



Order under Section 31 Residential Tenancies Act, 2006

File Number: LTB-T-079611-25

In the matter of: 201, 85 WELLESLEY ST E
TORONTO ON M4Y1H8

Between: Madison Charlton Tenant

And

Hazelview Properties Landlord

Madison Charlton (the 'Tenant') applied for an order determining that Hazelview Properties (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. And, harassed, obstructed, coerced, threatened or interfered with the Tenant.

This application was heard at an Adjudicative Case Conference (ACC) by videoconference on March 12, 2026.

Only the Tenant attended the hearing.

As of **4:39pm**, the Landlord was not present or represented at the hearing although properly served with notice of this hearing by the LTB. There was no record of a request to adjourn the hearing. As a result, the hearing proceeded with only the Tenant's evidence.

Determinations:

1. As explained below, the Tenant did not prove the allegations contained in the application on a balance of probabilities. Therefore, the application is dismissed.
2. I am satisfied, based on the evidence of the Tenant, that on April 5, 2026 the Tenant served the Landlord with a copy of the Notice of Hearing by serving the superintendent under their door as evidenced by their Certificate of Service.
3. The Tenant's claim is with respect to the Landlord not providing them with a copy of their lease agreement which they state was instead delivered to bylaw during an inquiry regarding the property which they discovered happened on June 11, 2025 after reporting maintenance issues. They discovered this disclosure in September of 2025 after their FOI request. The Tenant submits that they requested a copy of their lease agreement a year prior, and the Landlord ignored their request.
4. I accept that the Tenant requested a copy of their lease through an online management interface portal on May 29, 2024.

5. When the Tenant was asked if they received a copy of their lease agreement when the tenancy began on December 1, 2014, the Tenant could not recall if they received a copy. They submit that they required a copy of their lease relating to ongoing legal proceedings and that the Landlord failed to provide it which disadvantaged them in the proceedings. They stated that they had an issue with their AC charges and were worried about whether or not they were permitted to have a dog in the unit.
6. Aside from the online portal request for a copy, which I accept the Tenant was directed to make inquiries in an online portal, I am not satisfied that the Tenant made any other formal request to the Landlord for the lease copy. For instance, the Tenant is aware that the superintendent has an office located in the residential complex. This is evidenced by their submission that they placed the Notice of Hearing under their door. They took no steps to deliver a note to the superintendent to request a copy of their lease. While I accept that the Tenant experiences an apprehension with social experiences, I do not find it reasonable that the Tenant did not take other steps to request a lease copy after their request in the portal was not acknowledged.
7. The Tenant states that they think in passing that they may have verbally requested a copy of the lease to "Sam", but they could not provide any additional details with respect to the date of the request and they did not follow up requesting a copy.
8. While I can accept that the Tenant experiences social apprehension, I am not satisfied that the Landlord's failure to provide a copy of lease, after a single request by the Tenant, constitutes a substantial interference with the Tenant's enjoyment of the rental unit.
9. I am also not satisfied that the Landlords conduct in not providing a lease copy when requested on the online portal constitutes a deliberate attempt by the Landlord to obstruct the Tenant in legal proceedings.
10. Had the requested document been as important as the Tenant submits during legal proceedings, then the Tenant ought to have made further documented inquiries into requesting a copy of the document when they had other avenues to do so.
11. For these reasons the Tenant's application must be dismissed.

It is ordered that:

1. The Tenant's application is dismissed.

May 25, 2026
Date Issued

Terri van Huisstede
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.