

Quarterly News

September 2025

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Disclaimer

The material contained in this publication is intended for information purposes only, it is not legal advice.



Legal Aid Ontario
provides core funding to
Landlord's Self-Help Centre.

The views expressed here are those of the clinic and do not necessarily reflect those of Legal Aid Ontario.

Bill 10, *Protect Ontario Through Safer Streets and Stronger Communities Act, 2025*

On June 5, 2025, Bill 10, *Protect Ontario Through Safer Streets and Stronger Communities Act, 2025* received Royal Assent. This legislation includes [Schedule 8- Measures Respecting Premises with Illegal Drug Activity Act, 2025](#) which affects the residential landlord community in Ontario. It establishes measures targeting residential properties leased by tenants and used for activities such as drug production or trafficking.

Landlords must not knowingly allow their property to be used for these illegal activities or possess any proceeds such as personal property or money derived directly or indirectly from them. Otherwise, they may be found guilty of an offence under this Act. It is also an offence for a landlord to obstruct a police officer or other designated authority acting under this Act. A police officer has the authority to remove a person who does not reside on the premises, seize items, or disable or restrict access to them, if they have reasonable grounds to believe the items are being used, or will be used, to commit an illegal activity.

If a landlord who is an individual is found guilty of an offence under this legislation for a first conviction, they may be fined between **\$10,000 and \$250,000**, or sentenced to imprisonment for a term of **up to two years less a day**, or both. For a subsequent conviction, landlords may be fined between **\$5,000 and \$100,000 for each day or part of a day** the offence occurs or continues, or face imprisonment for a term of **up to two years less a day**, or both.

If a landlord who is a corporation is found guilty of an offence under this Act for a first conviction, they may be fined between **\$25,000 and \$1,000,000**. For a subsequent conviction, landlords may be fined between **\$10,000 and \$500,000 for each day or part of a day** the offence occurs or continues. However, landlords can use the *defence of having taken reasonable measures to prevent the illegal activity*.

Limitation: Legal proceedings must be initiated within two years from the date the offence occurred or is alleged to have occurred.

To review the legislation, visit: <https://www.ola.org/en/legislative-business/bills/parliament-44/session-1/bill-10#BK10>

Evidence for a Landlord and Tenant Board Hearing

The LTB's practice direction outlining evidence requirements for hearings is available at

<https://tribunalsontario.ca/documents/lrb/Practice%20Directions/Practice%20Direction%20on%20Evidence.html>

Evidence may include pictures, videos, text messages, documents, invoices, social media posts, emails, and any other relevant piece of information that a landlord wishes to rely upon at a hearing.

You must serve your evidence to the LTB **and** directly to the tenant and/or tenant representative **7 days** before your hearing date. If you serve evidence late, the adjudicator will decide whether to permit the evidence at the hearing. They will look at why it was late and if it could have been provided by the 7-day deadline. You cannot solely upload the materials to the Tribunals Ontario Portal (TOP) to serve your tenant unless you and the tenant have signed the "Consent to Disclosure through Tribunals Ontario Portal" form located under forms at <https://tribunalsontario.ca/lrb/forms-filing-and-fees/#panel1>

To serve the LTB evidence, you may directly upload it on to the TOP or email it to LTB.Evidence@ontario.ca. The subject line of the email should include: the word "EVIDENCE"; the FILE Number; and the hearing date.

An adjudicator is not required to review evidence before a hearing. In order to have a document entered on to the record as evidence, you must bring it to the adjudicator's attention during the hearing. ***"An item does not automatically become evidence once it has been given to the LTB or the other parties. It is up to the LTB Member hearing the application to decide whether to accept an item as evidence during the hearing."***

For the submission and format of evidence, the Practice Direction advises: *"All documents, photographs and other items provided to the other parties and the LTB as evidence must:*

- a. be readable*
- b. have consecutively numbered pages; and*
- c. include a list or table of contents identifying each item in order, and by page number, if more than one item is being submitted."*

Evidence should be relevant and organized. You should ensure that any text message, video, document, picture, etc., is relevant to the application that has been filed. For example, if you have filed an L1 application, all evidence should be related to the non-payment of rent arrears issue. An adjudicator may decline to hear repetitive or irrelevant evidence at a hearing.

If you are uploading evidence to the TOP, ensure that you name the document clearly (example: picture of kitchen sink dated October 3, 2024) and know where to find it on the date of the hearing. A landlord should have their evidence opened and ready to reference during the hearing. Best practice is to combine all evidence in to one document such as a PDF where possible, and to ensure that page numbers and a table of contents are included.

If you have filed an L1/L9 application, you will need to submit an L1/L9 Information Update Sheet **5 days** before the hearing date. This should be provided to the LTB, to the tenant and/or tenant representative.

A party is provided an opportunity to submit any reply evidence 5 days before the hearing. Reply evidence would mean that the other party uploaded a document or allegation that was unexpected that you now have to reply to via your own evidence. This is most common if a tenant includes the form Issues a Tenant Intends to Raise at a Rent Arrears Hearing with their evidence.

If you have had mediation discussions in an attempt to settle the issues with your tenant, these are considered confidential and should not be submitted as evidence. The adjudicator will not be able to look at mediation discussions when making a determination on the application.

Please consult with a legal practitioner if you are unsure about what to include as evidence in your file.

Brampton Expands Residential Rental Licensing

Brampton launched their Residential Rental Licensing Pilot Project in January 2024, requiring landlords in Wards 1, 3, 4, 5, and 7 operating properties that have four or less rental units to obtain a **Residential Rental License**. As of July 1, 2025, the city has issued 3,641 licenses, with an expected 16,000 rental units remaining unlicensed. As of April 2025, the city claims that 1,900 investigations have led to \$301,800 in fines being issued and over 400 penalty notices for licensing violations being served. The pilot project was set to run to the end of 2025, however, city council has passed a motion to extend the project to 2028, and include Wards 2 and 8. Additionally, **the city intends to introduce mandatory training as a requirement to certify rental operators, create new licence classifications to reflect different rental types and streamline the application processes**. A date for the changes, including expanding the license requirement has not yet been determined. To encourage further compliance, Brampton will continue to waive the licensing fee for the rest of 2025. Landlords who have obtained a license are also being offered a free smoke detector.

For more information, please visit:

<https://www.brampton.ca/EN/Business/Licensing/Residential-Rental-Licensing>

Ottawa Renoviction Bylaw Update

Ottawa has committed to propose their own Renoviction Bylaw to city council by May 2026. The city claims there was 104 N13 notices issued within Ottawa in 2023, which is a 107% increase since 2010. Ottawa has released a media announcement that public consultations are expected to be scheduled this Fall, with the city claiming *“Input from tenants and landlords including associations, advocacy and community groups, housing and social services agencies, engineers and other professionals, and building owners and managers will be vital to any recommendations staff bring forward to Committee and Council in Spring 2026.”* The policy development stage will take place from November 2025 to April 2026, with the city committed to take into consideration *“the approaches taken in other jurisdictions to address such unlawful eviction and any existing or planned legislation, programs, and services in other levels of government and how they might work with a by-law.”*

For more information, please visit: [Backgrounder:](#)

[Preparing for Ottawa's Rental Renovation Licence By-law | City of Ottawa](#)

Brampton Proposes Conversion and Demolition By-law

The By-Law is anticipated to require landlords of **properties containing 6 or more rental units** to only be able to obtain a permit for conversion or demolition if; the average vacancy rate for the City for the preceding three years is at or more than 3.0%; or the rents for all rental units are equal to or more than 1.75 times the average market rent. If the criteria is not met, the property owner must meet additional requirements such as providing their tenants with alternative or comparable units, cash compensation or allowing their tenants to return to a replaced unit.

For more information, visit: <https://pub-brampton.escribemeetings.com/filestream.ashx?DocumentId=145012>.

In recent years, and without much media coverage, cities such as *Toronto, Hamilton, Mississauga, Oakville and Kitchener* have passed similar By-Laws.

For more information on those cities, please visit: <https://pub-brampton.escribemeetings.com/filestream.ashx?DocumentId=145014>

Self-Help TIPS

A landlord may apply to the Landlord and Tenant Board (LTB) within one year of the tenant moving out of the rental unit to collect money that a former tenant owes. In this edition of the Self-Help Tips, we will discuss when and how a Form L10- Application to Collect Rent the Former Tenant Owes should be used.

The L10 application can be filed against a former tenant to collect for the **following reasons**:

- **Rent-** The tenant vacated the rental unit owing rent that they did not pay during the tenancy. This would include any arrears if the tenant abandoned or vacated the rental unit without providing a valid notice of termination, the parties did not enter into an agreement to terminate the tenancy, or the landlord did not serve a notice of termination.
- **Compensation-** The former tenant may be ordered to pay compensation for each day they occupied the rental unit after the tenancy was terminated, either by a notice of termination or an agreement to terminate the tenancy.
- **NSF Charges-** An amount for charges related to NSF cheques.
- **Utilities-** Costs for unpaid utility bills such as heat, electricity and water.
- **Damages-** The landlord discovers damages caused by the former tenant, they can seek costs for repairs to the rental unit.
- **Costs related to interference-** The landlord incurred costs because the former tenant or someone else visiting or living in the rental unit substantially interfered with the landlord's reasonable enjoyment or lawful right, privilege, or interest. Examples include false fire alarm leading to fines by the fire department or repeated attempts to enter the unit for pest treatments that incurred additional costs.

You have up to one year (365 days) after the tenant moves out to file this application and you must know the tenant's current residential address. Unlike other applications, the landlord **must deliver a copy of the L10 application and Notice of Hearing** to the former tenant at least 30 days before the scheduled hearing date.

How to File the L10 Application- This can be filed online using the Tribunals Ontario Portal, by mail or courier to the nearest LTB office, or in person at certain Service Ontario locations that accept LTB applications.

How to serve an L10 Application and Notice of Hearing- Please refer to the Certificate of Service to choose the most suitable method of service.

Alternative Service- You can request permission from the LTB to use an alternative method of serving a former tenant who is no longer in possession of a rental unit. This request must be made using the approved LTB form, and must be submitted at least 40 days prior to the hearing.

Certificate of Service- The person who served a copy of the L10 Application and notice of hearing must complete a **Certificate of Service - Serving a Former Tenant or Tenant No Longer in Possession of the of the Rental Unit** and submit it to the LTB at least **20 days** before the hearing.

TIPS

- 1) If a tenant vacates a rental unit without giving proper notice, the landlord can claim the unpaid rent in the L10 application. However, they must take reasonable steps to minimize their losses, as outlined in **sections 16 and 88(4)** of the *Residential Tenancies Act* (RTA). The adjudicator will assess whether the landlord promptly attempted to re-rent the unit after discovering that the tenant had vacated.
- 2) If the tenant is not present at the hearing, the landlord must be able to explain at the hearing how they determined the former tenant's current residence or if it was sent by email, you must show the tenant responded to the landlord's email containing the documents, or that the landlord has a "read receipt" for your email. This is to prove that the notice came to the attention of the former tenant.

Landlord and Tenant Board's Interpretation Guideline 11 provides additional information and can be found at

<https://tribunalsontario.ca/documents/l10/Interpretation%20Guidelines/11%20-%20Rent%20Arrears.html>

LTB forms can be found at <https://tribunalsontario.ca/l10/forms>

Did You Know?

Q: I served my tenant with an N12 for Purchasers Own Use, and my tenant moved out. However, the buyer's circumstances changed and decided not to buy the property. Months later, I received a T5 application from the Landlord and Tenant Board that my former tenant is claiming the landlord gave notice in bad faith and is seeking compensation including moving costs and the difference in rent. Can she do this?

The former tenant has up to one year from the date they vacated the rental unit to file an application with the Landlord and Tenant Board if they believe that the landlord acted in bad faith. The onus is on the tenant to prove that it was in bad faith. The landlord will have a chance to explain the buyer's change in circumstances, and that at the time of serving the N12, it was not bad faith intentions.

Q: We are trying to evict a tenant for landlord's own use but she has also damaged the house, and not paid rent for 8 months. Can I include that in the hearing?

Eviction for personal use would be an N12 Notice, followed with an L2 Application. At your hearing the LTB is only going to listen to the merits of your N12. Arrears would be a separate L1 application and damages would be a separate L2 on the basis that an N4 or N5 Notice was served. In the event that a landlord has multiple reasons for eviction, they can request that the LTB merge both applications, however we do not recommend making this request for personal use applications.

Q: As a landlord who intends to represent myself, I am most concerned about what evidence I should submit, any tips?

Evidence should be relevant to the reason why you have applied to evict your tenant. Things like emails, screen shots of text messages, photographs and invoices make really good evidence.

Verbal testimony is also weighed very heavily by adjudicators. If your hearing is for rent arrears, the L1/L9 update sheet is often all the adjudicator wishes to see in terms of documents, the rest can be your verbal testimony.

Q: Do LTB eviction orders expire?

Under section 81 of the *Residential Tenancies Act*, an Order issued by the Landlord and Tenant Board evicting a tenant expires within 6 months of the date the order was issued, therefore, it must be filed with the appropriate Court Enforcement Office before that time. Once an eviction order expires, there is no authority to renew it. In which case you would have to start the process all over again.

Q: I heard that evictions don't take place if there are children, is that a consideration under section 83?

There is nothing under section 83 or anywhere else in the RTA that says evictions cannot be enforced just because there are children who reside in the house. This is a good example of when an adjudicator might delay the eviction for a longer period of time, such as until the end of a school year.

Q: My tenant has notified me that they are going to raise issues under section 82, how do I best prepare for this?

If your tenant intends to raise section 82 issues, they will have to list each issue they intend to raise. The best thing you can do is review each issue and provide your defence. In most cases tenants will raise issues about maintenance, and your defence will include the efforts you made to remedy the maintenance issue.

To review more Did You Know questions, visit <https://landlordselfhelp.com/did-you-know/>

2026 Rent Increase Guideline

The provincial government has established the Rent Increase Guideline at 2.1%. Effective January 1, 2026, Ontario landlords may raise rent by up to 2.1% once they have provided the required legal notice, without needing approval from the LTB. This limit does not apply to rental units first occupied for residential purposes after November 15, 2018.

For further details, please visit our website at <https://landlordselfhelp.com/annual-rent-increase-guideline/>

Monetary Jurisdiction Increased!

As of October 1, 2025, the monetary jurisdiction of the Ontario Small Claims Court will increase from \$35,000 to \$50,000.

This change is significant for small residential landlords, as it aligns with the maximum amount that can now be claimed in an application to the Landlord and Tenant Board. Landlords will no longer need to forgo the difference or pursue a claim in Superior Court if the amount owed does not exceed \$50,000.

2025 Landlord Learning Forum - **Save the date!**

Landlord's Self-Help Centre's 2025 **Landlord Learning Forum** will be held in person on **November 20th**. Visit our website for more details!

Upcoming Landlord Lunch & Learn Webinar

October 8th at 1:00 p.m.: Understanding the N5 Notice.

Please register at <https://landlordselfhelp.com/lunchandlearn/>

2025 LSHC Quarterly Newsletter Survey

The Landlord's Self-Help Centre produces four issues of the Quarterly Newsletter throughout the year in March, June, September and December. We kindly invite you to fill out our Quarterly Newsletter survey to help us improve the newsletter. Visit <https://www.surveymonkey.com/r/T6KFNDV> or scan the QR code to complete the survey.



Heat Reminder for the Winter Time!

As per the *Residential Tenancies Act*, when landlords are responsible for providing heating, they must maintain a temperature of at least 20°C in every room of a rental unit—excluding locker rooms and garages—from September 1 to June 15. If your municipality has a heat bylaw with different temperature requirements or dates, those regulations take precedence. Please check with your local municipality for specific details.

New Blog: What happens after you file an L1 Application?

Filing an L1 starts a structural process with strict timelines. Landlords must file and serve forms/evidence correctly, tenants can raise their own issues, mediation is optional, and eviction is only finalized if the adjudicator grants the order. Visit <https://landlordselfhelp.com/blog/what-happens-after-you-file-an-l1-application> to read the entire article.

*Contributed by Diana Lumaj
Diana is a paralegal student participating in LSHC's
Paralegal Student Co-op Program*

LSHC Turns 50!

Explore our journey since 1975, highlighting key milestones and initiatives supporting Ontario's small-scale landlords. Discover how LSHC has grown and evolved to provide essential resources and education by visiting our digital timeline here: <https://landlordselfhelp.com/timeline/>

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