



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-077189-25

In the matter of: 602, 475 Second Street
Collingwood ON L9Y1V6

Between: Sasha Marie Laker Tenant

And

Simcoe County Housing Corporation Landlord

Sasha Marie Laker (the 'Tenant') applied for an order determining that *Simcoe County Housing Corporation* (the 'Landlord') substantially interfered with the reasonable enjoyment of the rental unit or residential complex by the Tenant or by a member of their household.

An Adjudicative Case Conference ('ACC') was held by videoconference on May 5, 2026.

The Tenant and the Landlord's Agent, Cara Weatherall, attended the ACC.

At the ACC, the parties consented to the following order.

Agreed Facts:

1. The Tenant and the Landlord agreed that the Tenant may submit to the Landlord by email issues or concerns pertaining to the residential complex, for which the Tenant has direct knowledge of, by sending an email to tsc9@simcoe.ca.

It is ordered on consent that:

1. Upon receiving from the Tenant a written complaint regarding the behaviour or conduct of other tenants, occupants, or guests of the residential complex, the Landlord shall take reasonable steps to address the complaint. Such steps include investigating the complaint in question and, if the complaint is found to be well founded, the Landlord is expected to take increasingly serious steps to deal with the behaviour or conduct complained of.

May 8, 2026
Date Issued

Alexandre Traboulsi
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.