

Landlord's Self-Help Centre (LSHC) is seeking input from the small landlord community on whether they would want to see the Landlord and Tenant Board (LTB) reopen their offices for in-person customer service. This would include providing paper copies of forms, accepting forms for filing, and in-person hearings. We appreciate your feedback, which will help us advocate for the reopening of the LTB.

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

- ☐ Frequently
- ☐ Occasionally
- ☐ Never

2. 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?

- ☐ I am not familiar with TOP.
- ☐ No, I have not used TOP yet.
- ☐ Yes, I have filed/responded through TOP without any issues.
- ☐ Yes, I have filed/responded through TOP and experienced issues (please specify below).

3. Have 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).

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

5. 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.
- ☐ Yes, I am aware and have successfully filed an application.
- ☐ Yes, I am aware but have faced issues (please specify below).

6. Should the LTB reopen for in-person hearings?

- ☐ Yes
- ☐ No
- ☐ Indifferent

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

- ☐ Yes
- ☐ No
- ☐ Indifferent

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

9. 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).

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

- ☐ Yes
- ☐ No
- ☐ Indifferent

Disclaimer: LSHC is a community legal clinic funded by Legal Aid Ontario and is not affiliated with the Landlord and Tenant Board, nor does it have the authority to change its practices or procedures. Participation in this survey is voluntary. All responses will remain confidential and will be used solely for research purposes.