



Although the *Residential Tenancies Act, 2006* does not require it, proceedings before the Landlord and Tenant Board (LTB) are usually recorded. If a hearing recording is requested, the LTB will conduct a search and confirm whether hearing was recorded and provide a copy for a fee. The LTB does not guarantee the existence or quality of hearing recordings.

A request for a hearing recording should be made within ten years of the hearing date. The recording will be erased after this time.

A request for a hearing recording must be accompanied by a fee of \$16.15.

Requester's Information

☐ Landlord ☐ Tenant ☐ Representative ☐ Other

Name:

Address:

Phone Number:

Email Address to Send Recording:

Hearing Information

File Number(s) *:

Hearing Date(s) and Time(s):

Hearing Location/Video Conference No.:

* Provide all related file numbers if the files were combined by the LTB and heard together.

Recording Fee

Select how you are paying the **\$16.15** hearing recording fee:

☐ [Online Payment](#) Receipt No.: _____

You can submit your request by email and pay the fee on the [online payment portal](#) on the LTB website.
Your receipt must be emailed with your request to LTBpayments@ontario.ca.

☐ Money Order ☐ Certified Cheque ☐ Credit Card

If you submit your request by mail or courier, the filing fee can be paid by certified cheque or money order made payable to the Minister of Finance. You can also complete the [credit card payment form](#) and include it with your request to pay by credit card.

You can also pay the filing fee in-person at a [ServiceOntario](#) location that accepts applications and documents on behalf of the LTB. ServiceOntario will accept payment by cash, debit, credit card, certified cheque or money order (payable to the Minister of Finance).

Signature

If the hearing was recorded, the LTB will endeavor to make a copy available within two weeks of the request. In some cases, it may take longer.

Requester's Signature:

Date (dd/mm/yyyy):

Important Information

The LTB currently records hearings using the MP4 format. Older recordings may be in MP3 or WMA formats.

Receiving the Recording by Email

If the hearing was not recorded, your payment will be returned or refunded.

If the hearing recording that you have requested is available, the LTB will send a password protected recording to the email address provided in your request form.

You will receive two emails. The first email will contain a link to the hearing recording. The second email will contain the password to access and download the recording.

The recording will be available for 30 days from the date you receive the link by email.

Receiving the Recording by Regular Mail

If the hearing was not recorded, your payment will be returned or refunded.

If the hearing recording that you have requested is available and there is no email address provided, the hearing recording will be sent by regular mail to the mailing address provided on the request form. The recording will be saved on a USB Flash drive (USB stick), and you will receive the USB Flash drive and a letter with a passcode to access the file, in the mail.