not receive the notice of hearing from the Landlord. He said that he only learned that the order had been issued when he received it in an attachment from the Board. The Board sent a notice about the order to the Former Tenant at d2ue@hotmail.com on November 28, 2025. The Former Tenant said that is his correct email address.
5. The Former Tenant said that he lived at Culver Way in Mississauga until he moved to Scarborough on August 1, 2025. He said that he never received the notice of hearing when he lived at Culver Way and he checked the mailbox regularly.
6. The Landlord said that he served the documents personally on the Former Tenant on February 17, 2025. He submitted into evidence a video of himself sitting in a vehicle as his friend puts the documents in the mailbox located in front of the house at Culver Way, and he narrates the entire video, describing what is happening. He also submitted into evidence a still of the video from February 17, 2025 delivered to the house at Culver Way. That still is dated February 18, 2025. The Landlord also said that he emailed the documents to the Tenant on February 27, 2025, at the correct email address, and he submitted that email into evidence as well.
7. The Former Tenant submits that the Landlord may have put the documents in the mailbox on February 17, 2025, but he must have removed them out of the mailbox on the same day, in order to be able to have a photo of the documents in front of the house again on February 18, 2025.
8. 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, or that the Former Tenant was not reasonably able to participate in the proceeding for the following reasons.
9. The Landlord served the Former Tenant, in person, at the Former Tenant's correct address where he was living in February 2025. The Landlord had a narrated video of the delivery of the documents on February 17, 2025. While it is true that the screen shot photo of the document package in front of the Former Tenant's home is time-stamped February 18, 2025, I am satisfied that February 18, 2025, is merely the date the Landlord took a still photo of the video, not the date the incident happened. The Former Tenant himself

admitted that he lived at that address on that date. The Landlord also had email proof that he sent the package to the Tenant by email to the correct email address.

10. Consequently, in light of the overwhelming evidence that the Former Tenant was served with the notice of hearing and the application by the Landlord, I do not find the Tenant's testimony credible that he knew nothing about the hearing or the application until the date he received the order from the Board. As it happens, he received the order from the Board at the exact same email address to which the Landlord had sent the notice of hearing package. The Former Tenant was reasonably able to participate in the hearing held on July 7, 2025, but he failed to exercise due diligence to ensure that he attended the merits hearing.

It is ordered that:

1. The request to review order LTB-L-062170-24 issued on November 28, 2025, is denied. The order is confirmed and remains unchanged.
2. The interim order LTB-L-062170-24-RV-IN, issued on December 10, 2025, is cancelled. The stay of order LTB-L-062170-24 issued on November 28, 2025, is lifted immediately.

April 2, 2026
Date Issued

Nancy Morris
Member, Landlord and Tenant Board

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