



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

Citation: Hamilton v Medallion Corporation, 2026 ONLTB 39837

Date: 2026-05-19

File Number: LTB-T-034399-25-RV

In the matter of: 1001, 1755 JANE ST
NORTH YORK ON M9N2S6

Between: Sharon Hamilton Tenant

And

Medallion Corporation Landlord

Review Order

Sharon Hamilton (the 'Tenant') applied for an order determining that Medallion 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.

This application was resolved by order LTB-T-034399-25 issued on April 24, 2026 pursuant to an Adjudicative Case Conference (ACC) held on April 20, 2026, attended only by the Landlord's Legal Representative, Lindsay Faria.

On May 14, 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 the materials in the LTB's file.

Determinations:

1. The Tenant submits they were unable to reasonably participate in the hearing due to urgent family and medical circumstances.
2. The Tenant specifies in the request that their mother had a stroke and that the Tenant was informed on April 16, 2026 that their mother would be discharged to a rehabilitation facility. Following this, the Tenant states that suddenly on April 17, 2026 they were informed that their mother would be instead discharged to home on April 18, 2026.
3. The Tenant states they could not leave their mother alone following the stroke and spent the weekend (ostensibly April 18th and 19th) trying to arrange care and accommodations

for their mother. On April 20th, the day of the hearing, the Tenant states they were able to take her to stay with a family friend.

4. The Tenant also references family circumstances surrounding the death of their father and travel to Jamaica, but as the Tenant states these events occurred in March, 2026 I find them to be irrelevant to whether the Tenant was not reasonably able to participate in the hearing on April 20, 2026.
5. The Tenant states that they attempted to notify the LTB they wished to reschedule the hearing by e-mail, but that this e-mail was not responded to.
6. I note that the Notice of Hearing sent to the Tenant includes the following information section:

“WHAT MAY HAPPEN IF YOU DO NOT ATTEND THE ACC:

If you cannot attend the hearing, you should give someone written permission to represent you and to participate on your behalf. Be sure to inform the LTB by email in advance.

If you are the Tenant and you do not attend the hearing or send a representative, your application may be dismissed without any further notice.”

7. The Tenant provides no explanation as to why these instructions were not followed. Further, the Tenant does not in their request indicate why they were unable to attend by telephone or videoconference on the date of the hearing to at minimum request the matter be adjourned or held down while the Tenant provided any needed transport for their mother.
8. I have also examined the records of the LTB. They contain the e-mail referenced by the Tenant requesting the matter be rescheduled. This e-mail (DOC-7816479) was sent by the Tenant on April 16, 2026 at 11:43 a.m., a time at which the Tenant's request to review indicates the Tenant believed their mother would be discharged to a rehabilitation facility, and not to home. While the timing of the hearing may not have been convenient for the Tenant given their family circumstances, it is unclear why at the time this e-mail was sent the Tenant did not believe they would be able to reasonably participate in the hearing.
9. The Tenant does not in their request assert they were unaware of or confused by the date of the hearing. The record shows the opposite. The review request also does not identify any emergency circumstances that occurred on April 20, 2026 that would have prevented the Tenant from attending a video-conference hearing that can also be attended by phone, or why the Tenant could not have arranged for someone else to attend on their behalf. I am not satisfied based on the Tenant's submissions that they could not reasonably have done so.

10. On the basis of the submissions made in the request, I am not satisfied that the Tenant was not reasonably able to participate in the proceeding.

It is ordered that:

1. The request to review order LTB-T-034399-25 issued on April 24, 2026 is denied. The order is confirmed and remains unchanged.

May 19, 2026
Date Issued

Benjamin Seigel
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.