



# EVICTIION PROCESS AND PREVENTION

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# *RESIDENTIAL TENANCIES ACT (“RTA”)*

- The law that governs most Landlord and Tenant relationships (a few exceptions)
- Legal RULES that Tenants AND Landlords must follow

# THE LANDLORD TENANT BOARD ("LTB")



Landlord  
and  
Tenant Board

- A board set up by the Ontario government to resolve disputes between Landlords and Tenants
- It is similar to a Court: An Adjudicator will listen to both the Landlord and the Tenant and will review evidence submitted (called a HEARING) and will then make a decision (an Order) stating what both the Landlord and the Tenant are to do moving forward to solve the issue
- Hearings are held over zoom. In-person can be requested as accommodation under the Human Rights Code
- Only an Adjudicator from the LTB can evict a Tenant

# NOTICE TO END YOUR TENANCY

- Are served by the landlord against the tenant for arrears, damages, overcrowding, illegal activities, etc.
- The eviction notices that Aboriginal Legal Services deal with most often are;
- N4: Notice to End your Tenancy Early for Non-payment of Rent (s. 82)
- N5: Notice to End your Tenancy for Interfering with Others, Damage or Overcrowding
- N6: Notice to End your Tenancy for Illegal Acts or Misrepresenting Income in a Rent-Geared-to-Income Rental Unit
- N7: Notice to End your Tenancy for Causing Serious Problems in the Rental Unit or Residential Complex
- N8: Notice to End your Tenancy at the End of the Term for Persistent Late Payment
- N12: Notice to End your Tenancy Because the Landlord, a Purchaser or a Family Member Requires the Rental Unit

# NOTICES CONTINUED

- GETTING A NOTICE DOES NOT AUTOMATICALLY MEAN YOU WILL BE EVICTED!
- Termination date does NOT mean the tenant has to move out by that date
- If you receive a notice from the landlord, call local clinic immediately
- Find a Legal Clinic
  - <https://www.legalaid.on.ca/legal-clinics/>
- Next step is waiting to receive a file number and application from the LTB in the mail: LTB-L-123456-26
- Create a Tribunals Account: Ontario.ca Login (formerly known as My Ontario Account)-Must have email account
- To use the Tribunals Ontario Portal, you will need to create a Public Secure account. If you already have a Public Secure account, you will need to log in.
  - <https://tribunalsontario.ca/lrb/tribunals-ontario-portal/>

Notice to End your Tenancy  
For Non-payment of Rent

N4

(Disponible en français)

<b>To: (Tenant's name)</b> include all tenant names Big Bird	<b>From: (Landlord's name)</b> Oscar the Grouch
<b>Address of the Rental Unit:</b> 123 Sesame Street Toronto ON M5B 1M4	

**This is a legal notice that could lead to you being evicted from your home.**

**The following information is from your landlord**

I am giving you this notice because I believe you owe me \$  in rent.

See the table on the next page for an explanation of how I calculated this amount.

I can apply to the Board to have you evicted if you do not:

- pay this amount by . This is called the termination date.  
dd/mm/yyyy

Or

- move out by the termination date.

If another rent payment becomes due on or before the date you make the above payment to your landlord, you must also pay this extra amount.

**WHAT YOU NEED TO KNOW**

The following information is provided by the Landlord and Tenant Board

**The termination date**

The date that the landlord gives you in this notice to pay or move out must be at least:

- 14 days after the landlord gives you the notice, if you rent by the month or year, or
- 7 days after the landlord gives you the notice, if you rent by the day or week.

**What if you agree with the notice?**

If you agree that you owe the amount that the landlord is claiming, you should pay this amount by the termination date in this notice. If you do so, the landlord cannot apply to the Board to evict you based on this notice.

If you do not pay the amount owing, you do not have to move out. However, the landlord can apply to the Board to evict you. If the landlord applies to the Board to evict you and the Board orders the eviction, you will likely have to pay the landlord's filing fee, in addition to what you owe.

**What if you disagree with the notice?**

You do not have to move out if you disagree with this notice. You could talk to your landlord. You may also want to get legal advice. If you cannot work things out, the landlord may apply to the Board for an order to evict you. The Board will schedule a hearing where you can explain why you disagree.

**What if you move out?**

If you move out by the termination date in this notice, your tenancy will end on the termination date. However, you may still owe money to your landlord. Your landlord will not be able to apply to the Board but they may still take you to Court for this money.

**How will you know if the landlord applies to the Board?**

The earliest date that the landlord can apply to the Board is the day after the termination date in this notice. If the landlord does apply, the Board will schedule a hearing and send you a copy of the application and the *Notice of Hearing*.

**What you can do if the landlord applies to the Board**

- Talk to your landlord about working out a payment plan.
- Go to the hearing where you can respond to the claims your landlord makes in the application; in most cases, before the hearing starts you can also talk to a Board mediator about mediating a payment plan.
- Get legal advice immediately; you may be eligible for legal aid services.

**How to get more information**

For more information about this notice or about your rights, you can contact the Landlord and Tenant Board. You can reach the Board by phone at **416-645-8080** or **1-888-332-3234**. You can also visit the Board's website at [tribunalsontario.ca/ltb](http://tribunalsontario.ca/ltb).

**The following information is from your landlord**

This table is completed by the landlord to show how they calculated the total amount of rent claimed on page 1:

Rent Period		Rent Charged \$	Rent Paid \$	Rent Owning \$
From: (dd/mm/yyyy)	To: (dd/mm/yyyy)			
01/02/2026	28/02/2026	900.00	875.00	
01/03/2026	31/03/2026	900.00	275.00	
/ /	/ /	.	.	.
Total Rent Owning \$				

**Signature**  Landlord  Representative

First Name

Oscar

Last Name

The Grouch

Phone Number

(555) 555-5555

Signature

Oscar The Grouch

Date (dd/mm/yyyy)

02/03/2026

**Representative Information (if applicable)**

Name	LSUC #	Company Name (if applicable)	
Mailing Address		Phone Number	
Municipality (City, Town, etc.)	Province	Postal Code	Fax Number





**What if you agree with the notice?**

If you agree with what the landlord has put in this notice, and this is your first *Notice to End your Tenancy* in the past 6 months, you should correct the problem(s) described on page 2 within 7 days after receiving this notice. If you do, the landlord cannot apply to the Board to evict you based on this notice.

The landlord can apply to the Board to evict you if:

- you do not correct the problem(s) within 7 days, or
- this is your second *Notice to End your Tenancy* in the past 6 months.

If the landlord applies to evict you, you do not have to move out. The Board will schedule a hearing which you can attend. However, if the landlord applies to the Board to evict you and the Board orders eviction, you will likely have to pay the landlord's filing fee.

**What if you disagree with the notice?**

You do not have to move out if you disagree with what the landlord has put in this notice. However, the landlord can apply to the Board for an order to evict you. The Board will schedule a hearing where you can explain why you disagree.

**What if you move out?**

If you move out of the rental unit by the termination date, your tenancy ends on that date. However, if your landlord gave you this notice because you damaged the rental unit or the residential complex, you may still owe the landlord money for the damage.

**What if the landlord applies to the Board?**

If the landlord applies to the Board to evict you, the Board will schedule a hearing and send you a copy of the application and the *Notice of Hearing*. The *Notice of Hearing* sets out the date, time and location of the hearing. At the hearing, the landlord will have to prove the claims they made in this notice and in the application and you can respond to the claims your landlord makes.

**How to get more information**

For more information about this notice or your rights, you can contact the Landlord and Tenant Board. You can reach the Board by phone at **416-645-8080** or **1-888-332-3234**. You can visit the Board's website at [tribunalsontario.ca/ltb](http://tribunalsontario.ca/ltb).

**Signature**

Landlord       Representative

First Name

O s c a r

Last Name

T h e G r o u c h

Phone Number

( 5 5 5 ) 5 5 5 - 5 5 5 5

Signature	Date (dd/mm/yyyy)
Oscar The Grouch	02/03/2026

**Representative Information** (if applicable)

Name	LSUC #	Company Name (if applicable)	
Mailing Address		Phone Number	
Municipality (City, Town, etc.)	Province	Postal Code	Fax Number

**OFFICE USE ONLY:**

File Number

Delivery Method:  In Person  Mail  Courier  Email  Efile  Fax FL

# LTB PORTAL

- The Tribunals Ontario Portal is a new case management system for the LTB
- Users can do a number of things on the Tribunals Ontario Portal including:
  - submitting applications and paying for application fees
  - checking the status of file
  - uploading evidence
  - viewing and exchanging messages and documents with other parties
  - using the dispute resolution tool to try and reach an agreement

# NOTICE OF HEARING

- LTB will send a NOH by mail or email
- Disclosure is due 7days before the hearing, 5 days for reply evidence
- Hearings are by zoom or phone
- LAO Clinics and the LTB can provide access to computers/phone
- Contact local clinic immediately

# HEARING PREP

- Review reason for notice
- Return signed Retainer Agreement, ROI forms, lease, photos, evidence
- Request medical letters, support letters from agencies
- Timeline of events\*\*\*\*
- OW/ODSP worker # and Member ID
- Notify landlord of disabilities: Meet w/LL, provide support workers name & number & create an accommodation plan if needed: LL has a high duty to accommodate to the point of undue hardship-tenant must work with LL
- Document
- Start accessing support services
- Greatest eviction prevention for Vulnerable Tenant=SUPPORT WORKERS!

# ARREARS

- Is the rent sustainable going forward
- Collect rent receipts/bank statements-is the amount correct
- Reasonable payment plan
- Contact LL to request payment plan-document communications
- Filing Fee
- Set up Direct Payment to the LL
- Referrals for arrears funding
  - Rent Bank
  - OW/ODSP-HSF
  - EPIC
  - Community Agencies-Anishnawbe Health, Native Child and Family Services, Council Fire
  - Housing Subsidies

# LTB HEARING

- Login ahead of the start time-require File number or address
- Tenant may have support person with them-unless witness
- A moderator will sign you in-large dockets
- DC/DRO
- Consent Order/Mediated Agreement
- Adjudicator starts with easiest matters
- Uncontested matters start at 9:15
- The LL side goes first/Tenant/submissions
- S.83-LTB must consider all circumstances
- LTB Order issued within 30-60 days
- Conditional Order-s.78
- Termination Date
- Standard Order

# S. 83 CONSIDERATIONS

- Income (changes to income)
- Length of tenancy
- Disabilities
- Best interest of the Child
- Access to medical care/community agencies/support services
- Genuine effort of the Tenant
- Gladue Factors-Indigenous Tenants

# S.78

- Enforcement of terms in conditional order
- Breach of order-L4 Application
- Ex-Parte Eviction Order-standard 11 days
- Motion to Set-Aside-10 days
- Request to Extend Time
- New Hearing on the breach
- Scheduled quicker

# SHERIFF ORDER

- Should a Tenant not vacate by the termination date in the order, the LL can file with the Sheriff's office for enforcement
- Timing-usually 2-3 weeks
- Notified by mail-Sheriff Order-includes date/time of enforcement
- Arrears orders can still be saved at this point-Motion to Void
- Reviews/set-asides can still be done at this point
- 72 hours to remove belongings
- Sheriff Fee



# REVIEW

- A Tenant who missed a hearing and has a good reason for it can file a “Request to Review” form
- Or if you think the order contains a serious error-seek legal advice
- Fee/Fee Waiver Form
- 30 days to request a review
- Request to Extend Time form



If you want the Landlord and Tenant Board (LTB) to waive fees, you MUST complete this *Fee Waiver Request* and attach it to the **FRONT** of the application or request form(s) you want to file and/or the description of what you want the LTB to provide.

### Part 1: General Information

<b>First Name:</b> Donatello		<b>Last Name:</b> Turtello	
<b>Mailing Address:</b> 345 Sewer Lane		<b>Daytime Phone Number:</b> 777-777-7777	
<b>Email Address:</b> pizza@yahoo.ca			

### Part 2: Reason for Request

#### What is the primary source of your household income?

Select either Reason 1 or Reason 2. Then, provide the information requested under the reason you selected.

Note that your household means you, your spouse and dependent children. Your household income includes all of the income (before taxes and deductions) for all people living in your household.

- Reason 1 – Income Support:** Select this reason if the primary source of your household income is one or more of the income support programs listed below.

Check the box(es) next to your household's primary source of income.

- Ontario Works
- Ontario Disability Support Program (ODSP)
- Old Age Security Pension (OAS) together with Guaranteed Income Supplement
- War Veterans' Allowance
- Canada Pension Plan

- Reason 2 – Other:** Select this reason if your gross monthly household income is less than the amount set out in the table below.

Select the appropriate circle to indicate the number of people in your household, including yourself:

- 1     2     3     4     5 or more

The combined gross monthly income from all sources (before taxes and deductions) for my household is:

\$

To be eligible for a fee waiver, your gross monthly household income must be below the threshold set out below:

Threshold	
Number of people in household	Gross monthly household income
1	Less than \$1,650
2	Less than \$2,475
3	Less than \$2,840
4	Less than \$3,390
5 or more	Less than \$3,940

### Part 3: Declaration

**Instructions: Do not sign your *Fee Waiver Request* until you are sure that you understand what you are declaring here.**

To the best of my knowledge, the information in this *Fee Waiver Request* is complete and accurate.

I understand that it is an offence under s. 234 of the *Residential Tenancies Act, 2006* to file false or misleading information in my *Fee Waiver Request*.

I understand that I may be required to provide financial documents to prove the information in the request if I am asked to do so by the LTB.

I understand that personal information contained on this form is collected under the authority of s. 181.1 of the *Residential Tenancies Act, 2006*. This information will be used to determine fee waiver eligibility. Any questions about this collection may be directed to a Customer Service Officer at **416-645-8080** or toll-free at **1-888-332-3234**.

Signature: Donatello Turtle	Date (dd/mm/yyyy): 24/03/2026
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The LTB will provide you with a copy of your approved or denied *Fee Waiver Request* form to notify you of whether or not it has been approved. If the request is denied, the LTB will not process the attached request until payment is received.

### FOR OFFICE USE ONLY

Fee Waiver is: <input type="checkbox"/> Approved <input type="checkbox"/> Denied (criteria not met)	Date Received:
CSO Initials: _____	<div style="border: 1px solid black; width: 100%; height: 100%;"></div>
File number(s) relating to the request: _____ _____	



**Language Preference**

The LTB offers services in both French and English.

**What is your preferred language?**  French  English

If you are the respondent and want French Language Services, complete the [Request for French Language Services](#) form and send it by email or mail to the LTB office handling this file.

**Accommodation**

Accommodations are arrangements to allow everyone, regardless of their abilities, to participate fully in the LTB's process.

If you require accommodation, complete the [Accommodation Request](#) form and email it to [LTB@ontario.ca](mailto:LTB@ontario.ca), or send the form by mail to the LTB. To see the list of all LTB office addresses, visit [tribunalsontario.ca/ltb/contact/](http://tribunalsontario.ca/ltb/contact/).

**Part 1: General Information**

**Requesting Party's Information**

Landlord  Co-op  Tenant  Co-op Member  Other Party

First Name:

Donatello

Last Name:

Turtle

Company (if any):

**Mailing Address**

Unit/Apt./Suite:

Street Number:

345

Street Name:

Sewer Lane

City:

Toronto

Province:

ON

Postal Code:

M5B 1M4

Country (if not Canada):

Home Phone Number:

777-777-7777

Business Phone Number:

Fax Number:

Email Address:

pizza@yahoo.ca

What is the best way to communicate with you?  Mail  Email \*

\* If you check Email, you consent to receive documents and correspondence from the Landlord and Tenant Board by email. Providing consent to email means that the LTB will communicate and send documents by email to all of the applicants. Do not check the Email box if there are multiple applicants and some want to receive documents by regular mail instead of email.

**OFFICE USE ONLY:**

File Number:

Delivery Method:

In Person  Mail  Courier  Email  Service Ontario Center

FL: \_\_\_\_\_

**Unit, Building or Complex Covered by the Request**

Unit/Apt./Suite:	Street Number:	Street Name:	
	345	Sewer Lane	
City:	Province:	Postal Code:	
Toronto	ON	M5B 1M4	

**Other Parties to the Request Information**

Landlord    Co-op    Tenant    Co-op Member    Other Party

First Name:	Last Name:

Company (if any):  
Shredder

Mailing Address

Unit/Apt./Suite:	Street Number:	Street Name:	
500	67	John Street	
City:	Province:	Postal Code:	Country (if not Canada):
Toronto	ON	M5B 1M4	
Home Phone Number:	Business Phone Number:	Fax Number:	
123-123-1234			
Email Address:			
juicy@claws.com			

If there is more than one other party, provide the names, addresses and telephone numbers of the additional other parties on the *Schedule of Parties* form which is available from the Board's website at [tribunalsontario.ca/lrb](http://tribunalsontario.ca/lrb).

**Part 2: Reason for Your Request**

I am requesting that the Board review the order LTB-L-111111-26 (file number),  
issued on 15/03/2026 (dd/mm/yyyy), because it contains a serious error.

Check the box(es) next to your reason for applying.

- I believe the order contains a serious error,  
 I was not reasonably able to participate in the proceeding.

In the space provided below, describe why you are requesting a review of the order.

If you are requesting a review because you believe the order contains a serious error, describe why you believe that the order contains a serious error. For example:

- Did the Board apply the *Residential Tenancies Act, 2006* in a situation where it did not apply?
- Did the order include a remedy that is not appropriate in the circumstances?
- Was a decision in the order affected by information that was misleading or incorrect?
- Did the order fail to comply with the rules of natural justice?

If you are requesting a review because you were not reasonably able to participate in the proceeding, describe why you were not reasonably able to participate. For example:

- Did you not receive the Notice of Hearing?
- Was the Notice of Hearing served incorrectly, for example to the wrong address or to the wrong person?
- Were you physically unable to attend?

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Explain in detail why you believe the order contains a serious error or why you were not reasonably able to participate in the proceeding. As well, indicate how you think the order should be changed if your request for review is successful.

**If you do not convince the Board that there may be a serious error in the order, or that you were not reasonably able to participate in the proceeding, your *Request to Review an Order* may be dismissed without further consideration.**

The tenant was in a car accident the night before the hearing and was in the hospital with a broken leg that required surgery. I was heavily medicated and not able to make legal decisions or attend the hearing. I do not have a cellphone or internet. As soon as I was released from the hospital on March 2, three days later, I called my local legal clinic for advice.

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*Attach more sheets if necessary.*

Check the box to indicate whether you are asking the Board to stay (put on hold) the order or to lift (remove) a stay.

- I am requesting that the Board stay the order I want reviewed.**  
An order that is stayed **cannot** be enforced.

Explain why the Board should stay the order you want reviewed.

To preseve my tenancy and prevent the Sheriff from enforcing the order.

*Attach more sheets if necessary.*

- I am requesting that the Board lift the stay imposed by the Divisional Court on the order I want reviewed.**  
An order that is appealed to the Divisional Court is automatically stayed and the Board cannot consider your *Request to Review an Order* **unless** it first decides to lift the stay.

Explain why the Board should lift the stay resulting from the appeal to Divisional Court.

*Attach more sheets if necessary.*

### Part 3: Signature

Signature

Donatello Turtle

Date (dd/mm/yyyy)

24/03/2026

Who has signed the request? Check the box next to your answer.

Requester  Representative  Other

### Information About the Representative

First Name:

Last Name:

Law Society of Ontario #:

Company Name (if applicable):

Email Address (The LTB will use this email address to communicate with you):

Day Phone Number:

Evening Phone Number:

Fax Number:

Mailing Address

Street Number:

Street Name:

Unit/Apt./Suite:

Municipality (City, Town, etc.):

Province:

Postal Code:

### Collecting Personal Information

The Landlord and Tenant Board has the right to collect the information requested on this form to resolve your application under section 185 of the *Residential Tenancies Act, 2006*. After you file the form, all information related to the proceeding may become publicly available in a tribunal decision, order or other document, in accordance with Tribunals Ontario's [Access to Records Policy](#) and the *Tribunal Adjudicative Records Act, 2019*. Parties wanting records or information to remain confidential must seek a confidentiality order from the adjudicator. If you have questions about confidentiality orders or access to records, please contact us by email at [LTB@ontario.ca](mailto:LTB@ontario.ca) or our Contact Center at **416-645-8080** or **1-888-332-3234** (toll free).

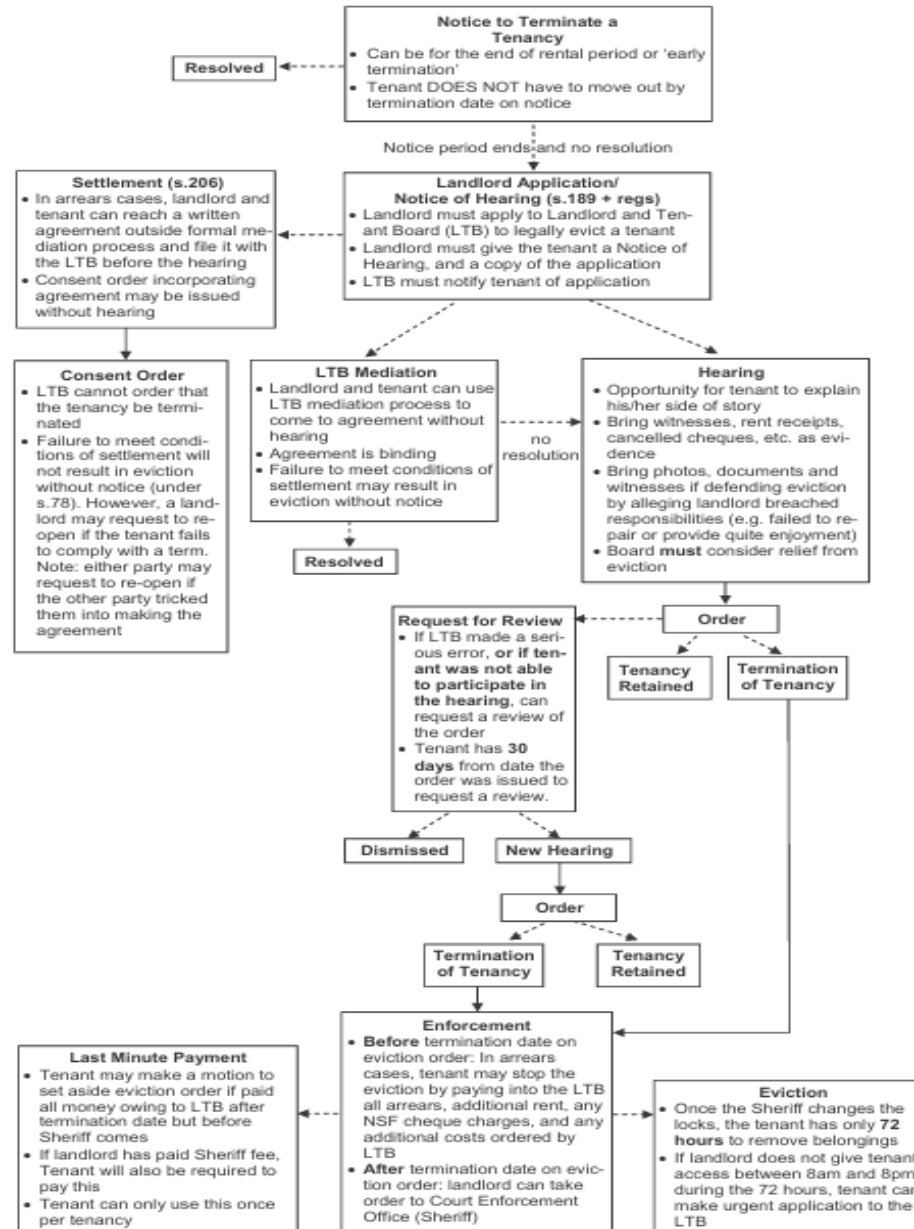
### Important Information from the Landlord and Tenant Board

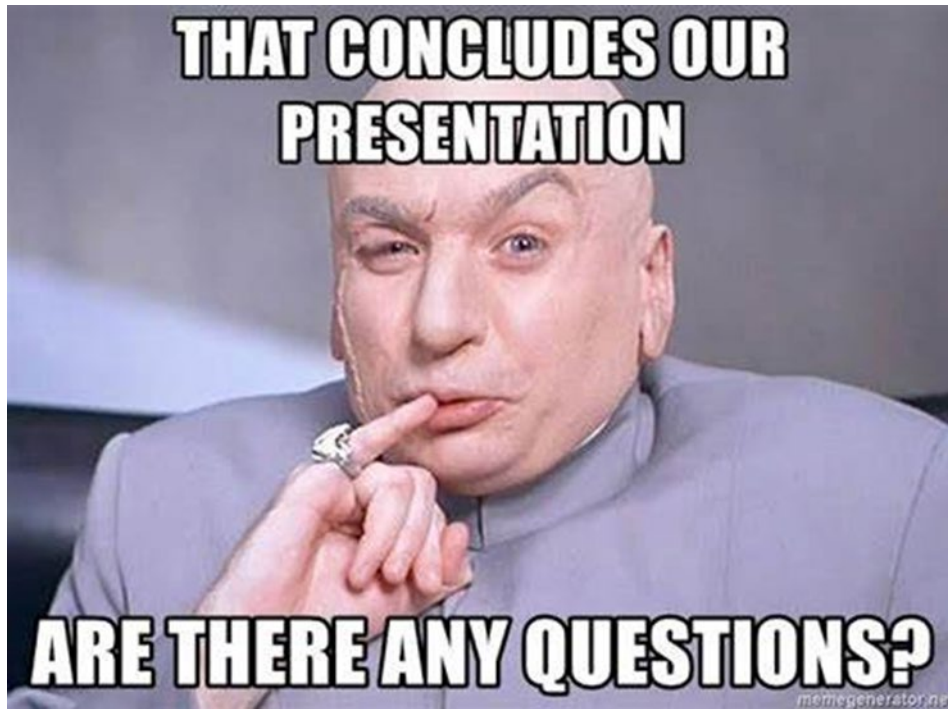
1. It is an offence under the *Residential Tenancies Act, 2006* to file false or misleading information with the Landlord and Tenant Board.
2. The Board has *Rules of Practice* that set out rules related to the review process and *Interpretation Guidelines* that explain how the Board might decide specific issues that could come up in the review process. You can read the *Rules and Guidelines* on the Board's website at [tribunalsontario.ca/ltb](http://tribunalsontario.ca/ltb) or you can buy a copy from a Board office.

# COMMUNITY RESOURCES

- ALS Programing: Anger Management, Addictions Circles, Ogichitaa Kwe, Elder, Giiwedin Anang, FASD worker, Grief Circle
- Anishnawbe Health-AHT Rapid Access Addiction Medicine Program
- Native Women's Resource Centre
- Native Child and Family Services
- Council Fire
- Native Canadian Centre Toronto-Friendship Centre
- Na-Me-Res
- Barbara Schiffler Clinic
- ACTO Advocacy Centre for Tenants Ontario-DC
- CLEO-stepstojustice.ca
- Canadian Centre for Housing Rights
- camh Aboriginal Services-self referrals 416-535-8501, press 2
- Specialty clinics/cultural centers

## The Eviction Process Under the Residential Tenancies Act







**Garrett Reuscher**

@GarrettReuscher



“Everyone gets a plate before anyone gets seconds” but for housing.

4:24 PM · 05 Oct 19 · [Twitter for iPhone](#)