



Tribunals Ontario

Landlord and Tenant Board

Request to Review an Order

Instructions

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SECTION**A****Who can file a Request to Review an Order**

Any party to an order issued by the Landlord and Tenant Board (the LTB) may file a request to review an order. As well, any other person directly affected by the outcome of a particular order may file a request to review the order.

The LTB will only consider a request to review a final Order, or an Interim Order which affects the rights of a party in a final way.

SECTION**B****Deadline for filing a Request**

A request to review an order or decision must be made to the LTB no later than **30 days** after the date the order was issued.

If the request is made after the 30-day deadline, the person making the request must also make a request to extend time. The [Request to Extend or Shorten Time](#) is available from the LTB website at tribunalsontario.ca/ltb.

SECTION**C****Reasons for making a Request**

Before filing a Request to Review an Order, you should review the LTB's [Interpretation Guideline #8, Review of an Order](#), and [Rule of Practice #29, Review of Orders](#) to assist you in completing your request. This Guideline and Rule of Practice are available from the LTB website at tribunalsontario.ca/ltb.

A Request to Review an Order can be made by a party affected by an order if:

- the party believes the order contains a serious error, and/or
- the party was not reasonably able to participate in the proceeding.

The Request to Review an Order is not an opportunity for a party to have their matter heard a second time if they are not satisfied with the Board's decision.

What is a “serious error”?

The following are some examples of what *may* be considered a serious error:

- **An error in jurisdiction** (the Board did not have the authority to decide the issue, or the Board applied the *Residential Tenancies Act, 2006* in a situation where it did not apply).
- **An error in procedure** that might have caused prejudice to a party (e.g. failing to comply with the rules of natural justice).

- **An unreasonable exercise of discretion** (e.g. a decision falls outside the usual range of remedies or results and the Member has not explained the outcome in the order).

When is a party “not reasonably able to participate” in a proceeding?

The following are some examples of when it *may* be found that a party was not reasonably able to participate in a proceeding:

- The person requesting the review was out of the country, in hospital or in police custody when the notice of hearing was served and/or the hearing was held.
- The notice of hearing and other documents were served incorrectly (e.g. to the wrong address or to the incorrect individual).
- The party was unable to attend or ask for an adjournment of the proceeding because of a sudden illness, family crisis, extreme weather or transportation problems.

SECTION

D

How to complete a Request

Read these instructions before completing the application form. You are responsible for ensuring that your request is correct and complete. Follow the instructions carefully when you complete the request form.

The information you fill in on the form will be read electronically; therefore, it is important to follow the instructions below:

- Print clearly or type and do not touch the edges of the boxes.
- If there are more boxes in a line than you need, start from the left and leave the extra boxes blank.
- Do not fill in boxes that do not apply to you (for example, if you do not have a fax number, do not fill in boxes in the space marked “Fax Number”).
- If the instructions tell you to shade a box or a circle (for example, circles marked “Yes” or “No”), shade the box or circle completely.

PART 1: GENERAL INFORMATION

Requester’s Information

Shade the appropriate circle to indicate whether you are a landlord, tenant, co-op, co-op member or other party.

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.

On the form, shade the appropriate circle to indicate if you are asking the Board to stay (put on hold) the order you want reviewed, or lift (remove) a stay.

- If you are requesting that the Board stay (put on hold) the order you want to review then, in the space provided on the form, explain why the order should be stayed. An order that is stayed **cannot** be enforced.
- If the order you want reviewed has been appealed to the Divisional Court, the order is automatically stayed and the Board cannot consider your Request to Review an Order unless it first decides to lift the stay of the appeal. In the space provided on the form, indicate if an appeal has been filed with the Divisional Court and explain why the Board should lift (remove) the stay resulting from the appeal.

PART 3: SIGNATURE

If you are the requester, shade the circle marked “Requester”. Then, sign the review request and fill in the date.

If you are the representative shade the circle marked “Representative”. Then, sign the review request and fill in the date.

REQUEST FOR ADDITIONAL SERVICES FORM

The LTB wants to ensure that everyone who uses its services can ask for and receive accommodation and/or French Language services in order to be able to participate in its proceedings on an equal basis.

Shade the appropriate box or boxes on the form to indicate whether you need accommodation under the Ontario *Human Rights Code*, French-language services or both. The LTB will not include a copy of this form when we give the other parties a copy of the request form. However, the information will be included in your application file. The file may be viewed by other parties to the request for review.

If you require accommodation under the *Human Rights Code*, explain what services you need in the space provided.

PAYMENT INFORMATION FORM

Complete this form to provide the LTB with the information required to process your request. Your request will not be accepted if you do not pay the fee at the time you file the request. If you owe money to the LTB as a result of failing to pay a fee or any fine or costs set out in an order, your review may be refused or discontinued.

You may request a fee waiver if you meet the financial eligibility requirements set out by the LTB. You will need to complete the *Fee Waiver Form* which is available from the LTB website at tribunalsontario.ca/ltb. For more information about fee waivers and the eligibility criteria, go to the fee waiver rules and practice direction on the Rules of Practice page of the LTB website.

Payment Method

Shade the appropriate box to show whether you are paying by online payment, money order, certified cheque, Visa or MasterCard. You can [pay online](#) using a debit or credit card. If you pay online, email your receipt and application to LTBpayments@ontario.ca.

If you are filing my mail or courier, you can pay by credit card by completing the [Credit Card Payment Form](#) and submitting it with your application. You cannot pay by cash or debit card if you are filing your application by mail or courier.

SECTION

E

What to include when you file a Request

To file this request, you must include the following:

- The completed *Request to Review an Order* form,
- The fee (listed on the cover page of the request).

Your request to review an order will be refused if you do not pay the fee.

SECTION

F

How to file your Request

You can file your application in one of the following ways:

1. File by Email, Pay Online

You can [pay online](#) using a debit or credit card. If you pay online, email your receipt and application to LTBpayments@ontario.ca.

2. By Mail or courier

Mail or courier your Request to Review application to the nearest LTB office.

To find a list of LTB [office locations](#) visit the LTB website at tribunalsontario.ca/ltb. You can also call the LTB at 416-645-8080 or 1-888-332-3234 (toll-free).

If you mail or courier your application, you can pay the application fee by certified cheque, money order, Visa or MasterCard. Certified cheques and money orders must be made payable to the Minister of Finance. If you are filing by mail or courier and paying by Visa or Mastercard, you must complete the [Credit Card Payment Form](#) and submit it with your application.

3. By Fax

Effective December 31, 2021, the Landlord and Tenant Board (LTB) has decommissioned its fax machines assigned to regional offices. This means that except for a limited number of circumstances, the LTB no longer accepts documents, including applications, by fax.

If you must use fax to file applications or submit documents urgently because you don't have access to a computer and/or internet or can't visit a local ServiceOntario office, applicants can fax applications and documents that don't have a fee associated, or where they are eligible for a fee waiver, to 1-833-610-2242 or (416) 326-6455.

Due to Payment Card Industry (PCI) security compliance requirements, the LTB cannot accept credit card payment via fax. Applications with credit card information will be automatically deleted and not processed. Please contact the LTB at 1-888-332-3234 for information on how to submit payment information.

SECTION

G

What to do if you have any questions

You can visit the LTB website at: tribunalsontario.ca/ltb

You can call the LTB at 416-645-8080 from within the Toronto calling area, or toll-free at 1-888-332-3234 from outside Toronto, and speak to one of our Customer Service Officers.

Customer Service Officers are available Monday to Friday, except holidays, from 8:30 a.m. to 5:00 p.m. They can provide you with **information** about the *Residential Tenancies Act* and the LTB's processes; they cannot provide you with legal advice. You can also access our automated information menu at the same numbers listed above 24 hours a day, 7 days a week.