

# What to expect at a phone or videoconference hearing

The Landlord and Tenant Board (LTB) schedules the hearing and will send all parties a Notice of Hearing that includes the contact details and time for the hearing. You, your landlord and their legal representative (if they have one), and an LTB Adjudicator will call into the number or the videoconference link at the scheduled time. At the hearing, you will have an opportunity to tell your story and ask the landlord questions to challenge their application. The same opportunity is given to the landlord.



Due to the pandemic, the LTB has suspended all in-person hearings. Instead, hearings are now taking place over the telephone or by videoconference.

## SPEAK TO TENANT DUTY COUNSEL PRIOR TO YOUR HEARING

Tenant Duty Counsel offers free legal advice on or before your hearing date. Sign up to speak to a Tenant Duty Counsel (TDC) prior to your hearing. [Visit www.acto.ca](http://www.acto.ca) to sign up.

## THINGS TO CONSIDER WITH YOUR REMOTE HEARING

- \* **Access to a phone or computer** - You will need a phone or computer to attend the hearing remotely. You need a reliable internet connection for videoconferences. If you don't have access to a computer, you can also call into the phone number provided by the LTB. For people in Toronto/GTA without a phone or computer, you can ask to use the Public Access Terminal.
- \* **Notices of Hearing (NOH)** - The LTB is sending most NOHs by email. Make sure to check your email's junk box/folder in case the email lands there. If you're expecting a hearing but have not received an NOH, call the LTB to learn why you haven't received the NOH in your email.
- \* **Listening to other hearings** - When you call in or join a videoconference, you may have to listen to other hearings until your matter is called. Stay on the line until your case is called. The LTB is a public forum and hearing other cases is a normal part of the process.
- \* **Providing evidence** - Parties must typically provide their evidence to each other and to the LTB by email or fax at least 7 days before the hearing. Contact the LTB to find out where you should email your evidence. If you cannot scan a document, take a photo of it from your cell phone and email it. Ensure the photo is not blurry so it can be read properly.
- \* **Accommodation request** - If you need accommodation under the Ontario *Human Rights Code* (e.g. you are visually impaired) to use the LTB services, you should communicate your needs to the LTB staff as soon as possible (preferably in writing) so arrangements can be made.

## “What if I am not able to attend the hearing?”

If you are unable to call in to the hearing, notify the LTB immediately by email. If the landlord consents, you may be able to reschedule. You should also consider if a family/friend is able to call in to the hearing on your behalf. For the person to speak on your behalf you must provide written authorization to the LTB in advance. If you do not attend your hearing and do not provide the LTB with a good explanation, the hearing will likely proceed in your absence. If this is an eviction hearing, your tenancy will likely be terminated. Try to get legal advice as soon as possible.