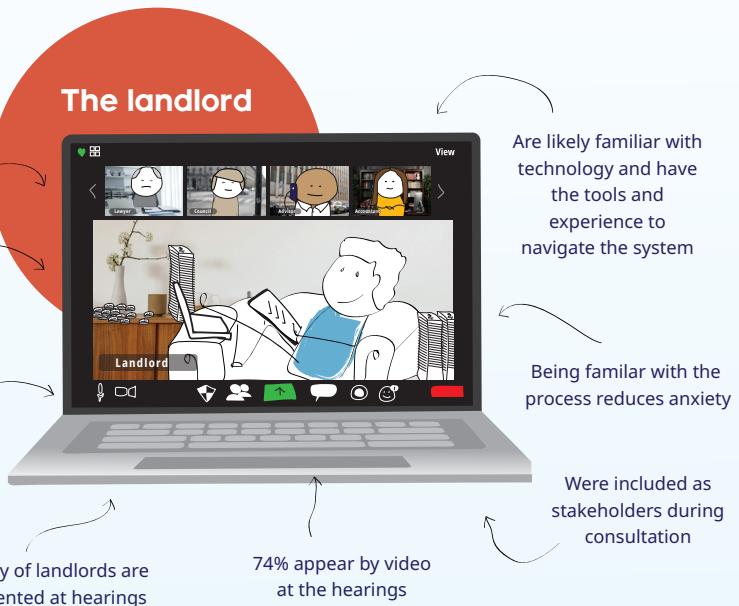


The digital divide

What happened?

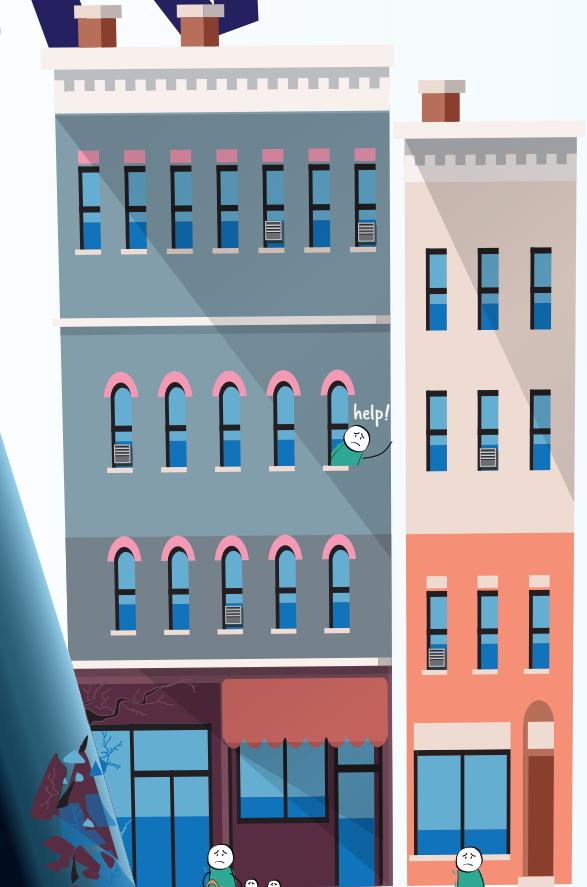
Tribunals Ontario (which oversees the Landlord and Tenant Board, LTB) introduced a Digital First Strategy, a permanent move in the midst of the pandemic.

The implementation of the new Digital First Strategy included an overhaul of how matters are scheduled. Previously, all local matters were scheduled together according to different regions, regardless of file type. Now, matters are scheduled by file type, which creates mega hearing blocks with regions grouped together.



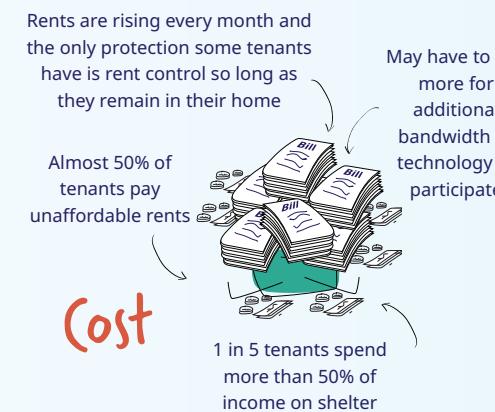
How the forced switch to digital hearings has done more harm than good.

divide



What can be done to help?

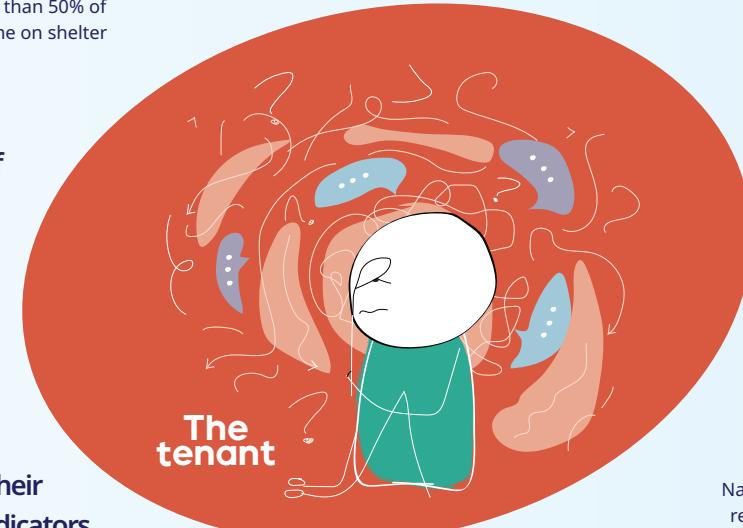
The challenges:



Cost



Inequity



The issue:

The changes imposed as a result of the Digital First Strategy have left tenants falling through the cracks.

Previously, unrepresented tenants could show up on the day of their hearing and get support. Tenants were able to easily share physical documents and evidence to support their case and tribunal staff including, adjudicators, moderators/commissionaires, mediators and tenant duty counsel staff were all more accessible for participants in the in-person environment.

Many tenants struggled with physical, mental, social and economic barriers before the shift. The forced change to a digital-first strategy has amplified these issues, causing tenants to lose their homes.

