



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-087633-25

In the matter of: UPPER, 83 CROWN ST
THUNDER BAY ON P7B3J8

Between: Branwen Lindsay
Tanya Korigan Tenant

And

Cathy Chen Landlord

Branwen Lindsay and Tanya Korigan (the 'Tenant') applied for an order determining that Cathy Chen (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 heard by videoconference on May 20, 2026. The Landlord, Represented by Nathan Madio, and the Tenant, and her Agent, Tanya Korigan, attended the hearing.

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

It is ordered on consent that:

1. On or before June 26, 2026, the Landlord shall:
 - Install a lock on the electrical panel located in the lower unit of the rental complex;
 - Acquire an additional approved garbage bin for the use of the tenants at the rental complex;
 - Install an additional mailbox for the use of the lower unit Tenants at the residential complex.
2. On or before July 26, 2026, the Landlord shall ensure all utility bills which are addressed to the Landlord are directed to an address other than the residential complex.
3. The Landlord shall pay to the Tenant \$325.00, and such amount may be deducted from the lawful rent due and owing on June 1, 2026.
4. For the duration of the tenancy, the Tenant shall not be required to provide access to the laundry to other Tenants in the residential complex.
5. The Landlord agrees to the following by way of reasonable accommodations pursuant to the *Ontario Human Rights Code* sought by the Tenant:

- All communication to be made through Tanya Korigan, in writing, to her e-mail address (as provided in the hearing room).
- Attendances at the rental unit must be in accordance with the Board's Guideline 19, must be articulated on a Notice of Entry and the reason for entry must match the Notice of Entry, with the exception of emergencies.
- All notices of entry with the exception emergencies must be given at least 48 hours or more in advance.
- Phone calls to Tanya Korigan must be only in an emergency.
- All written communication with Tanya Korigan shall be brief and respectful, and the Landlord should limit all unnecessary communication.
- All repairs should be done during the daytime, between 9:00 a.m. and 5:00 p.m., to the extent possible, and shall be done by qualified professionals.

May 26, 2026
Date Issued

Jane Dean

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.