



# Memorandum

**Date:** January 31, 2025  
**To:** Members of the Board  
**From:** Ken Ranta, CEO  
**Subject:** **Landlord Tenant Board Advocacy**

At the January 16, 2025 Board meeting, the Board engaged in a discussion regarding past discussions with the Ministry of the Attorney General regarding proposing amendments to the Landlord Tenant Board (LTB) process. It was stated that the Northern Ontario Service Deliverers Association (NOSDA) had a planned deputation with the Attorney General scheduled for January 20<sup>th</sup> at the Rural Ontario Municipal Association conference.

From this discussion, Administration was directed to bring back options to engage other ministries in support advocacy for any proposed LTB amendments presented by NOSDA.

NOSDA's deputation to the Attorney General included identifying key issues with the LTB process and some recommendations that could address these issues. The deputation was well received and the Attorney General asked the group to prepare some further detailed information and outline particular instances to help further the discussion on possible changes. NOSDA committed to preparing further information and providing this to the Attorney General.

TBDSSAB was a contributor to the NOSDA deputation paper, sharing our experiences and recommendations for change. Administration will continue to work with NOSDA in the preparation of further information requested by the Attorney General.

As a result, Administration recommends that the detailed response package be prepared and presented to the Attorney General by NOSDA prior to engaging in advocacy to other ministries in support of any change.

Further, with the call of the provincial election to be held on February 27, 2025, it is prudent to hold communications with the various ministries until the ministerial appointments are made.



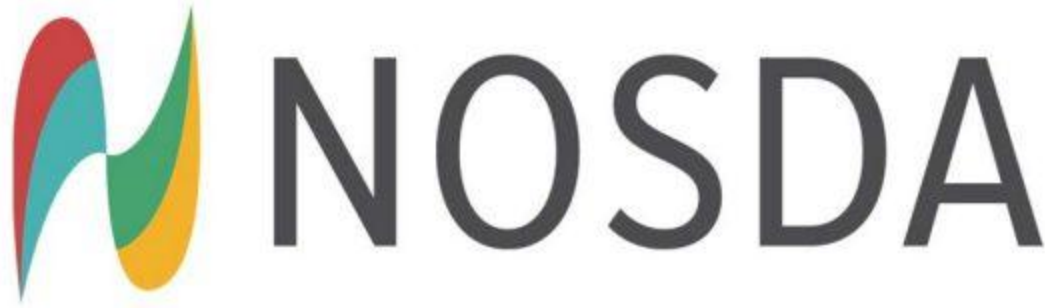
**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

Sincerely,

Ken Ranta  
CEO

KR/gf

Attachment #1      [NOSDA Deputation Paper to the Hon. Doug Downey, Attorney General](#)



**Honourable Doug Downey  
Attorney General  
ROMA Conference January 19-22, 2025**

**January 20, 2025 at am/pm  
Opus Room 3<sup>rd</sup> Floor Hilton 145 Richmond**

**Presented By: Michelle Boileau, Chair  
Debbie Ewald, Vice Chair  
Mark King, Vice Chair  
Northern Ontario Service Deliverers Association**

[fern.dominelli@nosda.net](mailto:fern.dominelli@nosda.net)

(705) 665-2944

## **Briefing Note:** Ministry of Attorney General

NOSDA has provided recommendations for Reforming the Landlord and Tenant Board (LTB) Process to Address Delays and Improve Outcomes for Vulnerable Populations

The Landlord Tenant Board (LTB) is facing significant delays and inefficiencies that are having severe financial and social consequences, particularly for community housing providers and vulnerable tenants. Average wait times for hearings exceed nine months, with evictions taking up to 18 months to process. These delays exacerbate financial strain on municipalities, housing service managers, and providers of social housing. These briefing outlines key issues with the LTB process and presents recommendations to streamline the system and improve outcomes for those reliant on community housing.

### **Background:**

The challenges facing the LTB have been magnified in the aftermath of the COVID-19 pandemic, with wait times for hearings and decisions becoming increasingly prolonged. This issue is particularly concerning for municipal housing service managers (CMSMs), District Social Services Administration Boards (DSSABs), and Local Housing Corporations (LHCs), who are responsible for administering community housing and preventing homelessness.

Key challenges identified by the Northern Ontario Service Deliverers Association (NOSDA) and its members include:

### **Excessive Wait Times**

- Wait times for hearings often exceed 9 months, with evictions taking 18 months or longer to resolve.
- These delays result in significant financial losses, including increased operational costs, unpaid rent, unit turnover, property damage, and the diversion of resources from homelessness prevention programs.
- Delays also lead to the accumulation of legal costs and impacts on tenant behavior, further escalating disputes and damages.

### **Inefficient Resource Allocation**

- Delays consume critical resources that could otherwise be directed toward homelessness prevention, mental health, and addiction services.

### **Inconsistent Hearing Practices**

- Variability in adjudicator decisions and processes creates uncertainty for housing providers, complicating compliance with the Residential Tenancies Act and escalating costs, particularly for smaller providers.

### **Limited Hearing Capacity**

- The inability to address multiple applications for the same tenant in a single session extends disputes and delays resolution.

### **Geographic Challenges in Northern Ontario**

- Virtual hearings are often hindered by poor connectivity in rural and northern regions
- Legal representation, especially in remote areas, is harder to access, adding to the complexity and delays of proceedings.

## Request:

### Exemption from the LTB Process for Community Housing Providers

- We recommend that Consolidated Municipal Service Managers (CMSMs), District Social Services Administration Boards (DSSABs), and Local Housing Corporations (LHCs) be **exempt from the provincial LTB process**. This exemption would allow municipalities to manage tenant disputes more effectively, expedite resolutions, and reduce the burden on the provincial LTB system.
- CMSMs, DSSABs, and LHCs are well-positioned to handle disputes and evictions more efficiently, given their legislated responsibilities and proximity to the communities they serve.

### In-Person and Regional Appeals for Northern Ontario

- In Northern Ontario, where geography and infrastructure are significant barriers, we recommend **in-person hearings** where possible, especially for tenants and landlords in remote areas.
- Adjudicators could be assigned regional areas, better reflecting the unique living conditions and challenges faced by communities in the North.

### Allow Multiple Applications per Hearing

- To streamline the hearing process and reduce delays, we recommend that the LTB allow **multiple applications (e.g., for arrears and tenant behavior) to be addressed in a single hearing**. This will reduce the number of hearings needed, expedite resolution, and lower costs for both tenants and housing providers.

## **Expand Section 5.1 to Include Tenants Receiving Mental Health and Addiction Supports**

Section 5.1 of the Residential Tenancies Act should be **expanded to include tenants in community housing units who are receiving Mental Health and Addiction Services**. This will provide municipalities the flexibility to manage tenancy issues more effectively while ensuring that support services remain a key part of housing stability.

- We are looking to develop lease terms & conditions for new tenants that allows CMSM/DSSAB's to apply section 5.1 where the new tenant has agreed to same in the lease. Any review process that maybe involved quickly recognizes the lease conditions and upholds same very quickly. This would apply to new tenants receiving supports when they move in, housing with supports, transitional housing. We would be looking for a 4-year time line same as transitional housing.
- CMSMs and DSSABs have a mandate for homelessness prevention, and this change would allow them to create environments conducive to long-term housing stability by removing tenants whose behavior is detrimental to other residents.
- The CMSM & DSSAB being responsible for homelessness will determine the best alternative accommodation for the tenant being evicted.

## **Structured Training for Adjudicators**

- To ensure more consistent and fair outcomes, we recommend **structured, standardized training** for LTB adjudicators that focuses on the specific challenges of community housing and homelessness.
- This training would address issues such as mental health, addiction, and the unique needs of vulnerable tenants, ensuring that adjudicators are better equipped to make informed decisions.

## Conclusion

The current inefficiencies of the Landlord Tenant Board are not only a burden on housing providers but also an impediment to addressing pressing societal issues such as homelessness and social disorder. By implementing the proposed reforms, we can create a more effective, responsive, and humane housing system that prioritizes the needs of vulnerable populations while conserving critical resources.

We urge the government to consider these recommendations seriously and to take swift action to implement the necessary changes to the Landlord Tenant Board.