



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

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. The Office of the Executive Director also provides senior-level support related to human services, operations, customer service, and administrative matters.

Executive Director
Tracey Cook392-8445
Administrative Assistant 1
Camille Twomey (Acting)397-4634
Administrative Assistant 2
Dylan Feist (Acting)392-0815
Manager, Customer Service & Issues Management
Ginny Adey338-2715
Program Manager
Pam Audette (1530 Markham Rd.).....392-8096
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
Maha Nathani338-3334
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 Analysts
Farida Baizhiyenova392-7551
Deanna Marchione.....394-2549
Aracelys Sunico392-0432
Data & Scheduling Analysts
Roshni Patel.....392-9352
Ashkan Roodi392-8794

Coordinator, Stakeholder Engagement & Quality Improvement	
Amy Agulay	392-1086
Senior Policy & Research Officers	
Amy Buitenhuis.....	392-5129
Lorraine Chua.....	338-3594
Joanna Duarte Laudon.....	392-6074
Negin Shamshiri.....	392-7964
Mohamed Shuriye	392-8765
Jessica Stanley.....	338 3481
Lan Vo.....	392-0856

Divisional Training

1530 Markham Rd. 3rd Floor
Toronto ON M1B 3G2

Manager

Bruce Schneller

394-2533

Supervisor

Warwick Perrin.....

394-2536

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, noise, heat/vital services, and graffiti
- co-ordinates remedial action (clean-up) on private property when required
- inspects and investigates contraventions of zoning bylaws
- administers the RentSafeTO: Apartment Building Standards program

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

Facsimile.....394-2904

Director

Mark Sraga

392-7633

Administrative Assistant

Dana Radakovic

392-7736

Etobicoke York District

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

Facsimile.....394-2904

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

District Manager

Peter Hardisty

397-7604

Supervisors

Alexander Wray (Acting)

396-4111

Joy Correia

394-8034

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

Elena Sangiuliano (Acting).....

392-3088

Supervisors

Gabor Fazekas

395-1013

Justin Crichlow (Acting)

396-4107

Gail Pryce

396-7431

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.....

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 Magalhaes392-0874

Supervisors

James Slocum396-7739

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

RentSafeTO: Apartment Building Standards Program

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

General Enquiry.....396-7228

e-mail RentSafeTO@toronto.ca

Manager

Pat Burke395-7012

Supervisor

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

Bylaw Enforcement

Bylaw Enforcement is responsible for the enforcement of bylaws governing:

- Licensed businesses (vehicles-for-hire, tow truck, adult entertainment, body rub parlours, limousines, night clubs, tattoo parlours, hair salons)
- Waste (residential and commercial)
- Parks, including dogs off-leash
- Illegal posting

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

Facsimile.....392-0384

Director

Rod Jones338-6460

Administrative Assistant

Carey Bower.....392-6127

Complaints/Information Line392-3082

Facsimile.....392-3395

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

David Kugelman.....392-3114

Thurka Sinnathamby (Acting)392-8915

Supervisor, Toronto Licensing Tribunal Reports

Olga Kuzstelska.....392-2704

Supervisor, Parks and Waste Enforcement

Fiona Skurjat 396-7731

East District**Parks and Waste Enforcement**

2nd Fl., Scarborough Civic Centre

Licensing Enforcement

1st 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

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

Supervisor, Parks and Waste Enforcement

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

West District

3rd Fl., 399 The West Mall

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

Manager

Rose Burrows392-7810

Supervisor, Licensing Enforcement	
Kevin Summers	392-3105
Supervisor, Parks and Waste Enforcement	
Terry Van Elswyk	993-0573

Dedicated Enforcement

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

Manager	
Michael Stones	392-3067
Supervisor, Vehicle for Hire	
Anthony Bartolo	397-7603
Supervisor, Solid Waste Enforcement	
Steve Vasiliou.....	392-8757

MLS Court Liaison Unit

666 Eglinton Avenue West
Toronto ON M5N 1B9

Facsimile.....395-7069

Supervisor	
Jackie Arsenault	395-7159

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

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

Director	
Annalisa Mignardi	392-3070

Administrative Assistant	
Crystal Mondesir (Acting).....	392-3071
Facsimile.....	392-3102

Licence & Permit Issuing Office

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

Manager, Licensing & Administrative Services	
Alice Xu	392-6070
Administrative Assistant	
Rea McDonald (Acting).....	392-3049
Manager, Compliance Reporting	
Soumaya Qureshi	338-6260
Supervisors	
Pat Thornback.....	392-3128
Greg Roy	396-5467
Stefanie Forza.....	338-3496
Marco Savino	338-3454

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 24-hour emergency response for domestic animal and wildlife complaints
- veterinarian care of stray animals, spay/neuter clinics, directing medical care for in care/custody animals
- investigation of dog bite complaints

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

821 Progress Avenue
Toronto ON M1H 2X4

Director	
Elizabeth Glibbery.....	338-1476
Administrative Assistant	
Dale McDonald	338-6685
Facsimile.....	338-7536

Program Manager, Partnerships and Marketing
 Mary Lou Leiher338-6686
 1300 Sheppard Ave. W

Animal Shelters

Manager, Shelter Operations

Fiona Venedam.....338-8520
 1300 Sheppard Ave W.

East Region

821 Progress Avenue

Supervisor
 Sue Shearstone338-7543
 Facsimile.....338-7536

North Region

1300 Sheppard Avenue West

Supervisor
 Tracy Pasquariello338-8726
 Facsimile.....338-8585

West Region

146 The East Mall

Supervisor
 Wendy Burant.....338-5832
 Facsimile.....338-6272

Licensing/Dispatch

Supervisor
 Carl Badow.....338-1804
 Licensing Office338-7387
 1300 Sheppard Avenue W
 Facsimile.....338-6670
 Dispatch Office.....338-7297
 433 Eastern Avenue
 Facsimile.....338-6688

Enforcement & Mobile Response Unit

146 The East Mall
 Toronto ON M8Z 5V5

Facsimile.....395-7080

Manager, Enforcement & Mobile Response
 Kim Smithers338-6275
 Supervisor, Enforcement & Mobile Response
 Sheena Rodda.....338-1214

Spay/Neuter Clinic

1300 Sheppard Ave. W

Facsimile.....338-6282

Chief Veterinarian

Dr. Esther Attard338-6286

Veterinarians

Dr. Johanna Booth 647-462-1791

Dr. Peter Copeland338-7160

Dr. Stephanie Sparling.....338-6677