



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

Citation: M.F. Arnsby Property Management v Poitras, 2026 ONLTB 30343

Date: 2026-04-17

File Number: LTB-L-091889-25-RV

In the matter of: 16, 796 SHELBORNE ST
LONDON ON N5Z4Y3

Between: M.F. Arnsby Property Management Landlord

And

Patricia Poitras Tenant

Review Order

M.F. Arnsby Property Management (the 'Landlord') applied for an order to terminate the tenancy and evict Patricia Poitras (the 'Tenant') because the Tenant did not pay the rent that the Tenant owes.

This application was resolved by order LTB-L-091889-25 issued on January 30, 2026. Only the Landlord's representative attended the original hearing on January 15, 2026.

On February 6, 2026, the requested a review of the order.

On February 9, 2026, interim order LTB-L-091889-25-RV-IN was issued, staying the order issued on January 30, 2026.

This review was heard by videoconference on March 12, 2026.

Only the Tenant and the Tenant's support person, Jesse Hutchison, attended the hearing. I was satisfied that the Landlord had received the Notice of Hearing and there was no request to adjourn before me. Based on this, I proceeded to hear the review at 9:35 a.m.

Determinations:

1. For the following reasons, the Tenant's request to review order LTB-L-091889-25 issued on January 30, 2026 is denied.
2. The Tenant stated that when she logged into the hearing on January 15, 2026, there was no moderator. She could see and hear everyone, but nobody could see or hear her. She did not know how to unmute herself. She tried calling property management but could not get through. She immediately sent an email to the property manager. When the hearing member did not call her name, she hung up.

3. I do not find the Tenant credible. Contrary to the Tenant's testimony, the hearing on January 15, 2026 had a moderator present. The Tenant would only have been admitted to the hearing room after the moderator signed her in. As well, the Tenant did not produce any documentary evidence, such as screenshots, emails or telephone records, nor any witnesses to corroborate her testimony that she had logged into the hearing or attempted to contact the property manager. I find it more likely than not that the Tenant chose not to attend the hearing. That is different from not being reasonably able to participate in the hearing.
4. I am not satisfied that the Tenant was not reasonably able to participate in the proceeding. Therefore, the Tenant's request to review order LTB-L-091889-25 issued on January 30, 2026 is denied.

Lifting the Stay

5. The Tenant has lived in the unit for fifteen years. She fell into arrears of rent while she was on employment insurance due to undisclosed mental health issues. She is now back at work and said that the Landlord is open to a payment plan which would allow her approximately one year to pay off the arrears of rent. She has five children, aged 9, 15, 17, 18 and 20, two of whom work part-time.
6. In the circumstances, the stay will be lifted immediately. I say this because the Tenant testified that the Landlord was agreeable to her paying \$191.25 towards arrears each month and that she started paying that amount to the Landlord in January. If this is the case and the Tenant continues those payments, there is no reason for me to delay lifting the stay. Given that there is no last months' rent deposit, lifting the stay immediately reduces any prejudice to the Landlord.

It is ordered that:

1. The request to review order LTB-L-091889-25 issued on January 30, 2026 is denied. The order is confirmed and remains unchanged.
2. The interim order issued on February 9, 2026 is cancelled. The stay of order LTB-L-091889-25 is lifted on April 30, 2026.

April 17, 2026
Date Issued

Karen Gonçalves
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.