Submitted on Wed, 11/29/2023 - 17:25

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee General Issues Committee

Will you be delegating in-person or virtually? In-person

Will you be delegating via a pre-recorded video? No

Requestor Information

Requestor Information Douglas Kwan Advocacy Centre for Tenants Ontario Suite 1500 55 University Avenue Toronto, Ontario. M5J 2H7 <u>douglas.kwan@acto.clcj.ca</u> 416-597-5855, ext. 5163

Preferred Pronoun he/him

Reason(s) for delegation request

Highlighting the access to justice issues and delays at the Landlord and Tenant Board and its impact on Hamiltonians. It has been three years since the Board chose to remove all in person services and dedicate itself permanently to a remote service model. This has led to disastrous effect with the Ombudsman of Ontario reporting on it. <u>https://www.ombudsman.on.ca/resources/reports,-cases-and-submissions/reports-on-investigations/2023/administrative-justice-delayed,-fairness-denied</u>

We will be joined by community organizers asking Council to write a letter to the Province and the Board for changes that will improve its processes.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes