



**Order under Section 87
Residential Tenancies Act, 2006**

File Number: LTB-L-083528-25

In the matter of: 317, 711 BAY ST
TORONTO ON M5G2J8

Between: Gui Ping Shi Landlord

and

Abdulaziz Mohammed Former Tenant

Gui Ping Shi (the 'Landlord') applied for an order requiring Abdulaziz Mohammed (the 'Former Tenant') to pay the rent and daily compensation that the Former Tenant owes.

This application was heard by videoconference on May 28, 2026.

Only the Landlord attended the hearing. As of 2:15 p.m. the Former Tenant was not present or represented at the hearing.

Determinations:

1. As explained below, the Landlord has failed to properly serve the Former Tenant with the application and notice of hearing. Therefore, the Landlord's application is dismissed.
2. This matter was called at 10:29 a.m. The Landlord testified that he had served the Former Tenant by email. I informed the Landlord that no certificate of service or evidence had been filed with the Board confirming that the Former Tenant had been served with the application and notice of hearing. In order to provide the Landlord with an opportunity to address this issue, I held the matter down.
3. When the matter was recalled at 10:34 a.m., the Landlord did not respond. The matter was subsequently recalled at 12:27 p.m., and 1:38 p.m. At 2:15 p.m. the Landlord indicated that he was at work. I again asked the Landlord whether he had uploaded any documentation establishing that the application and notice of hearing had been served on the Former Tenant or brought to the Former Tenant's attention. The Landlord stated that he served the Former Tenant by email for the previous hearing. I also reviewed the Board's file and confirmed that the Landlord did not upload any documents while the matter was held down. Therefore, I am not satisfied that the Landlord served the Former Tenant with the application and Notice of Hearing using a method permitted in subsection 191(1.0.1) of the *Residential Tenancies Act, 2006* (the 'Act'). In addition, this hearing date was the second scheduled hearing date for this application. The previous hearing date had been adjourned

as service had not been completed as required by section 189.0.1(2). The matter was marked peremptory on the Landlord.

4. Section 189.0.1(2) of the Act states in relation to applications against former tenants no longer in possession of the rental unit that:

“(2) The applicant shall, within the time set out in the Rules, give the tenant or former tenant,

(a) a copy of the application; and

(b) a copy of any notice of hearing issued by the Board in respect of the application. 2020, c. 16, Sched. 4, s. 28.”

5. The service requirements for an L10 application are quite different than any other application. Specifically, it is the Landlord who must serve the Tenant with a copy of the L10 application rather than the Board. Further, the Tenant must have been served with a copy of the notice of hearing 30 days in advance of the hearing. This is contrasted with the other types of applications where the Board serves the parties with this information. E-mail service of L10 applications and notices are even more stringent requiring that the Landlord show that the documents came to the former Tenant's attention.
6. The L10 instructions and Certificate of Service are very clear that the Landlord is required to serve the Notice of Hearing to the Former Tenant. The L10 application refers the Landlord to the specific Certificate of Service and includes a hyperlink directly to that document. It also states that if a Certificate of Service is not uploaded to the Tribunals Ontario Portal ('TOP'), the LTB may cancel the hearing and close the file.
7. In this case, I am not satisfied that the Landlord served the Former Tenant by a method provided for in the Board's Rules of Procedure, which states that the Landlord must demonstrate that the Former Tenant agreed, in writing, to service of documents via e-mail, and that it can be proven that the documents came to the attention of the Former Tenant. In addition, the Landlord had no evidence to demonstrate that the Former Tenant was aware of the hearing. Since the matter had already been adjourned on a prior date, and the Landlord was advised it was incumbent upon him to prove service at the next hearing date, I am not of the view it is appropriate to grant a further adjournment.

It is ordered that:

1. The Landlord's application is dismissed.

June 4, 2026
Date Issued

Adeela Alvez
Member, Landlord and Tenant Board

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If you have any questions about this order, call 416-645-8080 or toll free at 1-888-332-3234.