



Order under Section 130 Residential Tenancies Act, 2006

File Number: LTB-T-017750-26

In the matter of: PH3, 1305 Ontario Street
Burlington ON L7S1Y1

Between: Lisa Chu Tenant
Jeff Blake

And

Ontim Investments LTD Landlord

Lisa Chu and Jeff Blake (the 'Tenant') applied for a reduction of the rent charged for the rental unit due to:

- a reduction or discontinuance in services or facilities provided in respect of the rental unit or the residential complex.

This application was heard by videoconference on June 16, 2026. Before the start of the hearing the Landlord's Agent, Lisa Kamas, and the Tenant, Lisa Chu and Jeff Blake advised that the parties had reached an agreement.

The parties requested that Dispute Resolution Officer (DRO) Sumathi Dhanapal provide assistance in finalizing the terms and issue an order on consent to resolve all matters raised in the application.

Upon reviewing the terms of the consent with the parties, I am satisfied that the parties understand the terms and consequences of their consent.

Agreed Facts:

1. The Tenant proved the allegations contained in the application on a balance of probabilities. Therefore, the Landlord must send an email to Cogeco to request and attempt to access the in-suite television security system by June 19, 2026.

On consent, it is ordered that:

1. The total amount the Landlord shall pay the Tenant is \$303.00. This amount represents:
 - \$250.00 [\$50.00 x 5 months] for a rent rebate for the period of time from February 2026 to June 2026.
 - \$53.00 for the cost of filing the application.

2. The Landlord shall pay the Tenant the full amount owing by July 31, 2026, via cheque.
3. If the Landlord does not pay the Tenant the full amount owing by July 31, 2026, the Landlord will owe interest. This will be simple interest calculated from August 1, 2026, at 4.00% annually on the balance outstanding.
4. This order represents a full and final resolution of all issues arising from the Tenant's application.

June 19, 2026
Date Issued

Sumathi Dhanapal
Hearings Officer, 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.