



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

Citation: Mayers v The MacDane Group of Companies, 2026 ONLTB 30130

Date: 2026-04-10

File Number: LTB-T-092026-23-RV

In the matter of: 208, 31 HIGH ST E
MISSISSAUGA ON L5G1J9

Between: Krista Patricia Mayers Tenant

And

The MacDane Group of Companies Landlord

Review Order

Krista Patricia Mayers (the 'Tenant') applied for an order determining that The MacDane Group of Companies and The MacDane Group of Companies (the 'Landlord'):

- collected or retained money illegally.
- 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.
- withheld or interfered with their vital services or care services and meals in a care home.
- 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 resolved by order LTB-T-092026-23 issued on March 11, 2026.

On April 9, 2026, the Landlord requested a review of the order.

A preliminary review of the review request was completed without a hearing.

Determinations:

1. The Landlord alleges that the order contains a serious error.
2. The Landlord alleges that the Board misapplied the duty to accommodate by holding that the Tenant's preferred outcome was the required form of accommodation. I disagree with

this characterization of the order. The order states: “the Landlord presented no evidence on what attempts were made to engage in an accommodation dialogue with the Tenant”.

3. It is clear from this that it was the Landlord’s failure to engage in the accommodation process that constituted the Landlord’s failure to accommodate. In other words, the Landlord failed to accommodate the Tenant because it did not engage in the procedural duty to accommodate. I see no errors in the order with respect to this finding.
4. The Landlord also alleges that the order contains a serious error because the Landlord did accommodate the Tenant by permitting them to terminate the tenancy early. This was not the evidence before the Board. The evidence noted at paragraph six of the order is that the Landlord required the Tenant to sublease the rental unit for the remainder of her lease term. Consequently, I see no error in this regard.
5. As a result, 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 the Landlord was not reasonably able to participate in the proceeding.

It is ordered that:

1. The request to review order LTB-T-092026-23 issued on March 11, 2026 is denied. The order is confirmed and remains unchanged.

April 10, 2026
Date Issued

Richard Ferriss
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.