

## LTB Disputes: Why Records and Deadlines Matter

By Kate Penkett

Originally published March 2, 2026



### Kate's Corner:

When people think about the Landlord and Tenant Board (LTB), they usually picture a hearing, a decision, and that's the end of it.

But here's something many people don't realize: the LTB is very document driven, and what you don't put in writing can matter just as much as what you do.

The LTB does not investigate on its own. It relies almost entirely on the evidence the parties bring forward. That means emails, texts, photos, maintenance requests, notices, and timelines often carry more weight than verbal explanations given at a hearing.

Another thing that surprises people is timing. The LTB is strict about deadlines for filing applications, serving documents, and submitting evidence. Even a strong claim can run into trouble if documents are late or incomplete.

People are also often surprised to learn that the LTB can order remedies beyond just money. Depending on the application, the Board can order repairs, stop certain conduct, or require compliance with the Residential Tenancies Act going forward.

Most LTB issues don't start as "big legal problems." They usually start with unanswered emails, delayed repairs, or confusion about rights and responsibilities. Understanding how the LTB actually works and how much it relies on clear records can make the process feel far less overwhelming.

This space is about helping people understand the system before they're in the middle of it.

⚠ This is general information only and not legal advice.