



Order under Section 135 Residential Tenancies Act, 2006

File Number: LTB-T-021668-26

In the matter of: 1305, 55 Charles Street East
Toronto ON M4Y0J1

Between: Linglan Mei Tenant

And

Shabana Ashrafi Landlord

Linglan Mei (the 'Tenant') applied for an order determining that Shabana Ashrafi (the 'Landlord') collected or retained money illegally.

This application was heard by videoconference on June 9, 2026.

The Landlord and the Tenant attended the hearing.

Determinations:

1. The parties agree that upon moving into the rental unit the Tenant paid the Landlord a \$300.00 key deposit. The Tenant testified that on March 8, 2026, upon vacating the rental unit, she returned the main door key, mailbox key, and fob to the Landlord. To support her testimony, the Tenant entered text messages into evidence. The messages between the parties show the Landlord acknowledging receiving the “keys” from the Tenant.
2. The Landlord testified that when she met with the Tenant, she only received the main door key, and subsequently had to replace both the mailbox key and the fob. To support her testimony the Landlord entered into evidence a receipt for \$116.21 for the replacement keys dated May 30, 2026. The Landlord admitted that she owes the Tenant \$183.79 for the remaining balance of the key deposit.

Analysis

3. The onus for proving the T1 Application lays with the Tenant on a balance of probabilities. Based on the evidence at the hearing, I am not satisfied that the Tenant returned all the keys to the Landlord. While the text messages indicated the Landlord received the “keys”, that in and of itself does not prove that all keys were returned.

4. I prefer the oral evidence of the Landlord, who testified that she had to pay \$116.21 to replace the keys that were not returned. It would be illogical for the Landlord to incur the cost of replacement had they received all the keys. Based on this, I do not find that the Tenant met their burden to prove their application.
5. I find that the Landlord owes the Tenant the remainder of the balance of the unused key deposit amounting to \$183.79 as well as the application filing fee.

It is ordered that:

1. The total amount the Landlord shall pay the Tenant \$239.71. This amount represents:
 - \$183.79 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 22, 2026.
3. If the Landlord does not pay the Tenant the full amount owing by June 22, 2026, the Landlord will owe interest. This will be simple interest calculated from June 23, 2026 at 4.00% annually on the balance outstanding.

June 11, 2026
Date Issued

Brett Lockwood
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.