



**Order under Section 135
Residential Tenancies Act, 2006**

File Number: LTB-T-017689-26

In the matter of: 1514, 195 McCaul Street
Toronto ON M5T0E5

Between: Cindy Hoang Tenant

And

Treisha Hylton Landlord

Cindy Hoang (the 'Tenant') applied for an order determining that Treisha Hylton (the 'Landlord') collected or retained money illegally.

This application was heard by videoconference on May 25, 2026. Only the Tenant attended the hearing. As of 10:30 a.m., 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 proved the allegations contained in the application on a balance of probabilities. Therefore, the Landlord must pay the Tenant \$148.00.
2. The Landlord retained the key deposit in the amount of \$100.00, which is not allowed by the *Residential Tenancies Act, 2006* (the 'Act').
3. The evidence before me establishes that the Landlord refused to return the key deposit to the Tenant because the Tenant did not have the rental unit professionally cleaned. A landlord is not entitled to retain a last month's deposit or a key deposit for damages or cleaning costs. Accordingly, the Landlord shall be ordered to pay the Tenant \$100.00.
4. The Tenant incurred costs of \$48.00 for filing her application with the Board and is entitled to reimbursement for these costs.

It is ordered that:

1. The total amount the Landlord shall pay the Tenant is \$148.00. This amount represents:
 - \$100.00 for the illegal charge collected.
 - \$48.00 for the cost of filing the application.
2. The Landlord shall pay the Tenant the full amount owing by June 9, 2026.
3. If the Landlord does not pay the Tenant the full amount owing by June 9, 2026, the Landlord will owe interest. This will be simple interest calculated from June 10, 2026 at 4.00% annually on the balance outstanding.

May 29, 2026
Date Issued

Dawn Sullivan
Vice Chair, 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.