



Landlord Avoids \$29,200 in Losses During Eviction Process in Pickering, ON

Quick Stats

January - May 31 2025
Pickering, ON - RG # 6087

Delinquency Type:

Rent Default

Missed Rent:

\$13,250

Legal Fees:

\$400

Property Damages:

\$0

Key Takeaway:

Without SingleKey, the landlord could have lost **\$29,200** in arrears and legal fees. With SingleKey, they lost nothing and even received steady monthly cash flow of **\$7,120** throughout the eviction process, rather than after it. SingleKey also recovered **\$8,430** in missed rent payments from the tenant. All legal fees were covered during the eviction, totalling **\$400**. They paid **\$1,749** for their Rent Guarantee program fee.

This landlord achieved a **17x return on their Rent Guarantee investment**.

SingleKey Impact	
Legal Notices Issued	N4, L1
Total Missed Rent	\$13,250
Rent Recovered from Tenant	\$8,430
Lost Rent Reimbursed	\$7,120
Court Fees Covered	\$400
Time to Eviction	5 months
Total Admin. Time Saved	25 Hours
Total Losses Prevented	\$29,200



Case Study

Context:

A Canadian Landlord based out of Pickering, Ontario had been in operation for over 3 years. With 2 properties in their portfolio, this Landlord considered themselves experienced.

In June of 2024, the landlord signed a new lease for \$2,650 to a couple. However, by January 2025, they experienced an accident, and defaulted on their rent. They accumulated over \$13,250 in arrears over 5 months.

Fortunately, the landlord enrolled in SingleKey's Rent Guarantee program when they signed the lease, saving them from total financial losses.

After the landlord reported the rent default, SingleKey's Rent Guarantee team stepped in immediately to take charge of the situation and ease the landlord's burden.



Rental Risk Mitigation Solutions

A Timeline of Events

- January 2025 – The tenant stopped paying full rent. The landlord received only \$1,080.
- February 3 – The landlord notified SingleKey about the rent default.
- **February 4 – N4 Notice was issued to the tenant.**
- **February 21 – The Landlord and Tenant Board (LTB) hearing was scheduled for May 13.**
- February 26 – SingleKey initiated eviction process and offered Rent Bank assistance to tenant.
- February – Tenant paid \$1,150 toward arrears.
- **March – SingleKey reimbursed \$2,650.**
- March – Tenant paid \$75 toward arrears.
- **April – SingleKey reimbursed \$2,570.**
- April – Tenant paid \$500 toward arrears.
- **May – SingleKey reimbursed \$1,900.**
- May 13 – The LTB hearing was held.
- **May 31 – The tenant vacated the unit with \$7,120 in arrears.**
- June - September – The tenant made incremental payments toward arrears.
- **October 3 – The file was sent to collections to garnish the tenant's wages.**
- October 8 – Collection efforts are in progress to recover the \$4,820 outstanding balance.

Rent Guarantee Team Provides Resolution

An N4 notice was issued to the tenant and SingleKey began direct communication with them. The tenant made a few partial rent payments, and SingleKey covered the remaining balance to ensure the landlord continued receiving steady income throughout the process.

We maintained consistent weekly check-ins with the tenant. SingleKey connected them with Rent Bank programs and other community resources to help them get back on track.

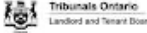
By maintaining open and respectful communication, we emphasized the importance of staying current with rent payments and explained how falling behind could lead to eviction and future housing challenges.


Over a three-month period, SingleKey reimbursed the landlord \$7,120 in missed rent, preventing income loss and financial stress.

In parallel, our team coordinated legal support, sheriff scheduling, and all required documentation, saving the landlord more than 25 hours of administrative work.

The Landlord and Tenant Board hearing took place on May 13, 2025. The tenant vacated the property by May 31, 2025. Collection efforts to recover the \$4,820 outstanding balance began in October 2025 and are ongoing.

Official LTB Judgement

 **Tribunals Ontario**
Landlord and Tenant Board

 **Tribunaux décisionnels Ontario**
Commission de la location immobilière

**Order under Section 69
Residential Tenancies Act, 2006**

File Number: [REDACTED]

In the matter of: [REDACTED] B5

Between: [REDACTED] Landlord

And [REDACTED] Tenants

I hereby certify this is a true copy of an Order dated **MAY 20, 2025**

[REDACTED]
Landlord and Tenant Board

[REDACTED] ('Landlord') applied for an order to terminate the tenancy and evict [REDACTED] and [REDACTED] ('Tenants') because the Tenants did not pay the rent that the Tenants owes.

This application was heard by videoconference on May 13, 2025.

The Landlord's Legal Representative [REDACTED] and the Tenants [REDACTED] attended the hearing.

At the hearing, the parties consented to the following order. I was satisfied that the parties understood the consequences of their joint submission and specifically that the Tenants understood that the tenancy would terminate.

On consent it is ordered that:

1. The tenancy between the Landlord and the Tenants is terminated May 31, 2025
2. If the unit is not vacated on or before May 31, 2025, then starting June 1, 2025, the Landlord may file this order with the Court Enforcement Office (Sheriff) so that the eviction may be enforced.
3. Upon receipt of this order, the Court Enforcement Office (Sheriff) is directed to give vacant possession of the unit to the Landlord on or after June 1, 2025.
4. The total amount the Tenants owe is \$7,306.00, which includes arrears and cost to May 31, 2025.
5. The Tenants shall also pay the Landlord compensation of \$87.12 per day for the use of the unit starting June 1, 2025 until the date the Tenants moves out of the unit.
6. The Landlord collected a rent deposit of \$2,850.00 from the Tenants and this deposit is still being held by the Landlord. The rent deposit shall be applied to the last rental period of the tenancy.

Order Page 1 of 2

File Number: LTB-L-010362-25

7. Interest on the rent deposit, in the amount of \$64.62 is owing to the Tenants for the period from May 23, 2024 to May 13, 2025. Any unpaid interest shall be credited towards the total arrears outstanding.
8. If the Tenants do not pay the Landlord the full amount owing on or before May 31, 2025, the Tenants will start to owe interest. This will be simple interest calculated from June 1, 2025 at 5.00% annually on the balance outstanding.

May 20, 2025
Date Issued

[REDACTED]
Member, Landlord and Tenant Board

If you have any questions about this order, call 416-645-8080 or toll free at 1-888-332-3234.

In accordance with section 81 of the Act, the part of this order relating to the eviction expires on December 1, 2025 if the order has not been filed on or before this date with the Court Enforcement Office (Sheriff) that has territorial jurisdiction where the rental unit is located.



SingleKey ensures landlords never face the risk of unpaid rent alone — while also supporting tenants with compassion and resources.

Rental Risk Mitigation Solutions