



Municipal Licensing and Standards Division strives to be a leader supporting the City of Toronto as a safe, vibrant, creative and clean community through by-law administration and enforcement serving those who live, work and visit in the City. The Services provided include the operations of Toronto Animal Services, the issuance of business licenses, right-of-way permits (excluding former City of Scarborough) and temporary sign permits; the processing of rooming house licenses (former City of Toronto only), group home registrations (former City of Scarborough only), and bylaw exemption applications; and the inspection and investigation of business licenses, right-of-way permits, noise, zoning, garage sales, signs, clothing drop boxes, and property maintenance, including property standards, waste, fences, heat/vital services, long grass and weeds, and graffiti.

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

Facsimile.....397-5463

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. Further, the Office of the Executive Director processes staff related matters, freedom of information requests and other administrative tasks.

Executive Director
Tracey Cook392-8445
Administrative Assistant 1
Camille Twomey (Acting)397-4634
Administrative Assistant 2
Dylan Feist (Acting).....392-0815
Natasha Fernandes.....392-9352
Program Manager
Pam Audette392-8096
Policy and Planning Advisor
Vacant.....392-9830
Communications Coordinator
Angelica Santos (Acting)338-3379

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
Carleton Grant338-5576
Administrative Assistant
Michele Seretis338-3334
Maha Nathani392-6074
Manager, Policy and Planning
Vanessa Fletcher.....338-3478
Manager, Business Performance & Change Initiatives
Sheila Vanderlinde338-3261
Manager, Change Initiatives
James Manderville.....338-0069
Project Manager, Policy & Strategic Support
Larissa Svirplys-Howe338-2472
Senior Business Analyst
Farida Baizhiyenova.....392-7557
Coordinator, Stakeholder Engagement & Quality Improvement
Amy Agulay392-1086

Senior Business Analyst	
Deanna Marchione.....	394-2549
Senior Policy & Research Officers	
Lorraine Chua.....	338-3594
Joanna Duarte Laudon.....	392-6074
Lan Vo.....	392-0856
Hamish Goodwin.....	338-5763
Negin Shamshiri.....	392-7964
Amy Buitenhuis.....	392-5129
Mohammad Shuriye.....	392-8765
Policy & Research Consultants	
Dawn-Marie Morgan.....	397-5464

Divisional Training1530 Markham Rd. 3rd Floor

Manager

Bruce Schneller.....394-2533

Supervisor

Warwick Perrin.....394-2536

Investigation Services

Investigation Services enforces by-laws by responding to complaints from the public and proactively initiating inspections and investigations related to right-of-way permits, noise, zoning, garage sales, signs and property maintenance, including property standards, fences, heat/vital services, long grass and weeds, and graffiti.

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

Facsimile.....	394-2904
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Director

Mark Srage.....392-7633

Scott Sullivan (Acting)

(1530 Markham Road).....396-8221

Administrative Assistant

Dana Radakovic.....392-7736

Manager, Customer Service and Issues Management

Peter Hardisty.....397-7604

Supervisor, Investigation Services (Bylaw Review Initiative)

Alison Wolfe.....396-7320

Etobicoke York District

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

Facsimile.....	394-2904
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Wards 1, 2, 3, 4, 5, 6, 7, 11, 12, 13, 17

District Manager

Kim Kilburn.....392-7735

Supervisors

Alexander Wray (Acting).....396-4111

Joe Luzi.....395-7013

North York District

North York Civic Centre
2nd Fl., 5100 Yonge St.
Toronto ON M2N 5V7

Facsimile.....	395-7056
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Wards 8, 9, 10, 15, 16, 23, 24, 25, 26, 33, 34

District Manager

Peter Hardisty.....397-7604

Supervisors

Gabor Fazekas.....395-1013

Justin Crichlow (Acting).....396-4107

Gail Pryce.....396-7431

Manager, Multi-Residential Audit Building Team (MRAB)

Pat Burke.....395-7012

Supervisor, Multi-Residential Audit Building Team (MRAB)

Judith Holland (Acting).....395-7039

Scarborough District

Scarborough Civic Centre
3rd Fl., 150 Borough Dr.
Toronto ON M1P 4N7

Facsimile.....	396-5650
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Wards 35, 36, 37, 38, 39, 40, 41, 42, 43, 44

District Manager

Elena Sanguiliano (Acting)392-3088

Supervisors

Glenn Shimoda396-7675

Dave Klie.....396-7691

Toronto & East York District433 Eastern Ave. Building B, 2nd Floor
Toronto ON M4M 1B7

Facsimile.....392-0384

Wards 14, 18, 19, 20, 21, 22, 27, 28, 29, 30, 31, 32

District Manager

Joe Magalhaes392-0874

Supervisors

Joy Correia 394-8034

James Slocum.....396-7739

Gurminder Purba (Acting).....392-7610

Bylaw Enforcement

The By-law Enforcement team is responsible for the enforcement of by-laws governing licensed businesses, and by-laws governing Waste, Parks, Postering and Clothing Drop Box by-laws.

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

Facsimile.....392-0384

Director

Rod Jones338-6460

Administrative Assistant

Vacant.....338-4812

Complaints/Information Line392-3082

Facsimile.....392-3395

**Vehicle for Hire Enforcement Unit
1530 Markham Road, 3rd Floor**

Michael Stones392-3067

Anthony Bartolo397-7603

Central District**Parks and Waste Enforcement**433 Eastern Ave. Building B, 2nd Floor**Licensing Enforcement**

433 Eastern Ave. Building C, 1st Floor

Wards 14, 18, 19, 20, 21, 22, 26, 27, 28, 29, 30, 31, 32

Manager

Moe Cabral392-3086

Supervisor, Licensing Enforcement

Kevin Summers392-3105

Kevin Lurkhur (Acting).....338-5079

Supervisor, Toronto Licensing Tribunal Reports

Olga Kuzstelska392-2704

Supervisor, Multi Residential Enforcement

Steve Vasiliou392-8757

Supervisor, Parks and Waste Enforcement

Fiona Skurjat 396-7731

East District1st Fl., Scarborough Civic Centre**Wards 23, 24, 25, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44**

Manager

Andrea Davis (Acting)398-5751

Supervisor, Licensing Enforcement

David Kugelman.....392-3114

Supervisor, Parks and Waste Enforcement

Terry Van Elswyk 338-3211

West District4th Fl., 2 Civic Centre Ct.**Wards 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15, 16, 17**

Manager

Rose Burrows392-7810

Supervisor, Licensing Enforcement

Janet Stoeckl.....392-8195

Supervisor, Parks and Waste Enforcement

Steve Vasiliou392-8757

MLS Court Liaison Unit666 Eglinton Avenue West
Toronto ON M5N 1B9

Supervisor, Court Liaison Unit

Jackie Arsenault395-7159
Facsimile395-7069

Business Licensing and Regulatory Services

Business Licensing and Regulatory Services is responsible for the issuance of stationary business licenses and permits, mobile business licenses, training of new taxi and limousine drivers, and overseeing the inspection of mobile businesses.

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

Licensing and Road Allowance Permit
Information Line.....392-6700
Facsimile -Licensing
- Client Services (Intake)392-4515
- Cab Sales/Managers.....392-3102
- Road Allowance.....338-8225

Director

Annalisa Mignardi392-3070

Administrative Assistant

Crystal Mondesir (Acting).....392-3071
Facsimile392-3102

Licence & Permit Issuing Office

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

Manager, Licensing & Administrative Services

Richard Mucha392-3084

Administrative Assistant

Rea McDonald (Acting).....392-3049

Manager, Licensing & Administrative Services -
Vehicle for Hire

Marcia Stoltz392-6071

Manager (Training)

Emilio Leonardi396-5476

Manager, Compliance Reporting

Soumaya Qureshi338-6260

Supervisors

Ian Redfearn397-5667

Pat Thornback.....392-3128

Alice Xu392-6070

Greg Roy396-5467

Toronto Animal Services

Animal Services promotes responsible pet ownership through the enforcement of the Municipal Code, Chapter 349 and other animal related laws. Provide a 24 hour emergency response to calls for animals that are injured, in distress or are jeopardizing the safety of the public. Responsible for sheltering animals that are lost or surrendered by owners or animals that are available for adoption to new homes.

General Enquiry.....338-PAWS (7297)
Facsimile.....338-6670
Pet Licensing338-PETS (7387)
e-mail:animalservices@toronto.ca

821 Progress Avenue
Toronto, ON M1H 2X4

Manager

Elizabeth Glibbery.....338-1476

Administrative Assistant

Dale McDonald338-6685
Facsimile338-7536

Program Manager, Partnerships and Marketing

1300 Sheppard Ave. W
Mary Lou Leiher338-6686

Animal Shelters

East Region

Wards 35, 36, 37, 38, 39, 40, 41, 42, 43, 44

Supervisor

Sue Shearstone, 821 Progress Ave.338-7543
Facsimile338-7536

North Region

Wards 8, 9, 10, 15, 16, 23, 24, 25, 26, 33, 34

Supervisor

Sheena Rodda, 1300 Sheppard Av.W....338-1214
Facsimile338-8585

South Region**Wards 14, 18, 19, 20, 21, 22, 27, 28, 29, 30, 31, 32**

Supervisor

Fiona Venedam, 15 Nova Scotia Ave....338-8520
 Dispatch.....338-7297
 Facsimile338-6688

West Region**Wards 1, 2, 3, 4, 5, 6, 7, 11, 12, 13, 17**

Supervisor

Wendy Burant, 146 The East Mall338-5832
 Facsimile338-6272

Enforcement & Mobile Response Unit**Mobile Response Unit – Day & Night**

146 The East Mall
 Toronto ON M8Z 5V5

Supervisor

Kim Smithers338-6275

Supervisor, Enforcement

Carl Bandow.....338-1804
 Facsimile395-7080

Spay/Neuter Clinic

1300 Sheppard Ave. W

Facsimile338-6282

Veterinarians

Dr. Esther Attard338-6286
 Dr. Johanna Booth..... 647-462-1791
 Dr. Peter Copeland338-7160
 Dr. Stephanie Sparling.....338-6677