



August 12, 2025

Email: attorneygeneral@ontario.ca
Doug.Downey@ontario.ca

Honourable Doug Downey
Attorney General
McMurtry-Scott Building
720 Bay Street, 11th Floor Toronto, ON M7A 2S9

Dear Minister Downey,

RE: Landlord and Tenant Board (LTB)

Landlord's Self-Help Centre (LSHC) congratulates you on your reappointment as Attorney General. For context, LSHC is the only community legal clinic in the province funded by Legal Aid Ontario with a mandate to provide general information, summary legal advice, support, and public legal education to small-scale landlords on residential landlord and tenant matters. We serve a unique and often underserved segment of the housing sector: small landlords who typically rent out a portion of their home to generate income that helps offset the cost of homeownership. These individuals often lack the resources available to large property management companies.

While we acknowledge the LTB's ongoing efforts to address the backlog based on the recommendations outlined in the Ombudsman's report released two years ago, we have yet to see significant improvements that benefit our small landlord community. To better understand the challenges our clients face with the LTB's current digital services, we launched a [survey](#) to gather their feedback. To date, we have received 283 responses. Many respondents have expressed a strong need for access to services in alternative formats. This includes requests for paper copies of forms, the ability to submit forms in person, and the option to conduct hearings in person, similar to how these services were provided prior to the COVID-19 pandemic.

Now is the time to consider the needs of the small landlord community and take meaningful steps to address the backlog and ensure access to justice for them. We would welcome the opportunity to discuss this matter further and look forward to your favourable reply.

Sincerely,
Landlord's Self-Help Centre

Diana Padierna

Diana Padierna
Executive Director

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