

#1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, June 17, 2025 3:32:26 PM  
**Last Modified:** Tuesday, June 17, 2025 3:33:32 PM  
**Time Spent:** 00:01:06  
**IP Address:** 199.167.158.156

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

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**Q6****No**

Should the LTB reopen for in-person hearings?

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**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Convenient to attend online when working

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**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

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**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#2

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, June 17, 2025 8:41:31 PM  
**Last Modified:** Tuesday, June 17, 2025 8:48:21 PM  
**Time Spent:** 00:06:50  
**IP Address:** 104.254.89.205

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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no

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

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Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

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Q6

Yes

Should the LTB reopen for in-person hearings?

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**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

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**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#3

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, June 17, 2025 9:28:25 PM  
**Last Modified:** Tuesday, June 17, 2025 9:37:30 PM  
**Time Spent:** 00:09:04  
**IP Address:** 99.231.232.48

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

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Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

No

Should the LTB reopen for in-person hearings?

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**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The zoom meeting format is very convenient. In my opinion, it works far better than the in-person sessions.

With the Zoom meetings, you don't have to take a full day off while you are waiting for your case - you can continue to work while waiting for your turn.

Also, you can still meet with a mediator or your tenant in separate rooms just like the in-person meetings. So, they are far more efficient than the in-person meeting.

It saves the environment by saving a ton of paper! Instead of printing everything 3 times, they can be viewed electronically. Also, if a document needs to be submitted during the hearing, we can easily email it to everyone instantly. This is IMPOSSIBLE if additional documents are needed during in-person documents.

Please keep the zoom meetings!!!

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**Q9**

Other (please specify below):

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

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no advantage

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#4

COMPLETE

**Collector:** Web Link 1 (Web Link)  
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**Last Modified:** Tuesday, June 24, 2025 11:52:31 AM  
**Time Spent:** 00:04:57  
**IP Address:** 99.225.203.66

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

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Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

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Q6

Yes

Should the LTB reopen for in-person hearings?

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**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I believe it was better when Landlords and Tenants could sit down and speak with each other to resolve rent and or any other issues. I believe human contact is important.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#5

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, June 24, 2025 12:32:06 PM  
**Last Modified:** Tuesday, June 24, 2025 12:42:33 PM  
**Time Spent:** 00:10:26  
**IP Address:** 99.255.189.251

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Responses are horrendously slow, over 6 weeks for a response and generally your concern is not addressed. It's a tremendous waste of time and frustrating

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Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Customer service is extremely poor. Impression I get is that it's staffed by untrained individuals, just a waste of tax payer's money.

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Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

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Q6

Yes

Should the LTB reopen for in-person hearings?

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**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Takes a long time for emails to get responses from the LTB. In my experience over 6 weeks for a response. That is poor and ineffective service. Worse government department i ever had to deal with. By having inperson service my issues will be addressed in a very timely manner.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#6

COMPLETE

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**Last Modified:** Tuesday, June 24, 2025 3:25:28 PM  
**Time Spent:** 00:06:14  
**IP Address:** 216.174.89.162

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Can't remember; had to refile so I lost more money and time

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
 Technical issues (poor internet connection, Zoom access, no audio or video).  
 ,

Lack of personal interaction.,  
 Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, after many delays and waiting and expense

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware and have successfully filed an application.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The huge delays since you stopped. And a 'goal' of having hearings within 7 SEVEN! weeks just adds another two months of unpaid rent to the landlord's loss.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

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**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#7

**COMPLETE**

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**Last Modified:** Wednesday, July 09, 2025 5:39:00 PM  
**Time Spent:** 00:01:27  
**IP Address:** 172.83.211.29

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Login expires very quickly and logs out

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Technical issues (poor internet connection, Zoom access, no audio or video).**  
**,**  
**Inconvenient hours of operation.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Q5****Respondent skipped this question**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person is more reliable for testimony.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#8

**COMPLETE**

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**Last Modified:** Wednesday, July 09, 2025 6:32:53 PM  
**Time Spent:** 00:08:31  
**IP Address:** 146.75.188.2

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

No difficulty at all

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, as a rural landlord who is also self employed, being able to have a hearing virtually has made it more possible for us as well as our tenants to attend hearings

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Any resources should be allocated to getting hearings quicker . My husband and I has lost over \$100,000 in tenant property damages, on payment of rent as well as non payment of utilities . And we are a small landlord. It's going to take years for us to recover from this . Had a hearing taken place sooner , we would have been able to evict faster to stop the further destruction of our house . And also saved countless months of exhaustion from working 3 jobs to pay these bills while the tenants continued to smash windows, destroy the heating and plumbing system and now we see electrical as well.. we are broken and most of this damage happened WHILE we waited to get a hearing date

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**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

None

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 09, 2025 6:30:06 PM  
**Last Modified:** Wednesday, July 09, 2025 6:33:06 PM  
**Time Spent:** 00:03:00  
**IP Address:** 72.136.107.162

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
The file is never accurate and it seems a rundown of issues with it

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

More than 90% of the time I have recieved advice from LTB contact center which is contrary to RTA

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Most of the time the tenants are not even in Zoom calls, sometimes they are not visible and there are people in the room coaching them which is not allowed. In-person hearings would force everyone to be professional and complete hearings in a timely manner

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

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**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 09, 2025 6:50:53 PM  
**Last Modified:** Wednesday, July 09, 2025 6:58:36 PM  
**Time Spent:** 00:07:43  
**IP Address:** 67.208.31.162

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Inconvenient hours of operation.,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.,**

Other (please specify below).:

Long wait for roll call in zoom calls, often adjudicators are not tech savvy causing issues.

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not effective. Online hearings are far more inefficiently run and people tend to have more bravado when on zoom. This has been studied, search for the The Online Disinhibition Effect study online, for example.

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Yes, I am aware and have successfully filed an application.**

**Q6**

Should the LTB reopen for in-person hearings?

**Yes**

**Q7**

Should the LTB reopen for in-person customer service and resources such as filing applications?

**Yes**

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Too many applications are rejected for minor issues. An in person filing experience allows for better triage if a person there can check the basics of the file, saving wasted time at the LTB throwing out files. For example, my file was thrown out for transposing two numbers in an address. Wasted money, hearing time, and adjudicator effort.

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

When in person there tends to be what's called "hallway resolution" - when face to face, perhaps 20% of cases could be resolved just by being in person (from Tribunal Watch)

**Q10**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

**Yes**

#11

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 09, 2025 6:55:45 PM  
**Last Modified:** Wednesday, July 09, 2025 7:03:32 PM  
**Time Spent:** 00:07:46  
**IP Address:** 76.69.16.241

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Portal is brutal to navigate. Upload.. is a pain.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below).:

It's redic the amount of time hearings take. I have seen murder trials take less time! N4 is the biggest joke. Last one I watched was 4 hours!!!!

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware and have successfully filed an application.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

There are too many professional tts. Having in person in region again will flush them out as the adj were very familiar with them previously. Now the adj can be from accross the province. So they easily go undetected. Not up loading decisions to canlii is leaving LL's open to these professional tts as well.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Tired of people hiding their faces during a hearing. It's way to steal rent or damage a property and not have to look anyone in the face. It's a joke quasi court. I can have bobo the clown show up saying he's me. There's no professionalism & it's run like a bar. Anything goes... ppl laying in bed, hats on, smoking weed, vaping, ppl on vacation the list goes on & on.

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**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#12

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 09, 2025 7:31:38 PM  
**Last Modified:** Wednesday, July 09, 2025 7:37:55 PM  
**Time Spent:** 00:06:17  
**IP Address:** 206.248.167.41

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

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Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

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Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

No

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Convenience. However, letting a person (landlord or tenant) choose seems like the most equitable option.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 09, 2025 8:47:07 PM  
**Last Modified:** Wednesday, July 09, 2025 8:48:01 PM  
**Time Spent:** 00:00:53  
**IP Address:** 99.254.24.10

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1** Respondent skipped this question

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2** Respondent skipped this question

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3** Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4** Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5** No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6** Respondent skipped this question

Should the LTB reopen for in-person hearings?

---

**Q7**

Respondent skipped this question

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

Respondent skipped this question

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10**

Respondent skipped this question

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#14

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 12:18:52 AM  
**Last Modified:** Thursday, July 10, 2025 12:20:44 AM  
**Time Spent:** 00:01:51  
**IP Address:** 135.23.152.3

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No because in person not available

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

None

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Accessibility

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#15

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:19:32 AM  
**Last Modified:** Thursday, July 10, 2025 7:27:11 AM  
**Time Spent:** 00:07:38  
**IP Address:** 169.150.204.112

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

i have gone into service ontario and paid more to have them submit documents there was only one person working who could take them.

i have uploaded to top and attended virtual hearings as a landlord as well as observe hearings 2 to 3 days a week so i love the virtual access however more cases would be reaching consent if people could talk in the hallways. additionally, watching people smoke marijuana all day then do hearing where adjudicator is aware but does not say anything would not happen. i think it would be easier for adjudicators to assess credibility with more cues in person. the call center has long wait times and they often give inaccurate information. when i want to know info i google lrb guideline for the topic to find more accurate info.

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

minimal staffing on site who could take the file. had to wait until person returned from lunch for example because know other staff knew how to do it

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

access to justice would be better suited with a hybrid model.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#16

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 11:47:51 AM  
**Last Modified:** Thursday, July 10, 2025 11:50:45 AM  
**Time Spent:** 00:02:54  
**IP Address:** 173.35.222.219

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Lack of personal interaction.,  
Difficulty presenting evidence or documents virtually.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#17

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 11:55:43 AM  
**Last Modified:** Thursday, July 10, 2025 11:57:33 AM  
**Time Spent:** 00:01:50  
**IP Address:** 173.206.87.221

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not, long delay, non payment application takes months.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#18

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:23:15 PM  
**Last Modified:** Thursday, July 10, 2025 4:24:21 PM  
**Time Spent:** 00:01:05  
**IP Address:** 142.115.140.136

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#19

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:23:12 PM  
**Last Modified:** Thursday, July 10, 2025 4:26:01 PM  
**Time Spent:** 00:02:49  
**IP Address:** 184.144.88.139

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Time

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Ok

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better for everyone

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#20

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:25:02 PM  
**Last Modified:** Thursday, July 10, 2025 4:26:20 PM  
**Time Spent:** 00:01:17  
**IP Address:** 99.247.111.111

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
long wait times

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

who know s

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

face too face

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#21

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:24:48 PM  
**Last Modified:** Thursday, July 10, 2025 4:26:27 PM  
**Time Spent:** 00:01:38  
**IP Address:** 174.88.218.149

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not all the time

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better service structure

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#22

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:25:49 PM  
**Last Modified:** Thursday, July 10, 2025 4:28:48 PM  
**Time Spent:** 00:02:59  
**IP Address:** 173.238.113.208

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- Q1** **Occasionally**
- How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** **No, I have not used TOP yet.**
- Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** **Other (please specify below):**  
**not recently needed**
- Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).
- 
- Q4**
- Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?
- not needed
- 
- Q5** **No, I was not aware.**
- Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** **Yes**
- Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

not comfortable with computer rather talk to a person

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#23

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:27:30 PM  
**Last Modified:** Thursday, July 10, 2025 4:28:52 PM  
**Time Spent:** 00:01:21  
**IP Address:** 74.12.113.98

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Technical issues (poor internet connection, Zoom access, no audio or video).**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Customer service is non-existent in modern era

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Hearings on zoom are quicker and easier to join but office should be open to file applications that aren't available on to the portals

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#24

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:26:44 PM  
**Last Modified:** Thursday, July 10, 2025 4:29:10 PM  
**Time Spent:** 00:02:26  
**IP Address:** 24.114.61.117

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Somewhat

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#25

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:25:04 PM  
**Last Modified:** Thursday, July 10, 2025 4:29:27 PM  
**Time Spent:** 00:04:23  
**IP Address:** 70.27.137.155

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
It is a slow tedious system

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Technical issues (poor internet connection, Zoom access, no audio or video).**  
,  
**Lack of personal interaction.**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not really because of the busy signals that I constantly get when calling LTB

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In-person interactions make it easier to get to someone to ask questions instead of always coming across a busy signal when calling in

---

**Q9****Easier to present evidence and documents.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#26

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:28:39 PM  
**Last Modified:** Thursday, July 10, 2025 4:29:51 PM  
**Time Spent:** 00:01:12  
**IP Address:** 99.246.146.241

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Respondent skipped this question**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#27

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:25:54 PM  
**Last Modified:** Thursday, July 10, 2025 4:30:06 PM  
**Time Spent:** 00:04:12  
**IP Address:** 184.75.223.29

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Inconvenient hours of operation.,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Lack of local knowledge makes the entire process longer and less just. Having hearing officers with no background of local personalities or issues means they too often give ridiculous decisions.

**Q5****Yes, I am aware but have faced issues (please specify below):**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**aware but always filed/responded on line**

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

problems can be identified and straightened out much quicker

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Local knowledge of conditions and bad actors essential.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#28

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:28:32 PM  
**Last Modified:** Thursday, July 10, 2025 4:31:49 PM  
**Time Spent:** 00:03:17  
**IP Address:** 209.29.97.132

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If they re open I hope they will also retain option of virtual services for requiring it.

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---



#29

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:30:58 PM  
**Last Modified:** Thursday, July 10, 2025 4:32:10 PM  
**Time Spent:** 00:01:12  
**IP Address:** 70.54.84.187

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Difficult to talk to a person, long wait times

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

People

Need to speak to a human

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#30

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:28:03 PM  
**Last Modified:** Thursday, July 10, 2025 4:32:24 PM  
**Time Spent:** 00:04:21  
**IP Address:** 72.45.124.188

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

Just not a computer person

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I like to deal in person to get explanations etc.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

I wish there would have been help available on figuring out dates and how to fill forms

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Not a computer person, like to deal in person

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#31

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:30:21 PM  
**Last Modified:** Thursday, July 10, 2025 4:34:13 PM  
**Time Spent:** 00:03:52  
**IP Address:** 184.95.235.150

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Difficulty presenting evidence or documents virtually.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, the rigid nature of virtual / online services had made it very difficult to communicate individual cases / contexts to obtain useful feedback / advice.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In-person customer service can provide much more personal and contextual advice than virtual services. I am indifferent with hearings as I believe it is more important to get faster processing to clear hearing backlogs.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#32

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:34:56 PM  
**Last Modified:** Thursday, July 10, 2025 4:37:52 PM  
**Time Spent:** 00:02:56  
**IP Address:** 142.169.16.189

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Inability to modify or release submitted files if needed

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. My case was heard and resolved entirely online. No need for in-person, which would be more cumbersome.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It is more cost effective to tax payers to operate online.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---



#33

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:33:54 PM  
**Last Modified:** Thursday, July 10, 2025 4:37:54 PM  
**Time Spent:** 00:03:59  
**IP Address:** 142.127.4.208

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
wadding pgs fir request to shorten....asked for photo or scan of reasons....could only add one page...each addl page overroddlast

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes....they were resolved swift,y and efficiently at hearing...also loved proof of results sent to email address.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Distance to travel....in rural ontario

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

Doubt there would b any differences for end result

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#34

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:34:14 PM  
**Last Modified:** Thursday, July 10, 2025 4:38:54 PM  
**Time Spent:** 00:04:40  
**IP Address:** 104.28.141.235

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below):  
Mostly good interactions

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Supprt - way for land lords to keep in touch during these busy times

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#35

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:32:56 PM  
**Last Modified:** Thursday, July 10, 2025 4:39:23 PM  
**Time Spent:** 00:06:26  
**IP Address:** 99.225.103.48

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Respondent skipped this question

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
LTB is just for tenants

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

An older person not tech savvy.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#36

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:27:04 PM  
**Last Modified:** Thursday, July 10, 2025 4:41:29 PM  
**Time Spent:** 00:14:24  
**IP Address:** 99.249.117.247

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

My problem with LTB is the wait time for hearings.

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I would oppose reopening, because I believe it will increase wait times for hearings. I would support just about anything that would decrease wait times.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---



#37

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:36:14 PM  
**Last Modified:** Thursday, July 10, 2025 4:41:42 PM  
**Time Spent:** 00:05:27  
**IP Address:** 209.29.96.63

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Took a way too long and difficult to submit papers

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's done faster as people are sitting waiting. They sometimes call hearings that will resolve faster while you're waiting and resolve in another room

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#38

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:28:44 PM  
**Last Modified:** Thursday, July 10, 2025 4:41:53 PM  
**Time Spent:** 00:13:08  
**IP Address:** 74.14.21.82

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Actually no issues. Everything went very well.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes it was a very professional setting and felt all parties I dealt with at the LTB were fair and explained the process thoroughly.

The adjudicators spoke clearly and with no judgement on either party was my experience.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Convenience of on line hearings for timing. No travel time!

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#39

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:27:03 PM  
**Last Modified:** Thursday, July 10, 2025 4:42:13 PM  
**Time Spent:** 00:15:10  
**IP Address:** 174.119.95.15

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: they could not find my application and I had to resend and repay another fee

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Other (please specify below).: used incorrect wording and was refused and had to resubmit as they would not correct it even with my email to confirm it was ok ...cvut and dry its either yes or no or right or wrong

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

the N forms are a joke because they have no teeth if the tenant does not adhere to whatever the issue is they do not have and the landlord must then proceed to the tribunal process in my case the scheduled date was 5 months after the request date for the tenant to leave and if they choose not to pay rent the landlord cannot interact with a sheriff himself until it goes to tribunal

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).: file was sent with tracking info but LTB could not locate application after following up after not hearing any thing after 3 months and I had to resubmit and pay the fee again which I did through Service Ontario again who were very helpful in Lindsay On

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Customer contact for assistance and person to person conversations are meaningful seeing facial expressions

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Face to face interaction

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#40

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:40:27 PM  
**Last Modified:** Thursday, July 10, 2025 4:44:58 PM  
**Time Spent:** 00:04:30  
**IP Address:** 24.36.136.48

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

None

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I have had no problems. It has worked well for my case and to listen on to hearings.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Only if it makes getting hearings faster, should it reopen.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#41

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:32:34 PM  
**Last Modified:** Thursday, July 10, 2025 4:45:38 PM  
**Time Spent:** 00:13:03  
**IP Address:** 174.88.98.32

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Technical issues

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Technical issues (poor internet connection, Zoom access, no audio or video).**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Respondent skipped this question****Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**No, I was not aware.****Q6**

Should the LTB reopen for in-person hearings?

**Yes**

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Opening in person services would help alleviate the online system and provide assistance for those who prefer in person support

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#42

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:43:18 PM  
**Last Modified:** Thursday, July 10, 2025 4:45:41 PM  
**Time Spent:** 00:02:22  
**IP Address:** 70.28.68.166

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Very seldom, but technical glitches with their software in completing an application

---

**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I don't think the LTB Contact Center always provides the best advice

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's more convenient for me to be able to join a hearing remotely and can work in the background while I wait for my matter than have to schedule time to attend a physical hearing

---

**Q9****Easier to present evidence and documents.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#43

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:41:42 PM  
**Last Modified:** Thursday, July 10, 2025 4:45:57 PM  
**Time Spent:** 00:04:15  
**IP Address:** 99.217.126.142

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.,

Other (please specify below):

Long waits for N4 dates

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes and no. The waits are long for getting a hearing to remove a non paying tenant and this causes small landlords to pay out of pocket for paralegals when we could do it ourselves by filing ourselves and not online. There are too many errors on line compared to a paper trail.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It would make hearings much easier and misunderstandings less.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#44

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:40:33 PM  
**Last Modified:** Thursday, July 10, 2025 4:47:03 PM  
**Time Spent:** 00:06:30  
**IP Address:** 142.198.44.190

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes but only after prolonged timelines for scheduling hearings

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

I suggest another bullet - Yes, I am aware but have not used it. This is my situation

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I would prefer a choice between virtual and in-person. My last tenant had violent tendencies and, while he chose not to attend the virtual hearing, I would have been quite uncomfortable if he had turned up for an in person hearing

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---



#45

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:38:52 PM  
**Last Modified:** Thursday, July 10, 2025 4:47:47 PM  
**Time Spent:** 00:08:55  
**IP Address:** 64.231.41.59

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I do not believe that the LTB (Landlord and Tenant Board) services have been fully effective in resolving issues or providing quality customer service.

While the website resources and the Tenant/Landlord Online Portal have become more accessible and convenient, they often lack clarity and fail to guide users through more complex issues. Many landlords and tenants find the information confusing or overly general.

Reaching the Contact Centre is challenging due to extremely long wait times and inconsistent responses from agents. It can be frustrating to obtain clear answers or reliable timelines.

Although virtual hearings have helped reduce travel and scheduling issues, they are not always user-friendly. Technical problems, delays, and inconsistent adjudication have negatively impacted the fairness and efficiency of the process. Some users feel overlooked due to rigid time slots or poor internet connections.

Overall, the system continues to feel backlogged, inefficient, and overly bureaucratic, which can leave both landlords and tenants without timely resolutions, particularly in urgent cases such as non-payment or maintenance disputes.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

There was never anyone available to help, and it took forever to get anything from the works. I think the LTB board should be privatized.

**Q9**

Other (please specify below):

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

I don't believe in person will help anymore than online

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#46

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:41:57 PM  
**Last Modified:** Thursday, July 10, 2025 4:48:51 PM  
**Time Spent:** 00:06:54  
**IP Address:** 104.28.133.27

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Not clear or user friendly

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Way too long to get hearings.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Support. More venues will speed things up. Lack of clarity and ambiguity waste time.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#47

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:46:03 PM  
**Last Modified:** Thursday, July 10, 2025 4:49:14 PM  
**Time Spent:** 00:03:11  
**IP Address:** 72.39.72.59

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I believe they should be open longer hours and should accommodate people who work shift work by offering evening sessions.

---

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
not interested in filing through Service Ontario prefer to submit in person to LTB office

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

People can ask more questions

On line is great as it saves time driving and reduces costs

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#48

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:46:54 PM  
**Last Modified:** Thursday, July 10, 2025 4:49:29 PM  
**Time Spent:** 00:02:34  
**IP Address:** 66.165.205.240

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

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**Q6****Respondent skipped this question**

Should the LTB reopen for in-person hearings?

---



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#49

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:49:55 PM  
**Last Modified:** Thursday, July 10, 2025 4:53:32 PM  
**Time Spent:** 00:03:36  
**IP Address:** 66.186.64.41

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.,  
Difficulty presenting evidence or documents virtually.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Father hearing date

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#50

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:53:07 PM  
**Last Modified:** Thursday, July 10, 2025 4:58:14 PM  
**Time Spent:** 00:05:07  
**IP Address:** 142.120.64.91

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
I had to get a para legal costing me \$1500 Totally upsetting

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

NO

I ended up with Half of what my tenant owed me on top of having to clean up the filth she left plus repainting costing me another \$3000  
So angry

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Getting directions from a live person would eliminate me having to spend money for a para legal

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#51

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:57:39 PM  
**Last Modified:** Thursday, July 10, 2025 4:59:47 PM  
**Time Spent:** 00:02:07  
**IP Address:** 142.186.96.173

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, my matter was resolved through top and a virtual hearing.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

All necessary supports can be obtained online.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#52

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:59:49 PM  
**Last Modified:** Thursday, July 10, 2025 5:01:44 PM  
**Time Spent:** 00:01:54  
**IP Address:** 172.225.44.90

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Makes the process easier and convenient to go through the process.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#53

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:58:47 PM  
**Last Modified:** Thursday, July 10, 2025 5:02:07 PM  
**Time Spent:** 00:03:19  
**IP Address:** 104.249.133.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No Effective, no response

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I donot support in person service

---

**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#54

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:43:18 PM  
**Last Modified:** Thursday, July 10, 2025 5:03:38 PM  
**Time Spent:** 00:20:19  
**IP Address:** 216.121.196.167

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Other (please specify below).:  
conflicting information

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I have not had the need to contact them since the changes, but I am worried if I have to

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I am an older adult landlady, used to person to person, and lacking in technological knowledge

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

I am a small landord and I think we should have some different rules like shorter wait times than the large corporations, one being shorter wait times because we are dependent on rental income, and not having it for an extended time can cause dire

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#55

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:00:03 PM  
**Last Modified:** Thursday, July 10, 2025 5:05:02 PM  
**Time Spent:** 00:04:59  
**IP Address:** 99.237.191.48

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Sometimes, you can get better answers to your problems while dealing with someone face to face. Also we can present our case better.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#56

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:04:19 PM  
**Last Modified:** Thursday, July 10, 2025 5:05:33 PM  
**Time Spent:** 00:01:14  
**IP Address:** 104.28.133.33

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Respondent skipped this question

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

N/a

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

N/a

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#57

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:10:38 PM  
**Last Modified:** Thursday, July 10, 2025 5:14:21 PM  
**Time Spent:** 00:03:42  
**IP Address:** 76.75.72.224

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Not updated information on filings

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes but very stressful

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

LTB hearings are so stressful already and if you encounter internet/technical difficulties and miss your hearing then you have wasted many, many months of waiting and losing money

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#58

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:11:44 PM  
**Last Modified:** Thursday, July 10, 2025 5:17:10 PM  
**Time Spent:** 00:05:25  
**IP Address:** 99.241.208.226

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I would get the attention needed when there is an person interaction - I find that online or using a "portal" makes it too easy for the agent to become complacent and does not truly "listen".

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****,****Other (please specify below):**

Can learn more about resolving conflicts with tenants - thus, less time needed to resolve cases

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#59

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:08:51 PM  
**Last Modified:** Thursday, July 10, 2025 5:18:01 PM  
**Time Spent:** 00:09:09  
**IP Address:** 24.114.57.3

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Signing in issues

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I am a strong believer in the option to do things in person while the Portal is helpful having access to all information directly in front of you instead of going back and forth on a screen which can be problematic . The last time I used the portal was to ask for an in person hearing for an elderly person whose 1st language was not English and technology was not their strong suit

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

For applications whose outcome could mean Eviction and homelessness I 100 percent advocate in person hearings. People need to be seen and heard the barrier of a computer screen can be a serious set back for many. The LTB should of never discontinued in person hearings. We cannot stay disconnected as people for such important issues

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

The ability to be seen and heard as humans is very important

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#60

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:18:58 PM  
**Last Modified:** Thursday, July 10, 2025 5:21:43 PM  
**Time Spent:** 00:02:44  
**IP Address:** 184.149.36.17

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Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Slow service

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Technical issues (poor internet connection, Zoom access, no audio or video).  
,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Slow service and they favors the tenants rights.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware and have successfully filed an application.

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

LTB always takes the tenant side in proceedings.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#61

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:21:17 PM  
**Last Modified:** Thursday, July 10, 2025 5:23:24 PM  
**Time Spent:** 00:02:06  
**IP Address:** 184.148.67.241

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

**Long wait times over the phone.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Easier for explaining and communication.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#62

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:23:13 PM  
**Last Modified:** Thursday, July 10, 2025 5:28:18 PM  
**Time Spent:** 00:05:04  
**IP Address:** 184.151.37.127

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Couldn't schedule hearings or schedule was many months away.

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Virtual hearings are great. Each productivity by being able to work while waiting for the hearing and by not having to travel.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Technology is enabler to substantially improve productivity. The great majority of applications do not require in person arbitration or hearings. 91% of all LTV applications are from landlords and almost all landlords would prefer not to have to go to a physical location.

---

**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

This question presumes that there will be any benefit. I don't believe it would be.

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#63

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:30:42 PM  
**Last Modified:** Thursday, July 10, 2025 5:33:18 PM  
**Time Spent:** 00:02:36  
**IP Address:** 99.225.41.210

---

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**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).****,****Inconvenient hours of operation.,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.,****Other (please specify below).:****Sone issues can not be addressed virtuallyaddressed**

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#64

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:33:55 PM  
**Last Modified:** Thursday, July 10, 2025 5:36:25 PM  
**Time Spent:** 00:02:30  
**IP Address:** 172.97.175.208

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
had a hearing that was never heard as overbooked

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

no-had a hearing that was never heard as overbooked. When all 3 tenants were asked to provide dates they are available, coincidentally all were not available all summer

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

convenience of Zoom hearings and costs less for paralegals to jsut log in

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#65

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:35:53 PM  
**Last Modified:** Thursday, July 10, 2025 5:37:48 PM  
**Time Spent:** 00:01:54  
**IP Address:** 174.95.159.94

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**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Its always easier and faster to address questions and information needs in person.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#66

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:35:07 PM  
**Last Modified:** Thursday, July 10, 2025 5:37:55 PM  
**Time Spent:** 00:02:47  
**IP Address:** 72.136.102.213

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#67

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:27:05 PM  
**Last Modified:** Thursday, July 10, 2025 5:38:27 PM  
**Time Spent:** 00:11:22  
**IP Address:** 172.226.164.42

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Difficulty in accessing my documents submitted

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Respondent skipped this question

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

No, I was not aware.

Q6

Should the LTB reopen for in-person hearings?

Yes

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I am completely opposed to a bureaucratic board interfering in commercial transaction and taking inordinate time to address the issues , Justice delayed is Justice denied . It gives the tenant undue advantage and destroys a fundamental incentive for real estate investments as your revenue is not assured if you have a bad Tennant and the prices of resolution is slow and tedious . Canadas goal of increasing the housing stock will continue to be defeated if investors are disincentivized by a bureaucratic and slow process of justice . The American system is faster , more effective and supportive of those who make the financial sacrifice to invest in Real estate . This system is archaic and does not fit into the modern system of law and Justice , it is extremely frustrating . As a result of LTB taking over 5 months to hear a case I was involved in , a tenant ended up enjoying almost 5 months of free rent , while I was burdened with the luggage of mortgage and association dues . This is patently unfair and unsustainable

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#68

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:36:59 PM  
**Last Modified:** Thursday, July 10, 2025 5:43:17 PM  
**Time Spent:** 00:06:18  
**IP Address:** 99.249.36.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, it's efficient and convenient. I no longer have to travel long distances and wait all day to be heard. I can do a virtual hearing and while waiting my turn I can read, watch tv, do work, etc.

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below):

It takes longer to do this. If filed on line, it's filed as received that day and you get a hearing sooner.

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If you take the time to read the applications the instructions are very thorough. You can always call the LTB if you have a question. Also, some tenants and landlords become aggressive towards the clerks.

---

**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

No advantage. Less hearings would be heard.

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#69

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 5:40:15 PM  
**Last Modified:** Thursday, July 10, 2025 5:44:52 PM  
**Time Spent:** 00:04:36  
**IP Address:** 142.189.23.39

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 confusing if you want to submit for rent(N4) and N7 it is very confusing to say the least

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

the obvious is that the LTB severely favours the tenant.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

It was resolved but cost me huge amount of money in lost rent. Why is there no consequence if the tenant doesn't pay rent

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
 they seem to favour online submissions.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

online there is a lack of personal interaction

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

Other (please specify below).:

more accountable when face to face

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#70

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:50:26 PM  
**Last Modified:** Thursday, July 10, 2025 5:45:21 PM  
**Time Spent:** 00:54:55  
**IP Address:** 67.193.134.70

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

The long wait times on the phone are NOTHING compared to the time wasted driving to a location and then standing and waiting.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's a complete waste of time. It's turning a 2-hour session into 8 hours of driving and waiting. I am vehemently against having in-person adjudications. Join the 21st century.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below).:

THERE ARE NO ADVANTAGES. ARE PEOPLE SERIOUSLY CONSIDERING GOING BACK TO 1900? I would have to drive to the hearing location and wait until my turn comes up, or I can have a useful day at home until my turn comes up.

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#71

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:02:40 PM  
**Last Modified:** Thursday, July 10, 2025 6:04:59 PM  
**Time Spent:** 00:02:18  
**IP Address:** 99.229.7.74

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

They should be accepting in person applications

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#72

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:12:39 PM  
**Last Modified:** Thursday, July 10, 2025 6:16:41 PM  
**Time Spent:** 00:04:02  
**IP Address:** 24.156.193.172

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Fortunately my current tenants have been long term and good.

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

N/A

---

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Personal help is necessary at certain stages, especially for small landlord who may only deal with issues occasionally and not be up to snuff on all the proceedings

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#73

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:14:24 PM  
**Last Modified:** Thursday, July 10, 2025 6:19:16 PM  
**Time Spent:** 00:04:51  
**IP Address:** 209.29.99.132

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Frozen screen, asked to try again

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Sometimes. It depends on whether the agent is knowledgeable about the issue. In the past, I've gotten conflicting info from several agents on the same issue.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Less deferral of hearings

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#74

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:19:07 PM  
**Last Modified:** Thursday, July 10, 2025 6:22:27 PM  
**Time Spent:** 00:03:19  
**IP Address:** 24.141.94.120

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Haven't contacted them recently but I remember some time ago it was difficult getting access to a person.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I've never had to access in person. I'm fairly tech savvy that most of my inquiries can be done online.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#75

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:21:27 PM  
**Last Modified:** Thursday, July 10, 2025 6:22:43 PM  
**Time Spent:** 00:01:15  
**IP Address:** 85.131.190.174

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**  
**Easier to present evidence and documents.,**  
**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#76

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:21:24 PM  
**Last Modified:** Thursday, July 10, 2025 6:22:57 PM  
**Time Spent:** 00:01:32  
**IP Address:** 173.181.0.154

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not really

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Faster service

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#77

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:33:56 PM  
**Last Modified:** Thursday, July 10, 2025 6:38:20 PM  
**Time Spent:** 00:04:23  
**IP Address:** 99.234.26.207

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Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

None

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Time taken to travel

---

**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Na

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#78

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:34:02 PM  
**Last Modified:** Thursday, July 10, 2025 6:41:54 PM  
**Time Spent:** 00:07:51  
**IP Address:** 142.127.5.23

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Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Virtual hearings take too long

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The hearings take too long

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#79

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:06:45 PM  
**Last Modified:** Thursday, July 10, 2025 6:41:59 PM  
**Time Spent:** 00:35:13  
**IP Address:** 68.69.149.5

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.****Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In 5 years i was only able to raise the rent amere 82 dollars and they stopped paying. Would not step up.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#80

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:44:17 PM  
**Last Modified:** Thursday, July 10, 2025 6:45:43 PM  
**Time Spent:** 00:01:25  
**IP Address:** 104.158.18.16

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#81

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 6:51:23 PM  
**Last Modified:** Thursday, July 10, 2025 6:59:14 PM  
**Time Spent:** 00:07:51  
**IP Address:** 67.193.176.153

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Anticks of Tenant legal support like John Done not communicating that he is cancelling his motion for a meeting therefor creating defaults in contract signings.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

With in person meetings, legal representatives in Kingston, mainly John Done, create a bottle neck as the professional tenants want him to mediate all of their cases while John Done is in court with long rantings that go on forever! Live equals major delays in production. It would be extremely worse!

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Grand Standing by Tenant legal support, bottlenecks, much less efficient, more difficult for manipulation and collusion with online zoom meetings.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below).:

Non, there is too much bias for tenants and see no real benefit.

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#82

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:10:18 PM  
**Last Modified:** Thursday, July 10, 2025 7:14:42 PM  
**Time Spent:** 00:04:24  
**IP Address:** 99.225.4.92

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. Step by step guidance.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I support in-person services because of my limited knowledge in computer technology.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#83

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:16:28 PM  
**Last Modified:** Thursday, July 10, 2025 7:21:07 PM  
**Time Spent:** 00:04:39  
**IP Address:** 99.245.56.132

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. They are very tenant focused. Why don't they hold unpaid rent in escrow until a hearing takes place. They disperse the funds accordingly. Tenants are getting away without paying rent.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Because face to face contact with humans is healthy and the technology won't fail.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#84

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:13:36 PM  
**Last Modified:** Thursday, July 10, 2025 7:24:14 PM  
**Time Spent:** 00:10:38  
**IP Address:** 208.98.222.107

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 i filed one the other day and it ended up as a draft and one submitted even though only one application. would like to have in person hearing as well. so much easier.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

it is easier if it is in person. I am always worried I will get disconnected.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No the last one I had was for smoking only and the tenant did not even show up. His paralegal tried to tell me that he was not served with the Notice of Hearing. Which is not true as just before that he went to the Fire Department and the City. The LTB did not even accept the evidence.



**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Easier access and the tribunal can see when a person is not telling the truth by the look on their face. I would also like to swear on the bible or other means for other persons.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#85

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 4:27:31 PM  
**Last Modified:** Thursday, July 10, 2025 7:27:11 PM  
**Time Spent:** 02:59:39  
**IP Address:** 66.11.189.197

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:

This is the first time that I've used TOP. I submitted the Accommodation Request, but the form didn't show up there. I waited for a few weeks but didn't receive any response. I was very worried and frustrated. I contacted LTB 3 times to follow up with them and they didn't add that information to my file until 37 days after the date I submitted the request. Then I have to wait for another 20 days to receive the approval.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

I'm very nervous about my upcoming virtual hearing, as I don't know how to use technology stuff. I have to ask someone to turn the caption on for me, in case I don't keep up if they speak too fast or with an accent.

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I'm a senior and very slow person. I'm not good with surfing the internet, let alone virtual hearing. I've never used zoom before. I'm very worried about my upcoming first virtual hearing.

**Q5**

**No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6**

**Yes**

Should the LTB reopen for in-person hearings?

**Q7**

**Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In-person services is better for me. As English is my second language, sometime I can't keep up it if the agent speaks too fast or with an accent. I'd be better for me to communicate with them in-person.

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

I'm a senior. I'm not familiar with modern or technology devices. I prefer in-person hearing.

**Q10**

**Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

#86

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:30:13 PM  
**Last Modified:** Thursday, July 10, 2025 7:34:45 PM  
**Time Spent:** 00:04:31  
**IP Address:** 72.39.123.37

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
I wanted the cancel a hearing and get a refund. This was not possible

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better feedback

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#87

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:37:48 PM  
**Last Modified:** Thursday, July 10, 2025 7:39:48 PM  
**Time Spent:** 00:01:59  
**IP Address:** 70.54.109.79

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Other (please specify below):  
never used this service before**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

not on time

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

as far as both options are available i am okay.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#88

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:39:24 PM  
**Last Modified:** Thursday, July 10, 2025 7:45:37 PM  
**Time Spent:** 00:06:12  
**IP Address:** 142.127.6.161

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

have had several on line hearings. All went well.

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

No location near me

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I found it easy to access a hearing from the comfort of my home without having to travel to an in person hearing (about 1+ hour away).  
I was able to use a dynamite paralegal from outside of my area.

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#89

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:46:55 PM  
**Last Modified:** Thursday, July 10, 2025 7:52:52 PM  
**Time Spent:** 00:05:56  
**IP Address:** 174.89.32.236

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: delays

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below).: it was ok

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

it take to long in resolving a tenant who lives free for two tears because the late responds

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I will said i prefer the zoon meeting

---

**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

ilike zoom meetings

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#90

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:49:44 PM  
**Last Modified:** Thursday, July 10, 2025 7:54:48 PM  
**Time Spent:** 00:05:03  
**IP Address:** 143.105.67.181

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I have found it difficult at times to get clear and timely answers to questions I've had when dealing with LTB matters.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In my experience, in person communication is more effective than email or phone calling when needing a detailed response to specific questions about a procedure, process, etc.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#91

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:58:54 PM  
**Last Modified:** Thursday, July 10, 2025 8:01:41 PM  
**Time Spent:** 00:02:46  
**IP Address:** 184.146.116.3

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I have heard from many landlords that to get a quick resolution is unheard of. I hope the speed in which the LTB responds to cases becomes quicker

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If it means that landlords can get faster resolution than I am all for it

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#92

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 7:40:05 PM  
**Last Modified:** Thursday, July 10, 2025 8:13:43 PM  
**Time Spent:** 00:33:37  
**IP Address:** 174.95.86.25

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The biggest issue with the online services is the delays . it takes over an hour to sign people in some days, the issues with others (adjudicators included) not understanding how to use technology - not enough moderators... I could go on.

Online hearings is not the problem - the lack of ability to attend and use a kiosk if you are computer challenged is. The lack of control the adjudicators have over their rooms - 20 L1's scheduled in a 3 hour lock where 30 minutes is dedicated to organizing the rooms is ridiculous. Tenants not having access to Duty counsel as the blocks are not done by region - and/or there is not enough TDC available causes reviews to be granted and de novo proceedings to be held. reviews are granted because everything is done online and people simply do not show up - then any reason is accepted. There is no accountability to people over Zoom - decorum seems lost now.

All in all it is convenient because tenants and landlords can have any counsel they wish to represent, you have access to things you may not in an actual hearing - it is cost effective to attend. The downsides are that it slows the process, it feels like less hearings are conducted per adjudicator per day, less accountability and so many people act without decorum when not in person.



**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

I am aware - however have never used that mechanism to file

**Q6**

Should the LTB reopen for in-person hearings?

**No****Q7**

Should the LTB reopen for in-person customer service and resources such as filing applications?

**Yes****Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If the virtual was handled better (more moderators, regional groupings or blocks, or change the way that TDC offers services) and there was hugely increased access to LTB owner terminals for those without internet, or phone access, virtual would be a better option.

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.**

**Q10**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

**Yes**

#93

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:18:51 PM  
**Last Modified:** Thursday, July 10, 2025 8:20:42 PM  
**Time Spent:** 00:01:51  
**IP Address:** 199.7.158.250

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Paperwork lost

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Poor communication

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Poor service online

---

**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#94

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:19:19 PM  
**Last Modified:** Thursday, July 10, 2025 8:23:36 PM  
**Time Spent:** 00:04:16  
**IP Address:** 99.231.241.67

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
It's cumbersome and difficult to navigate

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, worst customer service of a government branch I've ever encountered. Having to wait for six months for a hearing is absolutely ridiculous. For both tenants and landlord.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware and have successfully filed an application.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The rental community needs answers quicker than currently given.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#95

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:25:01 PM  
**Last Modified:** Thursday, July 10, 2025 8:28:12 PM  
**Time Spent:** 00:03:10  
**IP Address:** 99.250.45.126

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

Yes, I am aware but have faced issues (please specify below).:  
Staff lack knowledge of appropriate processes

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person filing is beneficial for those who need oral interactions

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#96

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:25:59 PM  
**Last Modified:** Thursday, July 10, 2025 8:31:32 PM  
**Time Spent:** 00:05:32  
**IP Address:** 68.179.113.233

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. They have been slow and apathetic to my problems and requests. They gave me unreasonable timelines.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better service, more timely and efficient.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#97

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:29:51 PM  
**Last Modified:** Thursday, July 10, 2025 8:32:15 PM  
**Time Spent:** 00:02:24  
**IP Address:** 23.233.88.163

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#98

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:37:28 PM  
**Last Modified:** Thursday, July 10, 2025 8:40:29 PM  
**Time Spent:** 00:03:01  
**IP Address:** 99.237.132.107

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- Q1** **Occasionally**
- How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** **No, I have not used TOP yet.**
- Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** **Other (please specify below):**  
**Haven't had to use TOP yet**
- Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).
- 
- Q4**
- Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?
- Haven't had to use it yet.
- 
- Q5** **No, I was not aware.**
- Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** **Yes**
- Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Skips any technical (internet) issues some landlords might encounter.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#99

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:44:08 PM  
**Last Modified:** Thursday, July 10, 2025 8:45:52 PM  
**Time Spent:** 00:01:44  
**IP Address:** 99.241.130.119

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Sometimes unable to sign in

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Respondent skipped this question

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Respondent skipped this question

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#100

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:43:29 PM  
**Last Modified:** Thursday, July 10, 2025 8:53:56 PM  
**Time Spent:** 00:10:27  
**IP Address:** 24.246.47.131

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

My hearing is scheduled in September. So far there is no issue.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I filed an L10 in October 2024. The hearing is scheduled in September 2025. I know by direct experience that hearing is granted in 2 months to corporate landlord. This is a 2 tiers customer service.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Online service is always passive to customers. In person service has more direct accountability.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#101

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:50:29 PM  
**Last Modified:** Thursday, July 10, 2025 8:56:02 PM  
**Time Spent:** 00:05:32  
**IP Address:** 99.250.168.64

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1** **Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2** **I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3** **Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4** **Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5** **No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6** **Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Personal interaction

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#102

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 8:54:46 PM  
**Last Modified:** Thursday, July 10, 2025 8:59:12 PM  
**Time Spent:** 00:04:25  
**IP Address:** 209.29.96.52

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**Q1** Respondent skipped this question

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2** I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3** Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Virtual hearings are horrible.

For myself, my tenant lied without any repercussions at all just outright lied. She could do it in person too, but it's a little more obvious. But vice versa, I think that a landlord, being there in person can show their integrity and also can show if they're lying. I think it's important to have in person hearings.

**Q5** No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6** Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Very important to have in person hearings and very important to have applications filled out in person. It's super easy just to press a button and send whatever you want. All you gotta do is pay a little bit of money for the application and there's no consequences for your lies if someone is lying.

---

**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#103

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:01:24 PM  
**Last Modified:** Thursday, July 10, 2025 9:06:01 PM  
**Time Spent:** 00:04:36  
**IP Address:** 104.28.139.22

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Eviction

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not resolved yet

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Difficulty down loading to the site

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#104

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:12:26 PM  
**Last Modified:** Thursday, July 10, 2025 9:13:49 PM  
**Time Spent:** 00:01:23  
**IP Address:** 99.229.162.124

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#105

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:12:35 PM  
**Last Modified:** Thursday, July 10, 2025 9:15:28 PM  
**Time Spent:** 00:02:53  
**IP Address:** 142.113.169.50

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Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, they are informative and patient.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Non-verbal communication (body language) is lost virtually. There are interruptions. Technical difficulties of lines being dropped, glitching, sound quality, etc. Preference is face to face and hard copy documents.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

face to face interaction provides opportunity for immediate mediation if necessary, rather than rescheduling.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#106

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:14:55 PM  
**Last Modified:** Thursday, July 10, 2025 9:20:18 PM  
**Time Spent:** 00:05:22  
**IP Address:** 99.229.158.73

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Tenant eviction

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Helpful only to the tenants.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Very difficult process to present evidence and difficult to understand process on line.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#107

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:36:45 PM  
**Last Modified:** Thursday, July 10, 2025 9:38:21 PM  
**Time Spent:** 00:01:36  
**IP Address:** 208.124.158.218

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#108

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:39:56 PM  
**Last Modified:** Thursday, July 10, 2025 9:43:13 PM  
**Time Spent:** 00:03:17  
**IP Address:** 50.101.150.5

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#109

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:45:54 PM  
**Last Modified:** Thursday, July 10, 2025 9:47:37 PM  
**Time Spent:** 00:01:43  
**IP Address:** 72.136.103.195

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1** **Never**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2** **No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3** **Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**  

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

**Q5** **No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6** **Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#110

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:43:47 PM  
**Last Modified:** Thursday, July 10, 2025 9:48:51 PM  
**Time Spent:** 00:05:04  
**IP Address:** 24.139.19.242

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

Too old to learn port or ???

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I tried to hire someone to help me but it seems that the only answer is to sell my apartments I'm not into computers

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Too old to be on computer

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#111

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 10:39:54 PM  
**Last Modified:** Thursday, July 10, 2025 10:43:18 PM  
**Time Spent:** 00:03:24  
**IP Address:** 96.50.225.98

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Unable to link two files (was not prompted)

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below).:  
Never a problem

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes they have always been able to help and I have no problem using the website

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware and have successfully filed an application.

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I feel that in this day and age filing over the internet is the way to go. If a person is unable they can seek out someone who could assist. A lot of time is wasted in person to person. Much more efficient via the web.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#112

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 10:41:28 PM  
**Last Modified:** Thursday, July 10, 2025 10:47:36 PM  
**Time Spent:** 00:06:07  
**IP Address:** 104.28.139.20

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Long wait times for response

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Considering long response times, no

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Landlords need support for their issues.

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#113

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 10:46:39 PM  
**Last Modified:** Thursday, July 10, 2025 10:53:07 PM  
**Time Spent:** 00:06:27  
**IP Address:** 65.95.101.51

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Lack of transparency

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.,  
Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, we have been trying for over a year to have our son move into our property and the tribunal has shown extreme prejudice to the tenant

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Very long frustrating process. Lack of information during hearings with closed rooms and waiting.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#114

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 11:17:09 PM  
**Last Modified:** Thursday, July 10, 2025 11:22:03 PM  
**Time Spent:** 00:04:53  
**IP Address:** 76.68.132.43

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,  
Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The website's portal has many issues, and the paper forms and the portal do not match

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
The Service Ontario clerk said the particular staff-person who is trained on accepting is off today no one else knows how to accept the application.

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

**Better communication with LTB staff.,**  
**Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#115

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 11:30:36 PM  
**Last Modified:** Thursday, July 10, 2025 11:39:16 PM  
**Time Spent:** 00:08:39  
**IP Address:** 104.255.15.84

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#116

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 12:01:02 AM  
**Last Modified:** Friday, July 11, 2025 12:05:30 AM  
**Time Spent:** 00:04:28  
**IP Address:** 99.228.219.48

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Have not used them.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

Person is not familiar with the process. Couldn't provide information/assistance.

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Should reopen in person so that support/assistance could be provided in person. Also provide information. Provide the necessary documents required and/or assist in completing them.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#117

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 3:00:34 AM  
**Last Modified:** Friday, July 11, 2025 3:02:09 AM  
**Time Spent:** 00:01:34  
**IP Address:** 90.164.172.125

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Normally when you need the LTB as a landlord or tenant it's stressful and urgent. In person hopefully can get things resolved more quickly.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#118

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 4:44:19 AM  
**Last Modified:** Friday, July 11, 2025 4:50:01 AM  
**Time Spent:** 00:05:41  
**IP Address:** 99.235.26.213

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
long waiting period on hearing sometimes more than 9months which create financial losses as well mental stress and family friction inside as because of financial losses because of tenants as landlord we have to take private loan and increase our debt

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

50% as long hearing schedule

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

in person more convenient to get proper addressing our issues help

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#119

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 5:20:11 AM  
**Last Modified:** Friday, July 11, 2025 5:24:09 AM  
**Time Spent:** 00:03:58  
**IP Address:** 209.29.96.9

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**  
**Easier to present evidence and documents.,**  
**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#120

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 6:02:27 AM  
**Last Modified:** Friday, July 11, 2025 6:06:06 AM  
**Time Spent:** 00:03:38  
**IP Address:** 183.83.238.56

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Physical locations for something like LTB are such a waste. Rather invest in technology to make online services more efficient.

---

**Q9**

Other (please specify below):

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

None

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#121

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 6:00:37 AM  
**Last Modified:** Friday, July 11, 2025 6:11:44 AM  
**Time Spent:** 00:11:07  
**IP Address:** 5.203.201.240

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

N/A

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I really like the virtual hearing service. Can login from anywhere, no need to drive to place, find parking, missing work, ect.

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

I had difficulty navigating the portal. Overall is ok. I would like to see a link in the portal to allow to getting into the property hearing room.

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Having both options allows me to reach out for support faster. Sometimes waiting periods can be long.

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#122

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 5:49:07 AM  
**Last Modified:** Friday, July 11, 2025 6:30:27 AM  
**Time Spent:** 00:41:20  
**IP Address:** 174.94.46.61

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Hard to navigate and append/load additional files

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

Agents whom told me "your file will be looked at but we are backlogged" and when asking for specifics being told "hold on, let me get to my computer"

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Virtual hearing = very challenging to maneuver, got cut off and put into wrong "sessions", could not provide input as could not "show"

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

privacy issues ... there is a lot of personal information which needs to get entered and that is in public format

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It is in accordance to other public sector employees whom are being asked to go back to workplaces. Most importantly, there is capability for oversight and allocation of resources, in that things are getting done more efficiently, where agents cannot ignore calls, or answer them when not at their computer terminal, but most importantly, it will ensure client privacy, where sensitive/private data is not accessed via "unsecured" home networks, on non-company devices, and better enforces how client data/evidence in non-digital format (i.e. paper) is secure and disposed appropriately.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Ability to ask questions and ensure correct documents get filed and can ask for assistance if I am not sure about something

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#123

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 6:25:45 AM  
**Last Modified:** Friday, July 11, 2025 6:34:40 AM  
**Time Spent:** 00:08:55  
**IP Address:** 45.78.96.54

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Long delays are the primary problem. Answers to questions which could be delt with over the phone are often difficult to resolve.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Nothing supports the integrity of an individuals presentation of an issue or concern like personal interaction. Eye contact remains a very important measure on honesty. Body language and tone of voice are lost through online interactions.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#124

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:36:35 AM  
**Last Modified:** Friday, July 11, 2025 7:42:41 AM  
**Time Spent:** 00:06:06  
**IP Address:** 65.95.27.109

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

The issue I have is the amount of time it takes for the order

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes they have been effective in resolving matters, the virtual hearings allow us to mediate or have our matter heard without having to leave our office.

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The wait times would be just as long so in my opinion leave it the way it is now that most of the LTB online issues have been resolved. I prefer doing it virtually in my office so I do not lose an entire day for the hearing process.

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#125

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:39:57 AM  
**Last Modified:** Friday, July 11, 2025 7:43:47 AM  
**Time Spent:** 00:03:50  
**IP Address:** 99.225.19.171

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I have not had to use services for dispute.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It doesn't make a difference to me.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#126

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:42:05 AM  
**Last Modified:** Friday, July 11, 2025 7:48:55 AM  
**Time Spent:** 00:06:50  
**IP Address:** 205.193.216.228

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Other (please specify below):

Website is not user friendly for infrequent users

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

As a newbie, I have found it difficult to navigate the system without a paralegal or lawyer which is not sustainable as a small building owner. I have found the call in quite helpful but the waits are very long.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Same as previous- system appears to be conducive to large players who are savvy or can hire legal support to navigate. I am hoping in person services provides opportunities to educate and support the small buildings community too.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#127

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:50:14 AM  
**Last Modified:** Friday, July 11, 2025 7:51:56 AM  
**Time Spent:** 00:01:42  
**IP Address:** 135.23.103.176

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#128

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:51:33 AM  
**Last Modified:** Friday, July 11, 2025 7:53:05 AM  
**Time Spent:** 00:01:31  
**IP Address:** 142.126.100.111

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):  
not used

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

convenience

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#129

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:34:43 AM  
**Last Modified:** Friday, July 11, 2025 7:58:32 AM  
**Time Spent:** 00:23:49  
**IP Address:** 69.158.246.215

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
No issues except for its lack of responsiveness. E.g re: status of application/file and long wait for next steps

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Other (please specify below).:

And also not always engaged, helpful, informative.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. To be frank, I didn't appear that they were obliged to offer 'customer service'. Also, it took 5 hearings over 2 years to resolve a single matter with a tenant, despite consistent continuity of same evidence and persistent pattern of behavior from tenants. It took too long, it appeared LTB were trying to review documents and evidence on-the-spot and gave the tenants false and misleading information that lead to subsequent hearings (though ultimately clarified and resolved. It was an unnecessarily attenuated, stressful and confusing process (for all parties) that used time and resources wastefully- including the LTB time and resources, which I appreciate are limited.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I think the LTB needs to become more effective and efficient. Personal customer service might improve LTB engagement and awareness of Landlord/tenant issues. It may provide better, clearer information. It might help inform and reduce filings and caseload.

I think 'the option' of in person hearings should be available. It may help all parties feel incentivized to resolved without hearing (and in the case of LTB actually resolve within hearing- not 'reserve' and center decisions that will not lead to multiple subsequent hearings for the same issue. Virtual is more convenient but seems impersonal, superficial. An option would be best way forward in my opinion.

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

Other (please specify below).:

And other notes above.

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#130

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:00:53 AM  
**Last Modified:** Friday, July 11, 2025 8:09:03 AM  
**Time Spent:** 00:08:09  
**IP Address:** 69.158.177.67

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Services are okay but the delays were excessive. Especially after my hearing - the adjudicator during the hearing indicated he would issue an eviction order but the order was only issued nearly 3 1/2 months after my hearing. This was after myself filing a complaint and following up numerous times. I think in-person hearings would help people understand that we are not just file numbers but people whose lives are largely affected

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

After going through whatever difficulty a tenant puts people through, hiring a paralegal is not a viable option. The forms are intimidating, especially when you are told any errors can mean the case is thrown out. Having an office where LTB staff can assist staff in person could help significantly.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

A reminder that we are real people with real problems

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#131

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:06:51 AM  
**Last Modified:** Friday, July 11, 2025 8:18:16 AM  
**Time Spent:** 00:11:25  
**IP Address:** 99.251.208.89

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 When calling LTB for clarification, wait times to talk to someone has been approx, 1 hour, or a message saying we are not taking calls at this time

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, It took 16 months from the date of filing to when the sheriff came to evict. No rent, no utilities and property was destroyed

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Anything to help the backlog of cases and wait times for a hearing needs to be implemented

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#132

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:35:22 AM  
**Last Modified:** Friday, July 11, 2025 8:38:06 AM  
**Time Spent:** 00:02:43  
**IP Address:** 173.35.207.184

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
huge financial costs due to delays

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

no I had to hire a paralegal to navigate the system - additional costs

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

quicker and more access to process applications

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#133

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:44:17 AM  
**Last Modified:** Friday, July 11, 2025 8:48:53 AM  
**Time Spent:** 00:04:35  
**IP Address:** 79.106.124.155

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,  
Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Dealing with real people and places beats the impersonal contact with technology.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#134

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:54:56 AM  
**Last Modified:** Friday, July 11, 2025 8:56:11 AM  
**Time Spent:** 00:01:14  
**IP Address:** 163.116.130.114

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

somewhat but not really

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

easier and nice to have the in person option

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#135

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 10, 2025 9:38:07 PM  
**Last Modified:** Friday, July 11, 2025 8:59:47 AM  
**Time Spent:** 11:21:40  
**IP Address:** 99.237.210.144

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

For forms and how to use them, website is fine. For more complex questions where a knowledgeable person can help, it's hard to get through or the answers are actually non-answers

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Language barriers, marginalized people, lack of safe/secure internet service or lack of knowledge or equipment. Cases are personal and emotional - while you are trying to protect staff from abuse, when the tenant or landlord is under pressure, a bot isn't going to help. The service is vilified for lack of compassion and responsiveness

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

reduction in stress and frustration

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#136

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 8:54:07 AM  
**Last Modified:** Friday, July 11, 2025 9:00:52 AM  
**Time Spent:** 00:06:44  
**IP Address:** 129.222.167.120

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

## Q1

## Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

## Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 rural internet speed prevent uploading combined files and i was criticized by adjudicator for having multiple files

## Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**

**Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Inconvenient hours of operation.,**

**Lack of personal interaction.,**

**Difficulty presenting evidence or documents virtually.,**

Other (please specify below).:

LONG delays, multiple months wait. So much wasted time doing online hearings, hours to sign in, hours wait for adjudicator. Was faster when in person. One day many resources present. Complicated to present evidence, rural internet. Have to shut off camera, re-set wifi, start over all while other people waiting in the queue.

## Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes, once you go through the delays. Extremely long delay to get to hearing



**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

they should offer both option. But more importantly, they need to REDUCE the DELAYS. Waiting 10 months for a N4-L1 is ridiculous. % years ago you could get in-person meeting hearing within 3-5 weeks of filing not it takes 8-10 months.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****,****Other (please specify below):****More resources present the day of the hearing, faster processing times.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#137

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:15:50 AM  
**Last Modified:** Friday, July 11, 2025 9:18:54 AM  
**Time Spent:** 00:03:04  
**IP Address:** 99.238.76.172

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In the past, if there were any errors on completed forms, it would be pointed out. Able to answer all of my questions on the procedure.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#138

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:32:34 AM  
**Last Modified:** Friday, July 11, 2025 9:37:00 AM  
**Time Spent:** 00:04:25  
**IP Address:** 74.15.164.193

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

They have been effective; however, the wait times, in my opinion, are still too long for non-paying tenants.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Not everyone is tech savvy so I am sure some could benefit from in-person assistance.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#139

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:35:30 AM  
**Last Modified:** Friday, July 11, 2025 9:38:27 AM  
**Time Spent:** 00:02:56  
**IP Address:** 24.141.209.42

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Proper communication and allow in person filing and questions.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#140

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:34:51 AM  
**Last Modified:** Friday, July 11, 2025 9:45:14 AM  
**Time Spent:** 00:10:23  
**IP Address:** 184.145.39.207

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: they dont inform you when new things are added

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

NO!! LTB TAKE WAY, WAY, WAY TOO LONG TO HANDLE DISPUTES BETWEEN LANDLORDS AND TENANTS -- BY THE TIME YOU GET THE RIGHT TO EVICT A TENANT SAID TENANT HAS ALREADY TRASHED YOUR PROPERTY, SPREAD FECES ALL OVER THE WALLS OF YOUR PROPERTY, STOLEN YOUR APPLIANCES, SMASHED DOORS AND RENTED ROOMS TO TWECKERS WHO NEED AN ADDRESS TO COLLECT ODSP RENT PAYMENTS -- THIS SYSTEM IS BROKEN - BROKEN !!! AND ALMOST COMPLETELY FAVOURS TENANTS TO THE EXTREME DETRIMENT OF LANDLORDS.... SO MUCH SO THAT LANDLORDS ARE NOT INVESTING IN RENTAL PROPERTIES ANYMORE. NOW EVEN THE CITIES ARE GETTING INTO THE ACTION OF CRUSHING SMALL LANDLORDS WITH PILES AND PILES OF RULES AND REGULATIONS BECAUSE OF A FEW BAD LANDLORDS & IT WINS VOTES AND GETS ACORN TO GO AWAY -- THE RESULT IS LESS AVAILABLE RENTAL PROPERTIES BECAUSE NO ONE IN THEIR RIGHT MIND WANTS TO DEAL WITH THIS BS. AND THIS MEANS HIGHER RENTS



**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

ON LINE IS BETTER -- JUST IMPROVE THE SYSTEM & FORCE TENANTS TO ATTEND MTGS AND NOT GAME THE SYSTEM

---

**Q9**

Other (please specify below).:

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

NONE

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#141

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:46:15 AM  
**Last Modified:** Friday, July 11, 2025 9:53:22 AM  
**Time Spent:** 00:07:07  
**IP Address:** 99.250.177.108

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Tenants that immigrated and rented via real estate agent filled out signed legal contract that caused apartment damages

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
 Technical issues (poor internet connection, Zoom access, no audio or video).  
 ,  
 Inconvenient hours of operation.,  
 Lack of personal interaction.,  
 Difficulty presenting evidence or documents virtually.,  
 Other (please specify below).:  
 never any response

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Never

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
 What would the changes be that could not have been resolved via website ?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I have never been compensated by either of the tenants on Main floor or the Upstairs apartment which body seperate tenants caused hundreds of dollars in damages

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

Other (please specify below):

These were immigrants that reached out with false information, lieing

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#142

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:47:58 AM  
**Last Modified:** Friday, July 11, 2025 9:53:27 AM  
**Time Spent:** 00:05:29  
**IP Address:** 99.239.136.67

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Eventually it generally works but the long delays in getting a hearing and subsequently waiting 2 or 3 months for a Sheriff are very costly and time consuming for a landlord.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I am not very comfortable having to rely on technical skills to process the entire process.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#143

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:50:38 AM  
**Last Modified:** Friday, July 11, 2025 9:54:01 AM  
**Time Spent:** 00:03:23  
**IP Address:** 69.157.46.233

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

No

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Virtual is more efficient, maybe more controls to improve like service level agreement on response time etc

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

Not really..more controls and oversight would provide the same results

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#144

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 9:00:40 AM  
**Last Modified:** Friday, July 11, 2025 9:57:26 AM  
**Time Spent:** 00:56:46  
**IP Address:** 76.66.153.243

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

-the wait time for hearings is still an issue (long delays)

-no luck in reaching the contact centre by telephone unless you plan to be on hold for long periods of time

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#145

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:08:07 AM  
**Last Modified:** Friday, July 11, 2025 10:10:15 AM  
**Time Spent:** 00:02:08  
**IP Address:** 99.239.16.138

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#146

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:09:38 AM  
**Last Modified:** Friday, July 11, 2025 10:13:20 AM  
**Time Spent:** 00:03:42  
**IP Address:** 104.28.133.18

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Can't comment because we cancelled our application after tenant finally moved out & we did not pursue our case

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person option is much better for many people

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#147

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:17:01 AM  
**Last Modified:** Friday, July 11, 2025 10:18:26 AM  
**Time Spent:** 00:01:25  
**IP Address:** 155.190.1.7

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

For information

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#148

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:45:23 AM  
**Last Modified:** Friday, July 11, 2025 10:46:13 AM  
**Time Spent:** 00:00:49  
**IP Address:** 208.124.133.27

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

remove from public tampering with others info

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#149

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:47:19 AM  
**Last Modified:** Friday, July 11, 2025 10:53:29 AM  
**Time Spent:** 00:06:10  
**IP Address:** 99.238.87.154

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
I dont remember. i did long back around one year back.

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Respondent skipped this question****Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**No, I was not aware.****Q6**

Should the LTB reopen for in-person hearings?

**Yes**

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

to clarify the doubts and get the advise how to fill the application

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#150

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:52:34 AM  
**Last Modified:** Friday, July 11, 2025 10:54:29 AM  
**Time Spent:** 00:01:54  
**IP Address:** 174.93.11.95

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

For the most part, yes.

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Virtual makes everything easier.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#151

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 11:31:27 AM  
**Last Modified:** Friday, July 11, 2025 11:34:17 AM  
**Time Spent:** 00:02:49  
**IP Address:** 193.149.24.144

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

None

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. Incan access the hearing from anybody my devices. I can do other things while waiting for my file to be called. The hearings have gone quickly.

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I prefer the virtual hearings and portal filing.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#152

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 11:50:22 AM  
**Last Modified:** Friday, July 11, 2025 11:56:56 AM  
**Time Spent:** 00:06:33  
**IP Address:** 76.68.50.254

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Not user friendly. Also, paid a fee but the tenant left and no need fir form but no refund given and no explanation.

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**

Other (please specify below).:  
I sense there is a prejudice against landlord. Answers are short.

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Every issue has its personal facts and difficult to explain to a screen

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#153

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 11:55:30 AM  
**Last Modified:** Friday, July 11, 2025 12:01:27 PM  
**Time Spent:** 00:05:57  
**IP Address:** 216.211.126.243

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Applications frozen and unable to edit or delete - support slow to respond - eventually submitted by mail.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Difficulty presenting evidence or documents virtually.**

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The virtual is the way of the future but no everyone has the tools/knowledge or confidence to manage the portal. The design is complicated and does not make a complicated process simple.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

Staff is no longer answering questions - can only submit paper work in Northern Ontario.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Accountability for all stake holders. Even Service Ontario has an in person process. It adds humanity back to a online system that depersonalizes the process. If problems no place or person to call. Very awkward indeed.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#154

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 11:54:59 AM  
**Last Modified:** Friday, July 11, 2025 12:02:42 PM  
**Time Spent:** 00:07:43  
**IP Address:** 99.237.218.218

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
did not even get the result mailed to me had to ask tenant if i won or lost

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

been 3 times but no help

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

much faster and more problems solved for both sides

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

79 yrs old not computer savy

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#155

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 12:44:38 PM  
**Last Modified:** Friday, July 11, 2025 12:49:06 PM  
**Time Spent:** 00:04:27  
**IP Address:** 129.222.141.101

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person services if readily accessible avoiding online frustrations. Leave online services to those not able to attend in person!

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#156

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:20:10 PM  
**Last Modified:** Friday, July 11, 2025 1:21:48 PM  
**Time Spent:** 00:01:38  
**IP Address:** 207.253.121.107

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#157

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:15:32 PM  
**Last Modified:** Friday, July 11, 2025 1:25:29 PM  
**Time Spent:** 00:09:57  
**IP Address:** 165.225.209.72

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I guess the contact/ customer centers/ offices should be opened but Virtual Hearings are highly effective in saving commute & physical presence in the court.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Long phone calls and no personal case assistance over the phone

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

With current traffic and commute issues it's better to keep only virtual hearings, no in-person.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#158

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:32:05 PM  
**Last Modified:** Friday, July 11, 2025 1:35:22 PM  
**Time Spent:** 00:03:17  
**IP Address:** 64.235.207.194

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Slow and horrible process

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Tenants are weaponizing the hearing process. They pretend to not be able to log in or to have volume problems.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Ability to handle more quicker through 'hallway mediation'

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#159

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:33:14 PM  
**Last Modified:** Friday, July 11, 2025 1:38:00 PM  
**Time Spent:** 00:04:46  
**IP Address:** 72.38.67.10

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Lack of Internet access.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes and no. Yes, because as a landlord, the tenant did not even show up for the meeting, so the LTB ruled in my favour. No, because I have no Internet, but I eventually found Internet access elsewhere and used that.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I don't have Internet.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

More accessible for those who do not have technology at all!

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#160

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:37:13 PM  
**Last Modified:** Friday, July 11, 2025 1:41:20 PM  
**Time Spent:** 00:04:07  
**IP Address:** 209.29.99.139

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

It's difficult for those not used to Internet such as the elderly to resolve situations and get help. Also the wait time on the phone for the LTB is ridiculously long. Usually more than 1 hour.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Access to justice for all

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#161

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:40:32 PM  
**Last Modified:** Friday, July 11, 2025 1:46:45 PM  
**Time Spent:** 00:06:12  
**IP Address:** 184.148.35.37

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Using the Portal is fine. Wait times are atrocious.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below).:

I haven't had issue using the forum. In my opinion it's always better in person. I've had a recent issue whereby seeking resolution to my N4 application, my tenant had to take frequent 'washroom breaks' resulting in a run on in time and in the end my case was adjourned. This is frustrating and would probably not have happened if we were in person. She also had someone else on the line and he was not introduced until midway through hearing. Her video was not 'on' so it was difficult to know who was in the room with her.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Times have shortened. However I will still be waiting 6months and this is debilitating when the tenant is not paying rent. 6 months just to be heard in front of the tribunal, then rebuttals and then for the sherrif to come...its still too long. It seriously jeopardizes my ability to continue with my financial responsibilities and that is just not a fair system.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Perhaps it could shorten the wait times. I am in favour of anything that will help with that. At the very least, it should be mandated that it's done in Video. Not being able to see the person is not right. I think it should be 'in video' or 'in person'

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#162

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 1:50:06 PM  
**Last Modified:** Friday, July 11, 2025 1:53:21 PM  
**Time Spent:** 00:03:14  
**IP Address:** 174.115.170.155

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Deleting drafts; files not accessible

Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, on occasion. Mediating an issue before a hearing

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Availability of resources for interactive problem resolution.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#163

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 2:03:59 PM  
**Last Modified:** Friday, July 11, 2025 2:04:56 PM  
**Time Spent:** 00:00:56  
**IP Address:** 72.39.219.81

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#164

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 2:07:36 PM  
**Last Modified:** Friday, July 11, 2025 2:10:54 PM  
**Time Spent:** 00:03:18  
**IP Address:** 50.100.59.116

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

no issues

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

my matters have all been resolved and the outcome would not have been any different if we had attended the hearing at the LTB

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

much better process having the hearing virtual. you can wait in the comfort of your own office or home for your hearing to be addressed.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#165

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 2:29:52 PM  
**Last Modified:** Friday, July 11, 2025 2:32:09 PM  
**Time Spent:** 00:02:16  
**IP Address:** 192.24.41.110

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

- Q1** **Occasionally**  
How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- Q2** **No, I have not used TOP yet.**  
Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- Q3** **Other (please specify below):**  
Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).  
I do have questions but have not tried to call.
- Q4**  
Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?  
n/a
- Q5** **No, I was not aware.**  
Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- Q6** **Yes**  
Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#166

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 2:24:59 PM  
**Last Modified:** Friday, July 11, 2025 2:33:38 PM  
**Time Spent:** 00:08:39  
**IP Address:** 99.229.159.194

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

It has made a landlord job harder and more impersonal.

Q5

Yes, I am aware but have faced issues (please specify below).:

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

They want everything filed on the portal

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The closing was a temporary thing because of Covid. That is long past. Because of remote you have professional tenants taking advantage of the system with long waits for a court date with stays. The losses to landlords is unbearable.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#167

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 3:06:16 PM  
**Last Modified:** Friday, July 11, 2025 3:28:52 PM  
**Time Spent:** 00:22:36  
**IP Address:** 159.26.15.253

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Respondent skipped this question

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, my issue was resolved after 4 years. It was a very lengthy process. The case against me was dismissed, and now I don't have any cloud over my head.

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

A lot of people need advice that don't have internet. In my case the former tenants made accusations, but no evidence. An in person session would have been beneficial. My case was adjourned to another date. Their submission wasn't in chronological order. The case was adjourned again, with a deadline for a corrected submission of evidence.

The tenants were granted an extension at one point. I feel that a face to face session would have saved a lot of time. Tenants didn't submit their evidence by the deadline.. a year & 7 months too late. Time was wasted. I had a paralegal & the former tenants represented themselves. I had on several occasions contacted the LTB with questions, to make sure I was following the rules. I also joined the Landlord Self Help for advice.

I'm never going to rent out again, ss my experience with the process took way too long. My house sold eventually inspite of the new owners being refused entry to view the house from the inside. I needed a lot of patience for this ordeal!

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#168

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 4:00:45 PM  
**Last Modified:** Friday, July 11, 2025 4:07:03 PM  
**Time Spent:** 00:06:18  
**IP Address:** 99.230.249.118

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. It makes things much more efficient to be able to do everything online, including the virtual hearings. We as landlords don't waste hours and days sitting in a hearing in person just waiting for our case to be heard. We can continue to work at our computer while waiting for our case to be heard. Everything is documented in terms of both parties providing their evidence and there is proof as to when the evidence was provided because it's uploaded to the portal.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

We oppose the reopening for in-person services/hearings. We don't find it necessary or efficient to drive to LTB office and have to wait in line in person or wait for a hearing in person. It ends up wasting a lot of our time.

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#169

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 4:15:32 PM  
**Last Modified:** Friday, July 11, 2025 4:21:24 PM  
**Time Spent:** 00:05:51  
**IP Address:** 99.253.40.49

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below):

AT LTB office, there is no help for land lords. Everything for tenants, very frustrating

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not at all. There is no help for land lords. Recently I went to LTB office in Kingston, they said they only cater to tennats. I told them pl change the name to TB, not LTB.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

You can explain complex issues in person only.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

can explain complex issues.

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#170

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 7:05:33 PM  
**Last Modified:** Friday, July 11, 2025 7:08:01 PM  
**Time Spent:** 00:02:28  
**IP Address:** 198.84.246.156

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#171

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:06:29 PM  
**Last Modified:** Friday, July 11, 2025 10:10:47 PM  
**Time Spent:** 00:04:18  
**IP Address:** 174.114.153.140

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3**

**Long wait times over the phone.,**  
**Inconvenient hours of operation.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I had a lawyer but when I tried to do on my own I couldn't pick up any forms at the old office and got a lawyer as I did y want to go.the show of problems

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Far easier as there are many situations in this field also computer savvy people are not and don't want robots

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#172

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:14:00 PM  
**Last Modified:** Friday, July 11, 2025 10:17:20 PM  
**Time Spent:** 00:03:19  
**IP Address:** 74.12.47.81

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

You are a good guide as to what forms to use and how to go about evicting a tenant.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#173

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 11, 2025 10:49:35 PM  
**Last Modified:** Friday, July 11, 2025 10:52:37 PM  
**Time Spent:** 00:03:02  
**IP Address:** 100.43.117.74

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

We set up a hearing but thankfully never had to use it.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Clarity of understanding, interaction with a real person, timeliness of filing.

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.**

---

**Q10****Respondent skipped this question**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#174

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 3:25:17 AM  
**Last Modified:** Saturday, July 12, 2025 3:27:16 AM  
**Time Spent:** 00:01:59  
**IP Address:** 77.108.177.83

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes in a basic manner

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

None

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#175

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 8:51:31 AM  
**Last Modified:** Saturday, July 12, 2025 8:55:47 AM  
**Time Spent:** 00:04:15  
**IP Address:** 99.255.149.184

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

N/A (yet)

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, but the L1 form should indicate 5 days required if mailed.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Having to start the process to evict a tenant can be daunting to a small landlord and having a real person to ask questions can make a significant difference to some.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#176

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 8:55:52 AM  
**Last Modified:** Saturday, July 12, 2025 9:06:26 AM  
**Time Spent:** 00:10:33  
**IP Address:** 199.7.157.117

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Thus far I haven't had any serious issues that were not resolved by phone. However I have missed the personal connection 😊

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Lack of personal service. It is possible to continue some limited services on line but full services

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#177

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 10:56:00 AM  
**Last Modified:** Saturday, July 12, 2025 11:01:41 AM  
**Time Spent:** 00:05:41  
**IP Address:** 70.26.86.229

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Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Not good with technology skill

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

Not a good way for non technology friendly people

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Long waiting 2 years - tenant people missing in name of disability illness, etc.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

To get real guidance & not misled by non competent outsiders. 1 wrong notice or form can spoil everything

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Rights are not protected as of now of landlords as justice delayed is justice denied.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#178

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 3:13:15 PM  
**Last Modified:** Saturday, July 12, 2025 4:22:13 PM  
**Time Spent:** 01:08:58  
**IP Address:** 99.239.234.210

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below):

I've found there's been a lack of consistency in the information provided. Each time I speak with someone, I seem to receive a different answer, which makes it difficult to know what is accurate. This inconsistency is causing me to feel uncertain and hesitant about the information I'm being given

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

not really - any my reasoning for this is as stated in #3

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

We live in a world where virtual meetings are easily accessible, and they help reduce the long wait times often experienced with in-person visits. It's more efficient for everyone when appointments are scheduled online and clients arrive on time for their scheduled slot.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#179

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 4:22:16 PM  
**Last Modified:** Saturday, July 12, 2025 4:24:05 PM  
**Time Spent:** 00:01:49  
**IP Address:** 24.141.92.210

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#180

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, July 12, 2025 8:26:46 PM  
**Last Modified:** Saturday, July 12, 2025 8:39:39 PM  
**Time Spent:** 00:12:52  
**IP Address:** 99.248.235.168

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Compound question that does not speak specifically to in-person hearings. The Zoom hearings are excellent. The wait time from filing an application to getting a LTB Hearing date is the biggest issue.

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, Very efficient. That said the wait times from filing an application to having a hearing are ridiculous.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I was skeptical of the Zoom hearings at first. However, I found them to be very economical and efficient. It beats waiting around all day in person waiting for your matter to be heard. Time is better utilized by using Zoom hearings. Documents submitted are digital not paper, cheaper costs and more environmentally friendly.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below).:

This is a leading question in favouring in-person hearings. The only advantage to an in-person hearing is if you have limited technical skills and resources which should not be an issue for landlords.

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#181

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 4:47:06 AM  
**Last Modified:** Sunday, July 13, 2025 4:53:58 AM  
**Time Spent:** 00:06:52  
**IP Address:** 99.229.126.20

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The Tribunals Ontario Portal (TOP) and virtual hearings functioned properly during my hearing .

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I feel the virtual hearings are working

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

I have experience only with the online hearings. i cannot comment on the in-person hearings.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#182

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 7:54:14 AM  
**Last Modified:** Sunday, July 13, 2025 7:59:25 AM  
**Time Spent:** 00:05:11  
**IP Address:** 24.52.215.176

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- Q1** Occasionally
- How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** No, I have not used TOP yet.
- Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** Other (please specify below).:  
Not Applicable yet
- Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).
- 
- Q4**
- Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?
- Not Applicable yet
- 
- Q5** No, I was not aware.
- Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** Yes
- Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Many of us are not as tech-savvy as others, and having a real person to guide us is a necessary back-stop.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Easier to present the proper evidence and documents

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#183

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 8:03:16 AM  
**Last Modified:** Sunday, July 13, 2025 8:05:00 AM  
**Time Spent:** 00:01:44  
**IP Address:** 104.28.133.15

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Bureaucratic. Wait times are lengthy. Not personal.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Service

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#184

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 8:03:36 AM  
**Last Modified:** Sunday, July 13, 2025 8:06:57 AM  
**Time Spent:** 00:03:20  
**IP Address:** 99.230.115.102

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#185

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 9:11:05 AM  
**Last Modified:** Sunday, July 13, 2025 9:21:49 AM  
**Time Spent:** 00:10:44  
**IP Address:** 99.232.94.220

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Anytime You want to correct your file, there will be another charged. My tenant moved out. Not only they didn't pay 8 months rent they didn't paid off their utilities.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, but consultation interactions will be much more effective.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
They just provide files but refuse any consultation.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I can't afford to hire a lawyer for collecting my rent and I prefer to ask for just legal assistance.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

Other (please specify below).:

I think the hearing itself could be virtual but need help to file the case.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#186

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 6:51:38 PM  
**Last Modified:** Sunday, July 13, 2025 6:55:39 PM  
**Time Spent:** 00:04:01  
**IP Address:** 184.147.25.208

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Less technical difficulties

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#187

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 9:22:55 PM  
**Last Modified:** Sunday, July 13, 2025 9:32:29 PM  
**Time Spent:** 00:09:33  
**IP Address:** 76.69.157.216

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

LTB phone lines are responsive and agents are informed. Overall, there is a backlog and tenant-landlord issues are not dealt with in a holistic manner (eg. landlord is taking the tenant to the LTB for numerous different issues one at a time and keeps getting relief from eviction, whereas if the situation were looked at holistically, it would be apparent what is going on); some adjudicators give the participants the liberty of sharing their screens whereas others do not and when they are in control of showing evidence they can rush the process and miss the point that is trying to be made.

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

will take even longer for everyone to relearn the process, having to take more time off as some hearings are eventually rescheduled as there is not enough time to hold all hearings in the scheduled block; other excuses of participants not coming on time (traffic, etc.); availability of nearby locations.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#188

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 10:48:53 PM  
**Last Modified:** Sunday, July 13, 2025 10:51:15 PM  
**Time Spent:** 00:02:22  
**IP Address:** 206.47.114.218

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Technical issues (poor internet connection, Zoom access, no audio or video).

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

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**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#189

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, July 13, 2025 11:42:46 PM  
**Last Modified:** Sunday, July 13, 2025 11:47:40 PM  
**Time Spent:** 00:04:54  
**IP Address:** 99.245.182.192

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

N/A

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I am hard of hearing. In-person services allow me to ask questions and have answers repeated if necessary.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#190

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 8:01:42 AM  
**Last Modified:** Monday, July 14, 2025 8:08:00 AM  
**Time Spent:** 00:06:17  
**IP Address:** 67.71.18.212

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: documents won't upload properly, difficult to navigate and no immediate help line available

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No as it is difficult to navigate the TOP and the zoom hearings are ridiculous with many technical issues for people attending hearings that delay the whole process.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

there isn't one close to this area. It was much better being able to fax the applications.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

More personalized service and not having to worry that the internet is down that day or other technical issues for the landlord and/or tenant.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#191

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 8:36:19 AM  
**Last Modified:** Monday, July 14, 2025 8:37:44 AM  
**Time Spent:** 00:01:24  
**IP Address:** 192.24.40.253

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Indifferent

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Convenience and ensuring documentation is correct

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#192

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 8:41:54 AM  
**Last Modified:** Monday, July 14, 2025 8:43:36 AM  
**Time Spent:** 00:01:42  
**IP Address:** 99.236.26.200

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, the wait times for a hearing are too long.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#193

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 8:27:37 AM  
**Last Modified:** Monday, July 14, 2025 8:45:31 AM  
**Time Spent:** 00:17:53  
**IP Address:** 99.240.84.187

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

In my opinion, the online services make the many processes much more efficient and convenient. However, it's not practical for LTB services to be entirely virtual.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If virtual processes can lower LTB operating costs (and I don't know that they do) then I prefer as many services as feasible to be virtual. It certainly saves me time and money to not have to travel to some far off LTB office and sit there for hours waiting for my hearing. With virtual hearings, I don't have to take time off work. However, there may certainly be instances where in-person service is required. In that case, they can't practically reduce the number of offices, but perhaps they can rent smaller offices? I don't know. The most important thing is they need to increase their processing speed. Too many mom+pop landlords have been financially ruined because it takes the LTB so darn long to hear a case while the tenants are not paying rent and destroying property. I believe landlords should have the right to sue the government for damages because landlords cannot deal with legal tenant issues outside of the LTB. If they are forcing landlords into their flawed system, they should be held liable for damages that accrue due to processing delays.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Nothing is more effective than face-to-face interactions.

However, I find the LTB staff to so cold and indifferent that it does not matter. Perhaps that's as it should be.

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#194

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 8:52:03 AM  
**Last Modified:** Monday, July 14, 2025 9:10:05 AM  
**Time Spent:** 00:18:02  
**IP Address:** 155.254.83.169

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Rarely have issue, but when needed, is not in business for above...

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

unlikely when needed, lack of personal touch, may be the culprit - everyone got the squeeze into the digital world, like it or not. Yes maybe efficient but the end of the line is the case close, like it or not.

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Maybe aware, and have no burning issue crying for it.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In my case, I'm just noting when as member having such critical need, the personal touch is most desperately needed... push back to digital is the last thing one would want to hear.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****,****Other (please specify below):**

most of all a more effective resolution process...but if virtual does not mean by way of chat, but Zoom actually in conversation.

---

**Q10****Respondent skipped this question**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#195

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 9:09:18 AM  
**Last Modified:** Monday, July 14, 2025 9:25:40 AM  
**Time Spent:** 00:16:22  
**IP Address:** 45.44.178.138

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Inconvenient hours of operation.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Somewhat effective but I would like to see the LTB reopen their offices for in person customer service for better human interaction. I found some issues are more quickly resolved with human interaction.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I support the LTB's reopening for in person services because I found some issues are more quickly resolved using in person service.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#196

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 10:01:33 AM  
**Last Modified:** Monday, July 14, 2025 10:05:06 AM  
**Time Spent:** 00:03:33  
**IP Address:** 209.29.96.23

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Like the face to face nature of dealing with issues.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#197

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 10:18:41 AM  
**Last Modified:** Monday, July 14, 2025 10:22:59 AM  
**Time Spent:** 00:04:17  
**IP Address:** 72.142.92.204

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, they are effective, but do not completely replace in person ones

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Elderly and not computer savvy people can have access to justice

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#198

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 12:02:26 PM  
**Last Modified:** Monday, July 14, 2025 12:09:55 PM  
**Time Spent:** 00:07:28  
**IP Address:** 184.151.190.166

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Difficulty filling in forms on line; Difficulty uploading documents

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Lack of personal interaction.,

Other (please specify below).:  
people answering phone don't seem very knowledgeable;  
don't give accurate advice

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Tenant posts endless documents so we just can't keep up; lots of accusations but no evidence

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It is much easier to assess a situation in person than on-line. Board members seem overwhelmed with volume of information filed on the portal and errors are made

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#199

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, July 14, 2025 2:15:55 PM  
**Last Modified:** Monday, July 14, 2025 2:20:01 PM  
**Time Spent:** 00:04:05  
**IP Address:** 184.151.37.238

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Unable to connect with a live person to get required information

---

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

---

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not at all. They are just too busy to actually address one's concerns.

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Waited 2 1/2 years to address my issues.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#200

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 8:28:12 AM  
**Last Modified:** Tuesday, July 15, 2025 8:35:44 AM  
**Time Spent:** 00:07:32  
**IP Address:** 99.224.133.249

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1** Respondent skipped this question

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2** Yes, I have filed/responded through TOP and experienced issues (please specify below).: problems with downloading material

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3** Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

no , to difficult to navigate , and confusing

**Q5** Yes, I am aware but have faced issues (please specify below).: there is only location on Bay , not convenient at all

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6** Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

the person behind the counter goes over your application and correction any mistake and give helpful advise  
Also when you hand over your application , you know you got it.

---

**Q9****Easier to present evidence and documents.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below).:

better communication ,you can show then thing that they missing

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#201

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 9:37:03 AM  
**Last Modified:** Tuesday, July 15, 2025 9:40:16 AM  
**Time Spent:** 00:03:13  
**IP Address:** 184.148.13.115

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,  
Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#202

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 2:52:03 PM  
**Last Modified:** Tuesday, July 15, 2025 2:54:54 PM  
**Time Spent:** 00:02:50  
**IP Address:** 4.205.193.177

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes absolutely, has assisted me with critical feedback on a variety of questions i have asked in regards to landlord, tenant matters.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

fast immediate answers, opportunity to see someone in person.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#203

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 3:18:04 PM  
**Last Modified:** Tuesday, July 15, 2025 3:21:07 PM  
**Time Spent:** 00:03:02  
**IP Address:** 74.15.69.135

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

TOP & virtual hearings are very effective - limited experience with Contact Centre as I avoid it knowing that there are long wait times and questionable/unreliable information provided by representatives - website resources are good.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below):

Yes - I was aware but have never filed at ServiceOntario - I find the online services convenient

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Accessibility - online services are much more accessible and efficient

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#204

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 3:15:59 PM  
**Last Modified:** Tuesday, July 15, 2025 3:24:01 PM  
**Time Spent:** 00:08:01  
**IP Address:** 15.223.118.187

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: difficulty uploading documents, difficulty getting information from the other party, many other problems

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

tenants and landlords face are not visible. participants can't be confirmed and LTB can't verify participants. claims and allegations like child falling sick on hearing day, other medical conditions or issues etc. can't be verified and such can be made without any proof or evidence

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

not effective at all. we need personal participation so maybe issues can be resolved face to face



**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#205

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 4:03:37 PM  
**Last Modified:** Tuesday, July 15, 2025 4:04:56 PM  
**Time Spent:** 00:01:19  
**IP Address:** 70.75.64.87

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#206

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 4:21:20 PM  
**Last Modified:** Tuesday, July 15, 2025 4:32:42 PM  
**Time Spent:** 00:11:21  
**IP Address:** 142.126.193.60

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Long delay before getting a hearing.

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. The long delay in getting a hearing meant that the termination date had passed by the time I got a hearing. Then they dismissed my N12 because I had not paid compensation by that date, which I had not done because the tenant had not agreed to vacate before the hearing. Paying compensation by the termination date on the form makes sense if an order to vacate has been received by then. Otherwise, it is nonsense, but my case was dismissed on that technicality. In the adjudicator's order it said "While the Board has the discretion to extend the deadline for payment of compensation, I do not consider this to be an appropriate case to do so." No explanation was given for this.

---

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#207

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, July 15, 2025 6:04:21 PM  
**Last Modified:** Tuesday, July 15, 2025 6:10:26 PM  
**Time Spent:** 00:06:04  
**IP Address:** 70.54.115.14

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I love the virtual meetings. Not only am I able to continue working while I am waiting for my hearing, I am also able to watch other hearings as an observer that has taught me a lot about the RTA.

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Customer service should be open as not everyone is technology savvy. Also, not everyone has the equipment required to file documents. We need people back to work in the office but hearings should continue virtually. less time is spent on disruptions

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#208

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 16, 2025 8:12:46 AM  
**Last Modified:** Wednesday, July 16, 2025 8:16:14 AM  
**Time Spent:** 00:03:28  
**IP Address:** 174.115.114.222

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes. I find the online service to be very convenient.

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I find it very convenient to attend hearing remotely.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#209

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 16, 2025 11:26:11 AM  
**Last Modified:** Wednesday, July 16, 2025 11:31:44 AM  
**Time Spent:** 00:05:33  
**IP Address:** 142.115.71.38

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
It is confusing to anyone but a professional

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Other (please specify below).:  
Some browsers are not supported by the LTB

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

There is no Landlord support. They just refer you to contact a LTB expert.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It should help both landlords and tenants with issues. It acts like it is a tenant only board

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#210

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 16, 2025 2:30:23 PM  
**Last Modified:** Wednesday, July 16, 2025 2:33:29 PM  
**Time Spent:** 00:03:05  
**IP Address:** 86.48.14.117

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Never**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

N/A

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It is the best way to deal with questions and resolve issues faced by people.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#211

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 17, 2025 10:29:07 AM  
**Last Modified:** Thursday, July 17, 2025 10:32:05 AM  
**Time Spent:** 00:02:57  
**IP Address:** 99.225.203.66

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****Respondent skipped this question**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I believe when a landlord and Tenant can sit down and work out the issues whether it is rent issues or otherwise, sitting down to discuss things together can achieve better results. Online is too impersonal.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#212

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 17, 2025 9:53:49 PM  
**Last Modified:** Thursday, July 17, 2025 10:03:53 PM  
**Time Spent:** 00:10:03  
**IP Address:** 99.233.237.193

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

All matters were heard, so my answer is technically yes. However the virtual hearings were awkward, confusing, and presenting evidence was both difficult and extremely time consuming.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person hearings are easier to navigate and seem more effective. There are also many people who have difficulty with online processes (elderly tenants, for example) that could use more guidance and help. The system is already quite nuanced, in person help can be more effective than virtual.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#213

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 18, 2025 11:55:47 AM  
**Last Modified:** Friday, July 18, 2025 11:56:54 AM  
**Time Spent:** 00:01:06  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

No issues

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Respondent skipped this question

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Faster and easier communication.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.****Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#214

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 18, 2025 11:57:26 AM  
**Last Modified:** Friday, July 18, 2025 11:58:30 AM  
**Time Spent:** 00:01:03  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#215

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 18, 2025 12:00:22 PM  
**Last Modified:** Friday, July 18, 2025 12:30:02 PM  
**Time Spent:** 00:29:40  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Not complaining. Appreciative of the help.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Do not know

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Uncertain

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#216

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 18, 2025 12:30:57 PM  
**Last Modified:** Friday, July 18, 2025 12:31:53 PM  
**Time Spent:** 00:00:56  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
n/a

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I can explain better in person.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better understand.

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#217

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 23, 2025 8:44:45 AM  
**Last Modified:** Wednesday, July 23, 2025 8:47:12 AM  
**Time Spent:** 00:02:26  
**IP Address:** 70.49.159.230

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Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
not user friendly

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

not really because not all questions are answered immediately

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better served

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#218

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 23, 2025 11:02:28 PM  
**Last Modified:** Wednesday, July 23, 2025 11:11:35 PM  
**Time Spent:** 00:09:07  
**IP Address:** 76.70.91.41

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 challenging for landlord with no computer skills .

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**

Other (please specify below).:  
 staff hanging up, staff refers to contact legal clinic does not want to answer , staff has attitude ,

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

able to resolve, wasting lots of time , frustrating . not able to watch cases for learning purposes , lack of person to person interaction. worrying about losing connection ,

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
 where do we get list of locations

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

stress free process with staff beeing able to assist. not getting rent is stresfull enaugh not beeing able to correct mistake during filing ads more stress .

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#219

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, July 25, 2025 3:51:28 PM  
**Last Modified:** Friday, July 25, 2025 3:53:40 PM  
**Time Spent:** 00:02:11  
**IP Address:** 165.85.166.240

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**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Haven't contacted them via phone

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

First LTB hearing set for Sept 15th

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Life needs to return to normal and we need to be able to contact individuals in our region

---

**Q9**

Other (please specify below):

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Unsure there are any advantages

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#220

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 9:52:50 PM  
**Last Modified:** Wednesday, July 30, 2025 9:54:29 PM  
**Time Spent:** 00:01:39  
**IP Address:** 24.52.215.244

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#221

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 9:53:21 PM  
**Last Modified:** Wednesday, July 30, 2025 9:56:38 PM  
**Time Spent:** 00:03:16  
**IP Address:** 99.231.163.46

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, it has improved turnaround times, and makes for a more time efficient process. Waiting my turn at in-person hearings was a significant time-waster.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If they add in-person hearings, it should be optional, whether the tenant attends in person or not.

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#222

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 9:47:39 PM  
**Last Modified:** Wednesday, July 30, 2025 9:58:02 PM  
**Time Spent:** 00:10:22  
**IP Address:** 173.32.124.101

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

It was years ago when the LTB was much more efficient

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below):

I'm aware but haven't had to file. A friend did and was upset at the lack of privacy

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's better to be in person where everyone can see everyone else.

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#223

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 9:58:20 PM  
**Last Modified:** Wednesday, July 30, 2025 10:03:09 PM  
**Time Spent:** 00:04:48  
**IP Address:** 173.238.6.250

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Inconvenient hours of operation.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The help line and email is very slow. Virtual hearings however are far better than the old on-person hearings offering better flexibility. However, we do need to make it more efficient.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I don't. It would be far more inconvenient, drive legal costs, and require much more travel.

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#224

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 10:04:36 PM  
**Last Modified:** Wednesday, July 30, 2025 10:09:41 PM  
**Time Spent:** 00:05:04  
**IP Address:** 99.229.121.208

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Lack of personal interaction.,**

Other (please specify below):

Rude staff who talk at you when they learn you are a landlord

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

They are not effective as staff are always defending tenants side and they do not respect landlords. The tone they use and their abruptness is highly uncalled for

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---



**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

We need face to face interaction

Over the phone is impersonal

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Easier to communicate in person especially if English is not a first language

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#225

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 10:14:29 PM  
**Last Modified:** Wednesday, July 30, 2025 10:20:32 PM  
**Time Spent:** 00:06:03  
**IP Address:** 99.252.187.62

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
I can't piece all docs together so I uploaded many which is not what LTB wants

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Technical issues (poor internet connection, Zoom access, no audio or video).**  
**,**  
**Inconvenient hours of operation.,**  
**Lack of personal interaction.,**  
**Difficulty presenting evidence or documents virtually.**

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Very hard - I was having so much trouble using the website & tried to email them. No phone number to contact. Almost impossible to get help!

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person service should have been reopened like 2 years ago!

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#226

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 10:20:02 PM  
**Last Modified:** Wednesday, July 30, 2025 10:21:24 PM  
**Time Spent:** 00:01:22  
**IP Address:** 96.46.198.32

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes, although the wait times were too long

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#227

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 10:26:07 PM  
**Last Modified:** Wednesday, July 30, 2025 10:29:07 PM  
**Time Spent:** 00:03:00  
**IP Address:** 24.226.136.221

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

For those who have difficulties with digital formats or do not have access to technology

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#228

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:02:09 PM  
**Last Modified:** Wednesday, July 30, 2025 11:04:51 PM  
**Time Spent:** 00:02:41  
**IP Address:** 99.246.169.191

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
It doesn't have any guidelines if you completed the form properly

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Because the process is too long in getting decision.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Waste of time for waiting too long

---

**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#229

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:08:10 PM  
**Last Modified:** Wednesday, July 30, 2025 11:10:23 PM  
**Time Spent:** 00:02:12  
**IP Address:** 142.126.88.175

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#230

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:05:21 PM  
**Last Modified:** Wednesday, July 30, 2025 11:19:37 PM  
**Time Spent:** 00:14:16  
**IP Address:** 99.217.76.179

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Contact centres were helpful in answering questions on spot. I recommend hiring more call agents than opening more in-person offices.

---

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below):  
Office is far from the city center. Preferred digital on-line

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Opening more LTB offices are cost ineffective idea. Rather utilize the money in hiring call agent and review officers to process the cases, and enhance the LTB website

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#231

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:32:14 PM  
**Last Modified:** Wednesday, July 30, 2025 11:36:23 PM  
**Time Spent:** 00:04:09  
**IP Address:** 99.224.121.123

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Can't download files

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Difficulty presenting evidence or documents virtually.**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

**Respondent skipped this question****Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**No, I was not aware.****Q6**

Should the LTB reopen for in-person hearings?

**Yes**

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In-person , you can easily spot liar.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#232

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:40:37 PM  
**Last Modified:** Wednesday, July 30, 2025 11:44:41 PM  
**Time Spent:** 00:04:03  
**IP Address:** 96.50.225.98

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Unable to record an existing file number for L1 when filing L2

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes they always are able to advise of laws and what steps to take

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

To help support landlords who are not computer savvy

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#233

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:39:47 PM  
**Last Modified:** Wednesday, July 30, 2025 11:45:30 PM  
**Time Spent:** 00:05:43  
**IP Address:** 99.248.193.218

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Inconvenient hours of operation.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Feedback by a person is immediate. LTB in person allows better communication not possible via virtual (eg posture, dress, hygiene)

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#234

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:36:17 PM  
**Last Modified:** Wednesday, July 30, 2025 11:49:10 PM  
**Time Spent:** 00:12:53  
**IP Address:** 50.100.151.62

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Couldn't upload everything and they didn't cancel a hearing when I requested them to do so. One of my files didn't go through and I had to redo.

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Difficulty presenting evidence or documents virtually.,**

Other (please specify below).:

Tenants play games and say they can't access or calls get dropped. I'm a senior and find it hard to interact over zoom or phone.

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Definitely not effective. Hearings get dragged out unnecessarily and wastes everyone's time. One of my tenants had a friend say she was out for a walk and wasn't back. Never showed up. Wasted my whole day and I had to pay for my paralegal the entire time we waited.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I want to get my hearing date when I file. I like the fact that someone checks to ensure I have all my documents when I file to ensure I am doing everything correctly.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

No stalling tactics by tenants.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#235

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, July 30, 2025 11:28:16 PM  
**Last Modified:** Wednesday, July 30, 2025 11:50:32 PM  
**Time Spent:** 00:22:15  
**IP Address:** 99.252.208.150

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

I'm tech savvy, but for others it might be a barrier.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's too easy for attendees to make false claims online without verification and adjudicators appear to run through the applications fast.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,**

Other (please specify below).:

Prevent false claims from tenants

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#236

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 12:01:45 AM  
**Last Modified:** Thursday, July 31, 2025 12:05:26 AM  
**Time Spent:** 00:03:41  
**IP Address:** 24.231.93.51

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Lack of personal interaction.,

Other (please specify below).:

Delays

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Virtual is cost affective, great for work and child care.

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#237

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 3:20:05 AM  
**Last Modified:** Thursday, July 31, 2025 3:24:59 AM  
**Time Spent:** 00:04:54  
**IP Address:** 24.141.147.100

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Upload and opening evidence files

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.,  
Other (please specify below).:  
Insufficient Landlord support

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
Just discovered after 2.5 yrs after hearings

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,**

Other (please specify below).:

Adjuctacators may see landlords as humans

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#238

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 4:56:41 AM  
**Last Modified:** Thursday, July 31, 2025 5:21:35 AM  
**Time Spent:** 00:24:53  
**IP Address:** 94.156.228.177

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
L1 and L10 applications

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No answer is basic (which else find online anyway) sometimes can lead to different interpretations

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Sometimes the case is adjourned because there is too many cases. Time for both tenant and landlord is crucial. I am landlord with one unit, and I am working too.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#239

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 6:30:11 AM  
**Last Modified:** Thursday, July 31, 2025 6:33:03 AM  
**Time Spent:** 00:02:51  
**IP Address:** 104.195.146.184

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#240

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 6:39:40 AM  
**Last Modified:** Thursday, July 31, 2025 6:49:05 AM  
**Time Spent:** 00:09:25  
**IP Address:** 142.181.163.191

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes they were able to solve effectively the matter. But the issue is the time they to solve

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The in person will makes more delay and more costly to the Govt. It will be loose loose outcome

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#241

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 7:03:56 AM  
**Last Modified:** Thursday, July 31, 2025 7:07:44 AM  
**Time Spent:** 00:03:48  
**IP Address:** 198.84.153.251

## Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Need to have specific technical skills in order to effectively use top. Tenants flood the system with needless documents making it difficult to sort out. Did you get it? Didn't you get it? What is it? Format is cumbersome and you have to split things up into little bits and pieces. Where in person you would have a factom book which contained everything and everybody got a copy and if somebody had a new piece of evidence they could just say oh here it is blah blah blah

Q3

Difficulty presenting evidence or documents virtually.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Allows the tenant to hide behind a phone. We don't even know if it's actually the tenant who's being at the hearing

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
None of my location

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's much harder to lie a judge in person.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#242

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 7:14:16 AM  
**Last Modified:** Thursday, July 31, 2025 7:19:56 AM  
**Time Spent:** 00:05:39  
**IP Address:** 209.29.96.63

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.,

Other (please specify below).:

Limited wifi access - public library no longer has study rooms to use for zoom calls.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Not for small landlords with limited zoom access if at all. Internet access favour corporate landlords.

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

Long wait times.

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Easier access and questions answered during face to face interactions.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#243

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 7:34:31 AM  
**Last Modified:** Thursday, July 31, 2025 7:38:41 AM  
**Time Spent:** 00:04:10  
**IP Address:** 70.51.99.200

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Many issues with the salesforce platform which I'm sure they paid hundreds of thousands for

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No they take too long to respond to queries.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The LTB can't sit behind a screen and pretend to be a court. It needs to be in person and resolutions need to be seen in a court room if real issues are to be solved

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,**

Other (please specify below).:

Resolutions should be made on the spot for non payment of rent 0 response time is needed

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#244

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 7:39:16 AM  
**Last Modified:** Thursday, July 31, 2025 7:43:00 AM  
**Time Spent:** 00:03:44  
**IP Address:** 99.246.136.37

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
I used a paralegal as we are not overly tech'y

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,  
Lack of personal interaction.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The time delay is ridiculous. ESPECIALLY for non-paying tenants. Too many delays, postponements etc.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Shorten wait times

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#245

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 7:58:10 AM  
**Last Modified:** Thursday, July 31, 2025 8:03:51 AM  
**Time Spent:** 00:05:41  
**IP Address:** 70.27.40.213

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
The evidence I uploaded showed it was in the portal but in the Hearing the adjudicator said he could not see it.

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes and no. Yes because I can do something else at home or work while waiting for my docket. No because there seems to be less adherence to Hearing procedure than in person, and the identifications of the applicant and respondent are mostly not identified with photo id. Often the screens are just black.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It would provide an opportunity to ask questions

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

It would be more difficult to present video evidence in in-person Hearings

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#246

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 8:23:17 AM  
**Last Modified:** Thursday, July 31, 2025 8:28:09 AM  
**Time Spent:** 00:04:52  
**IP Address:** 159.26.35.59

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below):

LTB scheduling is completely broken. Nobody in the call centre can tell you when you will be scheduled.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No!!!

The delays are outrageous.

Hearing blocks are regularly overbooked, and matters get adjourned only to disappear into the scheduling black hole. It is not unusual for 8 months to go by without being scheduled!

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware, but have not needed to do this.

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The scheduling delays are a disgrace. We need automatic evictions for non-payment of rent, and we need a return to in-person hearings.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#247

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 8:47:58 AM  
**Last Modified:** Thursday, July 31, 2025 8:52:07 AM  
**Time Spent:** 00:04:08  
**IP Address:** 142.188.114.237

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. TOP has been very effective.

LTB hearing times are not.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

the rate of hearing cases might decrease if in -person due to the inefficiencies. e.g. In person hearing can do 6 cases/day versus Online hearing which can do 10 cases/day.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#248

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 8:51:34 AM  
**Last Modified:** Thursday, July 31, 2025 8:54:56 AM  
**Time Spent:** 00:03:21  
**IP Address:** 142.114.107.155

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

this seems like you're searching for specific arguments. i've never had issues.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes.

Q5

Yes, I am aware but have faced issues (please specify below):

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

longer wait times in person than electronic

Q6

No

Should the LTB reopen for in-person hearings?



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

higher costs to maintain, need to travel, higher risk of in person derogatory remarks being spat in peoples faces.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

virtual is better - more easily accessible. no need to travel.  
stop rigging the options to skew one viewpoint.

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#249

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 8:56:24 AM  
**Last Modified:** Thursday, July 31, 2025 8:58:29 AM  
**Time Spent:** 00:02:05  
**IP Address:** 70.51.219.83

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

- Q1** **Occasionally**  
How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** **No, I have not used TOP yet.**  
Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** **Other (please specify below):  
no used**  
Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).
- 
- Q4**  
Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?  
  
I think LTB should offer the personal, in person, service.
- 
- Q5** **No, I was not aware.**  
Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** **Yes**  
Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

One needs to hire a paralegal to navigate such a complex electronic system.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#250

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 9:05:33 AM  
**Last Modified:** Thursday, July 31, 2025 9:11:02 AM  
**Time Spent:** 00:05:28  
**IP Address:** 99.254.33.220

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

yes

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

spend my money wisely you fools

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#251

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 9:26:48 AM  
**Last Modified:** Thursday, July 31, 2025 9:29:41 AM  
**Time Spent:** 00:02:53  
**IP Address:** 184.144.132.107

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

- Q1** **Occasionally**
- How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** **No, I have not used TOP yet.**
- Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** **Other (please specify below):**
- Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).
- It is hard to get data, although the web site is reasonably good.
- 
- Q4**
- Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?
- No, but not at their behest. The regulatory framework makes it almost impossible for a landlord to achieve fairness in the process, especially the landlords who are diligent, compliant to the Act and regulations.
- 
- Q5** **No, I was not aware.**
- Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** **Yes**
- Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person interactions are substantively more productive than number and paper processing can ever be.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#252

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 9:54:52 AM  
**Last Modified:** Thursday, July 31, 2025 10:00:56 AM  
**Time Spent:** 00:06:03  
**IP Address:** 70.50.62.22

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).: difficult to navigate

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Other (please specify below).:

Negative attitude towards Landlords is discouraging

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Takes way too long to get a hearing all the while we lose more money from professional tenants

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****No**

Should the LTB reopen for in-person hearings?



**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If it were the only way for me to use the LTB services, it would take too much of my time

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#253

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 10:08:24 AM  
**Last Modified:** Thursday, July 31, 2025 10:11:54 AM  
**Time Spent:** 00:03:30  
**IP Address:** 23.16.225.31

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Unsure.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

No

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Digital hearings allow you attend from anywhere vs having to physically return to the locale if you reside elsewhere.

---

**Q9****More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#254

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 10:14:56 AM  
**Last Modified:** Thursday, July 31, 2025 10:22:18 AM  
**Time Spent:** 00:07:21  
**IP Address:** 199.119.233.144

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Face time is better. Let's get back to pre Covid norms. All other institutions and businesses have gone back to the office.

---

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Yes, I am aware and have successfully filed an application.****Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Often times Landlord and tenant issues are complicated and need a professional adjudicator do intervene.  
It's not like ordering a pizza over the phone.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#255

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 10:21:06 AM  
**Last Modified:** Thursday, July 31, 2025 10:23:39 AM  
**Time Spent:** 00:02:33  
**IP Address:** 198.98.108.102

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

My experience of online problem solving is that it cannot replicate the ease or accuracy of in person .

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#256

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 10:43:50 AM  
**Last Modified:** Thursday, July 31, 2025 10:52:45 AM  
**Time Spent:** 00:08:55  
**IP Address:** 99.231.49.26

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I have hearing disability and need lip reading.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#257

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 11:15:13 AM  
**Last Modified:** Thursday, July 31, 2025 11:16:47 AM  
**Time Spent:** 00:01:34  
**IP Address:** 173.206.209.224

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****,****Inconvenient hours of operation.,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, I am very satisfied with LTB. They have been very helpful in providing a second check of actions and explaining my legal obligations.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I prefer in-person service.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#258

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 11:51:34 AM  
**Last Modified:** Thursday, July 31, 2025 11:52:52 AM  
**Time Spent:** 00:01:17  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No. Very biased towards tenants.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

You know who is in the room.

---

**Q9****Better communication with LTB staff.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#259

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 11:53:25 AM  
**Last Modified:** Thursday, July 31, 2025 11:55:42 AM  
**Time Spent:** 00:02:17  
**IP Address:** 67.223.109.5

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Paper work got issue thrown out/but LTB won't help with advice.

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,**  
**Lack of personal interaction.**

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, because they won't answer my questions or even direct me to a section of the rule and regulations.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

To be honest if in person will be/is the same run around as the phone, just keep it closed.

---

**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#260

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 11:56:20 AM  
**Last Modified:** Thursday, July 31, 2025 12:02:28 PM  
**Time Spent:** 00:06:07  
**IP Address:** 67.223.109.5

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1** Respondent skipped this question

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2** I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3** Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

That entity is an adjudicators irresponsible tenant's that fight their own way. Should be taking a different an coherent approach for these times.

---

**Q5** No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6** No

Should the LTB reopen for in-person hearings?

---



**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Because they are not being coherent in reasonable situations. To misunderstanding there are two parts, not a one way street to be resolved.

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.****Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#261

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 12:02:58 PM  
**Last Modified:** Thursday, July 31, 2025 12:04:24 PM  
**Time Spent:** 00:01:26  
**IP Address:** 67.223.109.5

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.,  
Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Phone calls go unanswered/system hangs up on us.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Human interaction (face to face)

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#262

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 3:32:04 PM  
**Last Modified:** Thursday, July 31, 2025 3:33:54 PM  
**Time Spent:** 00:01:50  
**IP Address:** 99.232.173.89

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Respondent skipped this question**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. It is getting faster and better.

---

**Q5****Yes, I am aware and have successfully filed an application.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Because it's 2025. Get with the times

---

**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#263

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 5:55:07 PM  
**Last Modified:** Thursday, July 31, 2025 5:57:26 PM  
**Time Spent:** 00:02:19  
**IP Address:** 142.127.4.93

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
Oh, so awkward and confusing!!!

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Inconvenient hours of operation.,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Waaaaaaaaaaaaaaaaayyyyyyyyyyyyyyyyy too slow.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

The old in-person system worked. The new digital system SUCKS!!!! Really - you have to ask this question?????????

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#264

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 6:24:29 PM  
**Last Modified:** Thursday, July 31, 2025 6:26:23 PM  
**Time Spent:** 00:01:53  
**IP Address:** 174.114.132.10

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Enough already. People need to get back at work

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Accountability

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#265

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 10:44:05 PM  
**Last Modified:** Thursday, July 31, 2025 10:51:58 PM  
**Time Spent:** 00:07:52  
**IP Address:** 76.64.81.85

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 It's always changing without notifications.

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).**

,

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.,**

Other (please specify below).:

Not able to upload videos or recording,

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No they suck.id a simple uncontested matter eg N4/L1:it works for a complicated file and for cross examination etc, predudicial, unsure if true identity of the tenant, or witness.

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:

Limited locations, hours of operation

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****No**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Think that will just be another way to screw the paralegal business, gov't getting fees not sole practitioners

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****,****Other (please specify below).:****Can do a bona fide cross examination and chief, ,**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#266

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, July 31, 2025 11:23:10 PM  
**Last Modified:** Thursday, July 31, 2025 11:25:37 PM  
**Time Spent:** 00:02:27  
**IP Address:** 216.209.224.184

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No, not at all

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

In person service will speed up the whole process

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#267

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 12:23:26 AM  
**Last Modified:** Friday, August 01, 2025 12:26:56 AM  
**Time Spent:** 00:03:29  
**IP Address:** 216.154.154.195

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

The issue is inexperienced staff.

---

**Q5**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
The few locations are not near me

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Zoom is faster for the majority of applications; efficiency should be a key goal

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

Other (please specify below):

Good for LL without computer skills but online is best for most.

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#268

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 12:26:20 AM  
**Last Modified:** Friday, August 01, 2025 12:31:24 AM  
**Time Spent:** 00:05:04  
**IP Address:** 216.211.124.18

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

Q2

Respondent skipped this question

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Inconvenient hours of operation.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

We still don't have our concerns handled in a reasonable time period

---

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

Q6

Yes

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's stressful and in person it better to have a smooth going

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#269

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 9:36:31 AM  
**Last Modified:** Friday, August 01, 2025 9:42:37 AM  
**Time Spent:** 00:06:06  
**IP Address:** 70.55.18.9

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Inconvenient hours of operation.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Not effective.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Hopefully more efficient.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#270

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 12:17:49 PM  
**Last Modified:** Friday, August 01, 2025 12:23:27 PM  
**Time Spent:** 00:05:38  
**IP Address:** 129.222.159.189

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Yes, I have filed/responded through TOP and experienced issues (please specify below).:  
 Large file issues, converting properly, tenants files are usually uploaded in ways that make it difficult to organize and print

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Technical issues (poor internet connection, Zoom access, no audio or video).

,

Lack of personal interaction.,

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No for the above reasons. Internet connections can be poor

Q5

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Yes, I am aware but have faced issues (please specify below).:  
 Doubt you can here

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

I think people are more accountable when in person. Easier to have witnesses also. By phone, it can be anyone or they can be coached

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Easier to present evidence and documents.,**  
**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Able to have witnesses present

---

**Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#271

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 3:55:47 PM  
**Last Modified:** Friday, August 01, 2025 4:01:31 PM  
**Time Spent:** 00:05:43  
**IP Address:** 24.150.180.107

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

a WORKING digital option with a proper user experience at least provides landlords (and tenants) a waitless experience and allows to submit evidence /forms that gets timestamped when uploaded. It does not replace phone or in-person contact center, but is a great complement to it. If written requests for information and clarification have a proper SLA for response times (e.g. 3 business days), that would also be fine.

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Not everyone is familiar with digital services. Also, some issues require in-person /on-phone attention. Digital can help manage the most common submissions, freeing in person capacity for more complex issues or for people who are not digital savvy.

---

**Q9**

**More accessible for those who have difficulty with technology.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#272

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 01, 2025 10:53:51 PM  
**Last Modified:** Friday, August 01, 2025 10:59:50 PM  
**Time Spent:** 00:05:58  
**IP Address:** 38.45.27.52

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****No**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Digital hearings and filing are more convenient and generally less time consuming

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#273

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, August 02, 2025 6:30:32 AM  
**Last Modified:** Saturday, August 02, 2025 6:48:06 AM  
**Time Spent:** 00:17:33  
**IP Address:** 99.250.164.121

---

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

**Long wait times over the phone.,**  
**Inconvenient hours of operation.,**  
**Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

When I receive an order for tenant to pay and tenant does not pay, ignores you. I need months to go back to LTB to deal with this issue

---

**Q9****Faster resolution times.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#274

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, August 03, 2025 7:47:45 AM  
**Last Modified:** Sunday, August 03, 2025 7:50:08 AM  
**Time Spent:** 00:02:23  
**IP Address:** 204.48.78.57

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

- Q1** **Never**  
How often do you use LTB services such as Contact Center, website resources and virtual hearings?
- 
- Q2** **No, I have not used TOP yet.**  
Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?
- 
- Q3** **Other (please specify below):**  
Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).  
N/A
- 
- Q4**  
Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?  
N/A
- 
- Q5** **No, I was not aware.**  
Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?
- 
- Q6** **Yes**  
Should the LTB reopen for in-person hearings?
-

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

It's more difficult for tenants to lie in person.

---

**Q9****Easier to present evidence and documents.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#275

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, August 03, 2025 3:44:11 PM  
**Last Modified:** Sunday, August 03, 2025 3:47:24 PM  
**Time Spent:** 00:03:13  
**IP Address:** 173.238.128.114

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Long wait times over the phone.,  
Lack of personal interaction.

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, solve the problem for travelling.

Q5

Yes, I am aware but have faced issues (please specify below).:  
travelling issues

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#276

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 04, 2025 5:41:24 PM  
**Last Modified:** Monday, August 04, 2025 5:49:33 PM  
**Time Spent:** 00:08:08  
**IP Address:** 99.246.92.141

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Other (please specify below):

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Landlord Board is completely useless. Nothing helpful for landlord.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Useless

Q5

Respondent skipped this question

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Respondent skipped this question

Should the LTB reopen for in-person hearings?



**Q7**

Respondent skipped this question

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

Respondent skipped this question

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

---

**Q9**

Respondent skipped this question

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

---

**Q10**

Respondent skipped this question

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

---

#277

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 04, 2025 8:52:45 PM  
**Last Modified:** Monday, August 04, 2025 8:55:13 PM  
**Time Spent:** 00:02:28  
**IP Address:** 174.89.140.2

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

couldn't say, but for any service i need, i hugely appreciate digital offerings so that they can fit more easily with my day time job

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Indifferent

Should the LTB reopen for in-person hearings?

**Q7****Indifferent**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

options are good, but as noted above i will take virtual options over in person any day

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**Q9****Respondent skipped this question**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

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**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#278

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, August 05, 2025 12:58:51 AM  
**Last Modified:** Tuesday, August 05, 2025 1:04:52 AM  
**Time Spent:** 00:06:00  
**IP Address:** 142.188.224.255

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Occasionally

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

Yes, I have filed/responded through TOP without any issues.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Lack of personal interaction.,

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Difficulty presenting evidence or documents virtually.

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes. Issues dealt with in a satisfactory manner BUT process is ridiculously long.

Q5

Yes, I am aware and have successfully filed an application.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Personal preference. I like and prefer in person dealings.

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#279

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, August 09, 2025 6:32:38 AM  
**Last Modified:** Saturday, August 09, 2025 6:34:20 AM  
**Time Spent:** 00:01:42  
**IP Address:** 199.7.157.95

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****I am not familiar with TOP.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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**Q3****Difficulty presenting evidence or documents virtually.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

/ No. /

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Respondent skipped this question**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

better cimunatation option "

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****More accessible for those who have difficulty with technology.****Q10****No**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#280

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, August 09, 2025 11:39:35 AM  
**Last Modified:** Saturday, August 09, 2025 11:42:08 AM  
**Time Spent:** 00:02:33  
**IP Address:** 142.116.187.233

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3****Lack of personal interaction.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Yes, the website worked well, though lacking personal touch that is common in this day and age and I appreciate the portal where I can see everything clearly.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Indifferent**

Should the LTB reopen for in-person hearings?

---



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Being able to file in person would at least provide a counter option. As a small time landlord I'm not experienced with issues so would be nice to have a resource.

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**Q9****Better communication with LTB staff.,**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#281

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 11, 2025 10:08:58 AM  
**Last Modified:** Monday, August 11, 2025 10:12:30 AM  
**Time Spent:** 00:03:32  
**IP Address:** 67.223.109.5

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**Q1****Frequently**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Website resources and quarterly newsletter are great!

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

If I ever have to use LTB services, I would need help from LTB staff.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Help from on-site staff

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**Q10****Indifferent**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#282

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 11, 2025 12:42:26 PM  
**Last Modified:** Monday, August 11, 2025 12:48:24 PM  
**Time Spent:** 00:05:58  
**IP Address:** 172.226.163.52

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Never**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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**Q3****Other (please specify below):**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Waiting on hold and having the call ended before anyone picked up.

---

**Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

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**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Multiple avenues for individuals who may have challenges such as hearing, to connect and ask questions.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#283

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 11, 2025 7:30:23 PM  
**Last Modified:** Monday, August 11, 2025 7:33:13 PM  
**Time Spent:** 00:02:49  
**IP Address:** 89.155.246.205

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

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**Q3****Long wait times over the phone.**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

---

**Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Fortunately, I have only needed it once.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Better service

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**Q9****Faster resolution times.**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

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**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#284

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, August 12, 2025 4:41:05 PM  
**Last Modified:** Tuesday, August 12, 2025 4:44:17 PM  
**Time Spent:** 00:03:12  
**IP Address:** 24.57.36.180

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Never

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

Q2

I am not familiar with TOP.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

Q3

Respondent skipped this question

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Q4

Respondent skipped this question

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Q5

No, I was not aware.

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

Q6

Yes

Should the LTB reopen for in-person hearings?



**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Technical challenges of virtual hearings.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#285

COMPLETE

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, August 20, 2025 9:22:26 AM  
**Last Modified:** Wednesday, August 20, 2025 9:37:44 AM  
**Time Spent:** 00:15:17  
**IP Address:** 143.105.15.22

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

Q1

Frequently

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

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Q2

No, I have not used TOP yet.

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

Q3

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

Long wait times over the phone.,

Inconvenient hours of operation.,

Lack of personal interaction.,

Other (please specify below):

Timely and meaningful communication would be helpful.

This landlord is guilty till proven otherwise is nonsense, time consuming and a waste of resources.

---

Q4

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

No.

The system is pathetically slow and is dangerous to landlords and their own investments. I can not speak for all landlords as I know there are plenty out there that are irresponsible and or dangerous but come on people, help us out. There are so many good people having their lives ruined by this disgusting system that has been put in place. The tenants have rights, we all do, but there is no reason why anyone should be ok to stay in a unit and not pay rent or continue to do damage, etc, etc. There needs to be a fast and clear cut way to get through the system and help landlords move along with their business legally and meaningfully before more problems arise in their lives. The system in place is disgusting and as far as I am concerned there is a lot of issues that should be cause for legal action against the entire system. It's only a matter of time folks. Smarten up.

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

Get the system moving on. This backlog is a gross failure putting lives at risk - both landlord and tenant lives.

---

**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

Many obvious reasons including the above. However just yesterday I did mention anyone that is disabled, older, not electronically proficient will fail trying to navigate this system. I know this for a fact and just spoke to a gentleman yesterday about this who has been land lording over 40 years. He would not have a clue how to get through this and would just fail. I am certain of this. The issues would drag on and his own investments would be taken advantage of and maybe even ruined as a result. People know the system is junk and backed up so yes they will take advantage because why not? Even the most honest people can run in to hardship and when times get rough they will even resort to non payment or rent its just the way it is folks. smarten up and fix this or close up shop and let another entity do things the way it should be. I bet lives have ended because of this sick system being so horrible. Shame on you all.

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#286

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, August 21, 2025 10:00:51 PM  
**Last Modified:** Thursday, August 21, 2025 10:03:12 PM  
**Time Spent:** 00:02:21  
**IP Address:** 70.27.173.71

Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

**Q2****Yes, I have filed/responded through TOP without any issues.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/ltb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

**Q3****Long wait times over the phone.,**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

Could have been more effective in person. Would speed up hearing cases and have more heard in a day. This would speed up long wait times to hearings.

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

**Q6****Yes**

Should the LTB reopen for in-person hearings?

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

---

**Q8**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

see above

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,**

**Better communication with LTB staff.,**

**Easier to present evidence and documents.,**

**More accessible for those who have difficulty with technology.**

,

Other (please specify below).:

LTB would be able to hear more cases with faster resolution times

---

**Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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#287

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, August 22, 2025 4:00:45 PM  
**Last Modified:** Friday, August 22, 2025 4:01:48 PM  
**Time Spent:** 00:01:02  
**IP Address:** 99.242.17.68

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Page 1: Reopening the Landlord and Tenant Board for In-Person Services

**Q1****Occasionally**

How often do you use LTB services such as Contact Center, website resources and virtual hearings?

---

**Q2****No, I have not used TOP yet.**

Have you used the Tribunals Ontario Portal (TOP – <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>) to submit any applications or respond to tenant applications? If yes, what problems, if any, did you encounter?

---

**Q3**

Have you encountered any of the following challenges when accessing the LTB's phone services, website resources, TOP or virtual hearings? (Select all that apply).

**Long wait times over the phone.,****Technical issues (poor internet connection, Zoom access, no audio or video).****,****Lack of personal interaction.,****Difficulty presenting evidence or documents virtually.****Q4****Respondent skipped this question**

Do you think the LTB services (Contact Center, website resources, TOP and virtual hearings) have been effective in resolving your matter and providing customer service? Why or why not?

---

**Q5****No, I was not aware.**

Are you aware that LTB applications can be filed at certain ServiceOntario locations? If yes, what problems, if any, have you encountered?

---

**Q6****Yes**

Should the LTB reopen for in-person hearings?

---

**Q7****Yes**

Should the LTB reopen for in-person customer service and resources such as filing applications?

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**Q8****Respondent skipped this question**

What are your main reasons for supporting (or opposing) the LTB's reopening for in-person services?

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**Q9**

What do you believe would be the main advantages of in-person hearings for landlords? (Select all that apply).

**Faster resolution times.,****Better communication with LTB staff.,****Easier to present evidence and documents.,****More accessible for those who have difficulty with technology.****Q10****Yes**

Would you prefer to have the option to choose between in-person or virtual hearings for your cases?

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