

TORONTO Municipal Licensing & Standards

Infrastructure Services

Municipal Licensing and Standards Division strives to be a leader supporting the City of Toronto as a safe, vibrant, creative, and clean community through bylaw administration and enforcement serving those who live, work, and visit in the City. Services include targeted strategies to address graffiti, noise, business inspections, parks regulations, and animal services issues. They also include business licensing and permitting, property standards, and animal care including control, shelter, and adoption services.

Toronto City Hall
16th Fl. W, 100 Queen St. W.
Toronto ON M5H 2N2

Facsimile397-5463

The Executive Director provides overall leadership to the Division with a focus on business and financial planning, resource acquisition, developing and supporting staff and responding to Council and Committees. The Office of the Executive Director also provides senior-level support related to human services, operations, customer service, and administrative matters.

Executive Director (Acting)
Gadi Katz.....392-3070
Administrative Assistant 1
Camille Twomey397-4634
Administrative Assistant 2
Omari Riley338-2472
Program Manager Customer Service and Issues
Management
Jasminder Janda.....392-7964

Finance and Business Services

Project Director Business Transformation
Pam Audette392-8096
Manager, Finance and Business Services
(Acting)
Umamah Siddiqui.....338-3261

Senior Budget and Operations Analyst
Stephanie Moosaie397-0430
Program Manager, Asset Management
Travis Thomas.....647-207-7350
Program Operations Support Officer
Muhammadali Jiwan397-5655
People Services Consultant
Manojita Mishra338-8684
Ozar Ramic394-8914
Julia Costa392-5057

Policy & Strategic Support

The Policy and Strategic Support team conducts policy research, facilitates public/stakeholder consultations and drafts the intent of new bylaws, amendments and Council and Committee reports, as well as a range of strategic support and planning.

Toronto City Hall
16th fl. W, 100 Queen St. W.
Toronto ON M5H 2N2

Facsimile.....397-5463

Director, Policy and Strategic Support (Acting)
Joanna Hazelden338-5576
Administrative Assistant
Carol Johnson.....396-4862
Manager Business Performance and Change
Initiatives
Anika Harford338-3334

| | |
|---|--------------|
| Senior Business & Systems Analyst | |
| Gerald Canlas | 397-0314 |
| Senior Project Manager Transformation | |
| Jessica McNevin..... | 396-4306 |
| Rumana Rahman | 392-1553 |
| Project Managers | |
| Michael Odebiyi..... | 396-4305 |
| Roshini Ramoutar..... | 398-2833 |
| Lisa Quirke (Acting) | 797-5057 |
| Mariaveronica Sayewich | 437-707-2580 |
| Senior Business Analysts | |
| Aracelys Sunico..... | 338-5313 |
| Obinna Nri..... | 397-7260 |
| Kenny Nguyen..... | 392-6071 |
| Michael Eyeh | 394-5455 |
| Business Analysts | |
| Prema Churaman | 338-6685 |
| Sofi Milo..... | 397-7396 |
| Manager, Business Planning Performance & Intelligence | |
| Daniel Litvack | 338-2915 |
| Project Manager | |
| Ahsan Mohammed | 338-5341 |
| Business Intelligence Consultant | |
| Bahar Vafi | 395-7008 |
| Junaid Hakim..... | 338-2492 |
| Rachel Declair | 647-640-6572 |
| Data & Scheduling Analyst | |
| Yiying Li | 338-1933 |
| Manager, Policy & Planning Services | |
| Mitch Thibault (Acting) | 338-2715 |
| Policy Development Officers | |
| Andrew Tidswell | 338-5763 |
| Swinzle Chauhan..... | 338-7135 |
| Sarah Caicco..... | 338-5867 |
| Betul Keles | 437-707-2615 |
| Aishah Cader | 647-876-4495 |
| Indigenous Youth Research Associate | |
| Dana Martin..... | 676-5850 |
| Policy & Planning Advisor | |
| Tobiah Abramson..... | 338-6583 |
| Policy & Research Consultant | |
| Dawn Marie-Morgan..... | 397-5464 |
| Research & Policy Associate | |
| Anna Hardie | 338-3821 |
| Elizabeth Loftus | 647-632-4073 |
| Divisional Engagement Lead | |
| Aravind Joseph..... | 437-553-3289 |

| | |
|---|--------------|
| Web Content Coordinator | |
| Eric Glen | 392-5173 |
| Manager, Workforce Development & Training | |
| Tricia Banfield | 437-707-2588 |
| Consultant Training & Development | |
| Patrice St. Louis | 338-2163 |
| Helen Tran | 396-4532 |

Investigation Services

Investigation Services is responsible for ensuring that property standards are maintained across the city. The team:

- investigates property standards and other maintenance-related bylaws including long grass and weeds, fencing, heat/vital services, and graffiti
- co-ordinates remedial action (clean-up) on private property when required
- inspects and investigates contraventions of zoning bylaws

Etobicoke Civic Centre
399 The West Mall Floor 3 North Block
Toronto ON M9C 2Y2

Facsimile..... 394-2904

| | |
|--------------------------|--------------|
| Director | |
| Paul Di Salvo | 338-8059 |
| Administrative Assistant | |
| Marijola Gromovic..... | 394-2534 |
| Program Manager (Acting) | |
| Mike Gusev | 437-235-9010 |

West District

Etobicoke Civic Centre
399 The West Mall, Floor 3, North Block
Toronto ON M9C 2Y2

Facsimile..... 394-2904

Wards:

- Ward 1, Etobicoke North
- Ward 2, Etobicoke Centre
- Ward 3, Etobicoke-Lakeshore
- Ward 4, Parkdale-High Park
- Ward 5, York South-Weston
- Ward 6, York Centre
- Ward 7, Humber River-Black Creek
- Ward 8, Eglinton-Lawrence

District Manager

Brian Nogueira 437-869-9301

Supervisors

Gary Gill (Acting) 647-268-5307

Paula Thomas (Acting).....676-1937

Snehal Uradi (Acting) 437-707-2600

East District, Specialized Enforcement & Resolution Team (S.E.R.T)

1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Wards:

- Ward 16, Don Valley East
- Ward 17, Don Valley North
- Ward 18, Willowdale
- Ward 20, Scarborough Southwest
- Ward 21, Scarborough Centre
- Ward 22, Scarborough-Agincourt
- Ward 23, Scarborough North
- Ward 24, Scarborough-Guildwood
- Ward 25, Scarborough-Rouge Park

District Manager

Christina Savella (Acting) 647-333-4023

Supervisors

Andrew Orlik..... 647-212-6157

Ahmad Pakzad..... 647-462-4036

James Slocum..... 647-212-7028

Ray Dumo..... 437-240-7151

South District

433 Eastern Ave. Building B, 2nd Floor
Toronto ON M4M 1B7

Facsimile..... 392-0384

Wards:

- Ward 9, Davenport
- Ward 10, Spadina-Fort York
- Ward 11, University-Rosedale
- Ward 12, Toronto-St. Paul's
- Ward 13, Toronto Centre
- Ward 14, Toronto-Danforth
- Ward 15, Don Valley West
- Ward 19, Beaches-East York

District Manager

Cameron Culver 395-7035

Supervisors

Anthony Stewart 397-7543

Samantha Minnear647-463-7876

Kathryn Goodwin (Acting)647-463-6051

Rental Standards Services

Rental Standards Services is designated to address City's key priority actions that support the delivery of the Housing TO Action Plan. The team:

- Administers the RentSafeTO: Apartment Building Standards program
- Investigates unlicensed Multi-Tenant Houses (formerly known as rooming houses) to ensure compliance & issues licences
- Issues Short-term rental registrations and enforces the Short-term Rentals Bylaw

Director

Janet Stoeckl 392-4352

Administrative Assistant

Kimberley Palach (Acting) 336-5300

Program Manager

Lorraine Chua 338-3594

Multi-Tenant Housing Team (MTH)

Etobicoke Civic Centre
399 The West Mall Floor 3 North Block
Toronto ON M9C 2Y2

Facsimile392-0384

Manager, Partnerships & Community Relations
Joe Magalhaes392-0847
Elliot Thompson (Acting).....396-5456
Manager Enforcement
Christopher Ellis.....392-7735
Supervisor Enforcement
Nicole Sweetapple397-7253
Joas Andres..... 647-216-4357
Manager, Licensing and Administration
Raman Dhillon392-5491
Divisional Engagement Lead
Maha Nathani396-7068
Supervisor Licensing and Administration
Rob Zanella (Acting)..... 437-922-4937
Meena Ram (Acting)392-2619

Short Term Rental Registration & Enforcement Team

1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Manager
Wes Neal338-5008
Supervisor
Chantal Cormier338-3241
Joe Capizzo.....338-7179

RentSafeTO: Apartment Building Standards Program

1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Facsimile396-7228
Email RentSafeTO@toronto.ca

Managers

Anastasia Demakos-Edmondson.... 397-7651
Mohamed Abukar 392-9825

Divisional Engagement Lead

Alana Ruiz.....392-3348

Supervisors

Spencer Allen.....647-458-1738
Anthony Desantis647-876-4081
Peter Nikolaidis.....416-602-6517
Jonathan Paquin (Acting).....647-333-1075

Bylaw Enforcement

Bylaw Enforcement is responsible for the enforcement of bylaws governing:

- Licensed businesses (vehicles-for-hire, Nightclub/Entertainment Establishments, Restaurants, Café, Bars/Pubs, Adult Entertainment, Body Rub Parlours, Tattoo Parlours, Hair Salons)
- Parks, including dogs off-leash
- Illegal Vending (Food/Ice Cream, Sidewalk)

433 Eastern Ave. Building B, 2nd Floor
Toronto ON M4M 1B7

Facsimile.....392-0384

Director

Anna Fernandes..... 396-8221

Administrative Assistant

Nena Damaskopoulos..... 338-8267

Program Manager

Christopher Calleja.....647-876-4413

Supervisor, Quality Assurance

Lisa Caranci437-881-1615

Complaints/Information Line 311

Facsimile.....392-0013

Central District

433 Eastern Ave. Building B, 2nd Floor
Toronto, ON, M4M 1B7

Wards:

- Ward 10, Spadina-Fort York
- Ward 11, University-Rosedale
- Ward 12, Toronto-St. Paul's
- Ward 13, Toronto Centre
- Ward 14, Toronto-Danforth

Manager

George Asto.....392-2403

Supervisor, Licensing Enforcement

Chris Sabourin.....395-7054

Supervisor, Public Spaces Enforcement (Acting)

Fherdy Olarte..... 437-925-156

Supervisor, Complex Case Enforcement Team

Ryan Facciolo.....338-6260

East District

1530 Markham Rd, Floor 3
Toronto, ON, M1B 3G4

Wards:

- Ward 15, Don Valley West
- Ward 16, Don Valley East
- Ward 17, Don Valley North
- Ward 19, Beaches-East York
- Ward 20, Scarborough Southwest
- Ward 21, Scarborough Centre
- Ward 22, Scarborough-Agincourt
- Ward 23, Scarborough North
- Ward 24, Scarborough-Guildwood
- Ward 25, Scarborough-Rouge Park

Manager

Terry Van Elswyk338-3211

Supervisor, Licensing Enforcement

Nicholas Osborne 647-876-8516

Supervisor, Public Spaces Enforcement

David Kugelman.....392-3114

West District

399 The West Mall, 4th Floor
Toronto, ON, M9C 2Y2

Wards:

- Ward 1, Etobicoke North
- Ward 2, Etobicoke Centre
- Ward 3, Etobicoke-Lakeshore
- Ward 4, Parkdale-High Park
- Ward 5, York South-Weston
- Ward 6, York Centre
- Ward 7, Humber River-Black Creek
- Ward 8, Eglinton-Lawrence
- Ward 9, Davenport
- Ward 18, Willowdale

Manager

Osmand Bangura..... 392-1130

Supervisor, Licensing Enforcement (Acting)

Mohammad Alam647-333-7166

Supervisor, Public Spaces Enforcement

Erol Shefkiu647-461-6403

Dedicated Enforcement

1530 Markham Road, 3rd Floor
Toronto ON M1B 3G2

Manager, Dedicated Enforcement

Dev Benham..... 338-7746

Manager, Noise Enforcement (Acting)

Leo Butko..... 338-3158

Supervisor, Dedicated Enforcement

Neil Singh647-465-1754

Claire Holloway 338-1722

Supervisor, Noise Enforcement

Mathew Marino (Acting)437-236-1454

Joshua Pesce.....647-876-6041

Ashley Sousa (Acting)437-833-9656

Merrick Sherman.....647-213-1087

Project Coordinator, Noise Enforcement

Tasha Bailey.....437-707-2578

MLS Court Liaison

1530 Markham Rd, 3rd Floor
Toronto, ON, M1B 3G5

General Line.....395-7001
Facsimile.....395-7069

Supervisor (Acting)
Diana Cheng.....395-7016

Business Licensing and Regulatory Services

Business Licensing & Regulatory Services is responsible for the issuance of stationary business licenses and permits and mobile business licenses and oversees the inspection of mobile businesses.

East York Civic Centre
3rd Fl., 850 Coxwell Ave.
Toronto ON M4C 5R1

Director (Acting)
Kevin Lurkhur.....338-5079
Program Manager, Service Operational Support
Thurka Sinnathamby (Acting).....395-7159

Licence & Permit Issuing Office

East York Civic Centre
3rd Fl., 850 Coxwell Ave.
Toronto ON M4C 5R1

Manager, Licensing & Administrative Services
Jamil Elannan (Acting).....338-3496
Manager, Vehicle For Hire & Road Allowance
Andrea DiMatteo (Acting)392-3046
Manager, Compliance & Gaming Services
Soumaya Qureshi338-7108
Supervisors
Pat Thornback.....392-3128
Mary Villa397-7760
Marina Sultana392-3121

John Chua.....397-4651
Samuel Dookhoo.....394-8601
Danielle Molto (Acting).....396-4610
Stephanie Stam (Acting)338-3682
Sophia Fotinakopoulos (Acting)392-2872

Toronto Animal Services

Animal Services promotes responsible pet ownership, encourages voluntary compliance with animal-related laws, pet adoption and pet licensing.

Animal Services also provides:

- shelter, care and emergency response for domestic animal and wildlife complaints received between hours of 6:00 am-1:00 am daily
- veterinarian care of stray animals, spay/neuter clinics, directing medical care for in care/custody animals
- investigation of dog bite complaints

General Enquiry
Animal Shelters 338-PAWS (7297)
Facsimile.....338-6670
Pet Licensing 338-PETS (7387)
Emailanimalservices@toronto.ca

Director
Dr. Esther Attard.....338-1476
821 Progress Avenue
Program Manager, Service Operational Support
Farrah Zorowski.....338-2788
1300 Sheppard Avenue West
Support Assistant A
Mary Dattilo.....338-6685

Animal Shelters

Manager, Shelter Operations
Sue Shearstone338-8520
821 Progress Avenue
Manager, Shelter Operations
Wendy Burant338-5832
146 The East Mall

East Animal Shelter

821 Progress Avenue
Toronto ON M1H 2X4

Facsimile 338-7536

Manager, Shelter Operations

Susan Shearstone 338-8520

Supervisor

Kristi Pescador Vecile 338-7543

North Animal Shelter

1300 Sheppard Avenue West
Toronto, ON M3K 2A6

Facsimile 338-8585

Supervisor

Kenzie Bailey 338-8726

West Animal Shelter

146 The East Mall
Toronto, ON M8Z 5V5

Facsimile 338-6272

Manager, Shelter Operations

Wendy Burant 338-5832

Supervisor

Marisol Gucciardi 397-7604

Partnerships & Animal Services

Manager, Animal Services
(Pet Licensing/Dispatch/Spay-Neuter Clinic)

Nancy Di Padova 392-3765

Pet Licensing/Dispatch

433 Eastern Avenue, 2nd Floor, Bldg. B
Toronto, ON M4M 1B7

Dispatch 338-PAWS (7297)

Facsimile 338-6688

Pet Licensing 338-PETS (7387)

Facsimile 338-6670

Enforcement & Mobile Response Unit

399 The West Mall, 3rd Floor, North Block
Toronto ON M9C 2Y2

Facsimile 395-7080

Manager, Enforcement and Mobile Response

Jasmine Herzog-Evans 338-6275

Supervisor, Enforcement

Jeffrey Lam 338-1214

Nick Mehra 338-5751

Tonya Canning 338-1437

Supervisor, Mobile Response

Lauren Peralta 338-1804

Katrin Schoenmair 338-2657

Julie Ward 338-7218

Spay/Neuter Clinic

1300 Sheppard Avenue West
Toronto, ON M3K 2A6

Facsimile 338-6282

Manager, Partnerships

Elana Trainoff 338-6686

Program Manager, Partnerships

Tracy Pasquariello 394-2992

Project Coordinator, Events & Outreach

Erica Hazlett 618-4352

Veterinary Services

Chief Veterinarian

- Dr. Stephanie Sparling338-6281
- Dr. Giselle Kalnins338-6281
- Dr. Hanna Booth.....338-6281