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.
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
4th Fl., 2 Civic Centre Ct.
Etobicoke ON M9C 5A3

Facsimile: 397-5463

Director
Mark Sraga: 392-7633

Administrative Assistant
Dana Radakovic: 392-7736

Manager, Customer Service and Issues Management
Peter Hardisty: 397-7604

Etobicoke York District
4th Fl., 2 Civic Centre Ct.
Etobicoke ON M9C 5A3

Facsimile: 394-2904

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

District Manager
Eletta Purdy: 394-2532

Supervisors
Gail Pryce: 396-7431
Kim Killburn: 392-7735
James Wenger (Acting): 395-7058

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

Facsimile: 395-7056

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

District Manager
Bill Blakes: 395-7020

Supervisors
Elena Sangiuliano: 392-3088
Joe Luzi: 395-7013
Alison Williams (Acting): 396-7727

Supervisor, Housing Occupancy Standards and Building Audit Team
Pat Burke: 395-7012

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

Facsimile: 396-5650

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

District Manager
Scott Sullivan: 396-8221

Supervisors
Glenn Shimoda: 396-7675
Dave Klie (Acting): 396-7691

Toronto & East York District
433 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 Magalhaes ................................. 392-0874

Supervisors  
Fiona Skurjat ................................. 396-7731  
Joy Correia ................................... 394-8034  
Fernando Aceto .............................. 397-7788  
James Slocum ................................. 396-7739

Bylaw Enforcement

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

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

Facsimile............................................... 392-0384

Director  
John DeCourcy ................................. 338-6460  
Administrative Assistant  
Roxana Bakhshian ............................. 338-4812

Licensing Enforcement

433 Eastern Ave. Building C, 1st Floor  
Toronto ON M4M 1B7

Complaints/Information Line .................. 392-3082  
Facsimile............................................... 392-3395

Central Area  
433 Eastern Ave. Building C, 1st Floor

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

Manager  
Rose Burrows ................................. 392-7810  

Supervisor, Licensing Enforcement  
Kevin Summers ............................... 392-3105  
David Kugelman (Acting) ..................... 392-3114

Supervisor, Parks and Waste  
Gabor Fazekas (Days) ...................... 392-0888  
Terry Van Elswyk (Nights) ................. 338-3211

East Area  
1st Fl., Scarborough Civic Centre

Wards 24, 25, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44

Manager  
Michael Stones ............................... 392-3067

Supervisor, Licensing Enforcement  
Moe Cabral ......................................... 392-3086

Supervisor, Waste Enforcement  
Andrea Davis ..................................... 398-5751

West Area  
4th Fl., 2 Civic Centre Ct.

Wards 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 15, 16, 17, 23

Manager  
Bruce Schneller ............................... 394-2533

Supervisor, Licensing Enforcement  
George Radjenovic ............................ 392-3087

Supervisor, Waste Enforcement  
Robert Kapetanovic (Acting) ............... 338-8340

Prosecution & Investigations Support  
666 Eglinton Avenue West  
Toronto ON M5N 1B9

Supervisor  
Jackie Arsenault (Acting) ................. 395-7159  
Facsimile ........................................... 395-7069

January 2015  
All numbers are (416) area code unless otherwise specified.
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
Wayne Mattless ..........................392-3070
Administrative Assistant
Denise Gamble ............................392-3071
Facsimile .................................392-3102

Licence & Permit Issuing Office
East York Civic Centre
3rd Floor, 850 Coxwell Ave.
Toronto ON M4C 5R1

Manager
Richard Mucha ..........................392-3084

Supervisors
Ian Redfearn ..............................397-5667
Pat Thornback ............................392-3128
Deborah Barnard .........................338-3496

Manager, Taxi Implementation
Marcia Stoltz (Acting) ....................392-6071

Training Centre
3rd Fl., 1530 Markham Rd.
Toronto ON M1B 3G4

Information Line..........................396-5471
Facsimile ..................................396-5475
Manager

Toronto Animal Services

35 Spadina Rd.
Toronto ON M5R 2A9

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

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.

Manager
Elizabeth Glibbery ........................338-1476
Facsimile ..................................338-6670

Administrative Assistant
Dale McDonald ..........................338-6685
Program Manager of Partnerships and Marketing
Mary Lou Leihier .........................338-6686

Animal Centres

East Region

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

Supervisor
Sue Shearstone, 821 Progress Ave. ....338-7543
Facsimile ..................................338-7536

North Region

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

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

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

Supervisor
Carl Bandow, 140 Princes’ Blvd .......... 338-1804
Facsimile ........................................... 338-6688

West Region

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

Supervisor
Wendy Burant, 146 The East Mall ...... 338-5832
Facsimile ........................................... 338-6272

Enforcement & Mobile Response Unit
146 The East Mall
Toronto ON M8Z 5V5
Supervisor
Kim Smithers ................................. 338-6275
Fiona Venedam ............................... 338-8520
Facsimile ........................................... 395-7080

Spay/Neuter Clinic
1300 Sheppard Ave. W
Facsimile ........................................... 338-6282

Veterinarians
Dr. Esther Attard .............................. 338-6286
Dr. Peter Copeland ........................... 338-7160
Dr. Stephanie Sparling ..................... 338-6677