



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

File Number: LTB-L-100556-25-RV

In the matter of: 302, 395D CONKLIN RD
BRANTFORD ON N3T0S8

Between: 395 CONKLIN ROAD (BRANTFORD) HOLDINGS Landlord
INC

And

GERALDINE ROUSE Tenant

Review Order

395 CONKLIN ROAD (BRANTFORD) HOLDINGS INC (the 'Landlord') applied for an order to terminate the tenancy and evict GERALDINE ROUSE (the 'Tenant') because the Tenant did not pay the rent that the Tenant owes.

This application was resolved by order LTB-L-100556-25 issued on March 4, 2026

On March 24, 2026, the Tenant requested a review of the order and that the order be stayed until the request to review the order is resolved.

On interim order LTB-L-100556-25-RV-IN was issued, staying the order issued on March 4, 2026

This application was heard by videoconference on May 21, 2026.

The Landlord's Legal Representative Eric Steiman and the Tenant attended the hearing.

Determinations:

1. The Tenant based their review request on not reasonably able to participate in the hearing.
2. The Tenant testified she had logged into the hearing via telephone using the number provided on the notice of hearing; she got the screen saying the host will admit soon, but she was never admitted. She called hearing support, and they told her she was in the wrong room; when she got the proper sign-in information, that hearing room was already closed as the hearings were finished. When asked which numbers she called, the Tenant got confused which she called for help and/or admittance.
3. The Landlord's Legal Representative submitted that on a balance of probabilities the Tenant did not attend as her reasons were inconsistent, and if she did attend, then she did not handle the situation diligently by waiting 1 ½ hours to reach out to support.

4. Based on the submissions made in the request and the testimony before me, I am satisfied that the Tenant was not reasonably able to participate in the proceeding. In *Kathryn King-Winton v. Doverhold Investments* (2008 CanLII 60708 (ON SCDC)), the Divisional Court stated, "Being reasonably able to participate in the proceeding must be interpreted broadly, natural justice requires no less." Here, I accept that the Tenant believed she was doing as she was supposed and the best she could to try and participate in the process; that she got confused in respect of the telephone numbers is understandable when one is not familiar with the process.
5. The monthly rent was increased to \$2,478.50 effective December 1, 2025
6. The Tenant gave notice for and vacated March 15, 2025. Although the Tenant advised she had not lived in the unit since August 31, 2024, she maintained control of the unit and her furniture and belongings were not removed until March 15, 2026. As such, the Tenant remained in possession for the period September 1, 2024 through March 15, 2026, and is responsible for the rent owing.
7. The parties agree the arrears owing to March 15, 2026 is \$8,691.80 plus the application filing fee \$186.00, for a total owing of \$8,877.80.

It is ordered that:

1. The request to review order LTB-L-100556-25 issued on March 4, 2026, is granted. The order is cancelled and replaced with the following.
2. The Tenant shall pay to the Landlord \$8,877.60 comprised of the application filing fee and arrears of rent to March 15, 2026, on or before June 7, 2026.
3. If the Tenant does not pay the Landlord the full amount owing on or before June 7, 2026, the Tenant will start to owe interest. This will be simple interest calculated from June 8, 2026, at 6.00% annually on the balance outstanding.
4. The interim order issued March 25, 2026, on is cancelled.

May 27, 2026
Date Issued

Diane Wade
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.