

Filing a CAT Application: A User Guide

This guide is for Users of the Condominium Authority Tribunal’s Online Dispute Resolution System (CAT-ODR). It helps Users learn how to file an Application with the CAT through the CAT-ODR system.

Note: Images included in this guide may be slightly different than those in the system.

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Filing an Application with the CAT

Applicants start the process to resolve an issue with the CAT by filing an application online through the CAT’s Online Dispute Resolution System (CAT-ODR).

Once you file an application, the CAT will review it. If the CAT accepts your application, you will be able to start resolving the issues with the other parties.

Before you File

Before filing an Application with the CAT, you should:

- Read all the information about your issue on the [CAO's Guided Steps to Common Issues](#), and try all of the solutions recommended in Step #3 – Solutions.
- Decide if you want to file the application yourself, or if you want someone else to do so on your behalf. The CAT-ODR system allows a representative to file on your behalf. For more information on representatives in the CAT-ODR system, you can review the [CAT's Representatives Guide here](#).

Starting your Application

First, you must create a new CAO account **or** log in to an existing CAO account.

- If you need to login, click the “Login” button at the top of the CAO's webpage.
- [If you do not already have a CAO account, you can learn how to create a new account here.](#)



User Tip: If you are a condominium manager or a board member filing a case on behalf of a condo corporation, you must use a CAO account that is associated with your corporation's CAO profile.

You can then go to the [CAT's File New Application page](#) to start filing your application.

Simply select your application type from the drop-down list, and then click **the File an Application** button.

The image shows a user interface element consisting of a white rectangular box with a thin border. Inside the box, on the left, is a dropdown menu with the text 'Records Issue' and a small downward-pointing arrow on the right side. To the right of the dropdown menu is a dark blue rectangular button with the white text 'File New Application'.

You will then be taken to an interactive checklist developed by the CAT to help Applicants file their applications.

Application Filing Checklist

The interactive filing checklist will ask you a series of questions about your dispute. Your answers to these questions will determine if you meet the requirements to file your application.

Simply answer Yes or No to all of the questions. If you are unsure how to respond to a question, click on **“What does this mean?”** (as in the image below) for more information.

1. Have you read the information about your issue on the [CAO's Guided Steps to Common Issues?](#)

Yes No

[What does this mean?](#)

When you answer a question:

- If a red warning box appears, you should carefully review the information under the **What does this mean?** heading below the question. You may not be able to file your application at this time.
- If no warning appears, continue to the next question.

If you complete the checklist and you can file your application, click the **“File your Application”** button.

This is a screenshot of the CAO's User Checklist webpage.

Identifying your Role

You will next be asked to identify your role in the case. You will be presented with four options:

- **Person who owns the condo unit**
 - Select this option if you are a unit owner filling their own application.
- **Representative of a person or legal entity that owns the condo unit**
 - Select this option if you are filing the application on behalf of a unit owner; OR
 - If you are filing the application on behalf of a company or other legal entity that owns a unit in the condo.
- **Representative of a condo corporation (Manager or Director)**
 - Select this option if you are a condo director or manager and you are filing the application on behalf of the condo corporation.
 - You must also select which corporation you are representing from the drop-down menu.
 - **Note:** If your condo corporation is not found in this menu, [you should contact us before you proceed.](#)
- **Representative of a condo corporation (lawyer or other legal representative)**
 - Select this option if you are the legal representative of a condo corporation, like a lawyer or paralegal.

Once you have selected your role in the case, click the “Continue” button, and your case will proceed into the CAT-ODR system.

I want to file a case as a: *

- Person who owns the condo unit
- Representative of a person or legal entity that owns the condo unit (If the condo unit is owned by a corporation and not by a person, you must choose this option)
- Representative of a condo corporation (Manager or Director)
- Representative of a condo corporation (lawyer or other legal representative)

The CAT-ODR System

You have now begun your application through the CAT-ODR system. This means that:

- Your application has been issued a **case number** found at the top of the CAT-ODR webpage. This number is made up of the current year and a five-digit number followed by a letter (e.g. 2020-12345R).
- Your progress is now automatically saved in the CAT-ODR system. That means that if you log off, you can always come back and your progress will be saved.
- You can access your application in the future by clicking the “Access an Existing Case” button on the [CAT webpage](#).

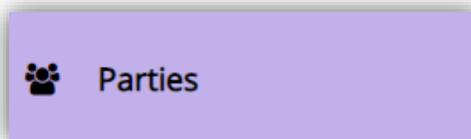
Case : 2020-00302R - New Case



The application filing process includes four steps, which you will see at the top of the screen. You will follow along with each tab as you fill out your application. You can return to a previous tab at any time – just click on the tab.

You can find more information on each of the tabs in the different sections of this guide.

Tab 1: Parties



What Is It?

In this tab, you will identify the parties in your case and provide their contact information.

Why Do I Use It?

As the person filing the case, you are responsible for identifying the parties of your application.

There are three different types of parties you will need to identify:

- **The Applicant(s)** – A person who is filing an application with the CAT.
- **The Respondent(s)** – A person or legal entity (like a condo corporation) that the Applicant(s) are filing against.
- **The Intervenor(s)** – A person or legal entity (including condo corporations) that have a right to participate in a CAT case, as set out under Rule 15 of the CAT's Rules of Practice.
 - **Note:** Depending on your dispute and who you identified as the respondent, you may be required to identify all the intervenors in your case.



User Tip: If you are filing a Governing Documents type case, we recommend that you review our "[Governing Documents Disputes: Guide to Respondents and Intervenors](#)" User Guide. This guide can help you identify the parties in your case.

For more information on who may be a party in your case, you should review the information available for your dispute type on the CAO's [Guided Steps to Common Issues webpage](#).

How Do I Use It?

For every party you add, you will need to provide their contact information. This generally includes their:

- Role (Are they a person who owns a unit, a company, the condo corporation, etc.)
- First and Last name (if a person) or full legal name (if a company or condo corporation)
- Email address
- Phone Number
- Condo address
- Mailing/Service address

Applicant's Contact Information

First name
Stephanie ✓

Last name
Chu ✓

Email
Stephanie.chu@applicant.ca ✓

Confirm email
Stephanie.chu@applicant.ca ✓

Primary phone number
905-555-5555 ✓

Secondary phone number (optional)
647-555-5555 ✓

← Previous Next →

To update a Party's information after you add them to the Application, click on the **Modify** button under their name. To remove a party from an application, click on the **Delete** button under their name.

Modify  Delete 

When all of the parties are added to the application, click on the **“Continue to the problem description”** button.

Applicants

First, you will be asked to identify the Applicants. You must add at least one Applicant before adding a Respondent or Intervenor.

If you are filing your own application, you are an Applicant, and you should provide your own information. If you are a representative, then you should provide the contact information of the person or company you are representing.

If you want to invite additional Applicants to your case, click on the “Add another Applicant” button.

Note: If your application deals with a records issue, you cannot add multiple Applicants.

Add another applicant

Filing Applications with Multiple Applicants

For some dispute types, you will have the option to invite other Applicants to your case.

If you are considering filing an application with two or more Applicants, make sure that the other Applicants are willing to be a part of this application before you add them. You should only file an application along with other Applicants if it is about the same issues. If another Applicant wants to raise different issues, then they may want to consider filing their own application separately.

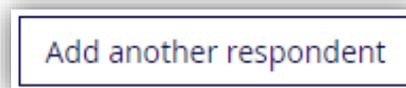
If you choose to have more than one Applicant, there are some important things you need to know:

- The other Applicants must create and use their own CAO account and must actively participate in the case.
- Because all of the Applicants are involved, all of the Applicants must vote (and agree) to do any of the following actions:
 - File the application with the CAT;
 - Accept a settlement offer in Stage 1 – Negotiation or Mediator’s offer in Stage 2 - Mediation; and,
 - Move the application forward to the next stage of the CAT process.
- If you start the filing process, you are the Primary Applicant, this means that:
 - Only you can pay CAT filing fees;
 - Only you can add or delete other Applicants (until it is submitted to the CAT); and,
 - You cannot withdraw and close the case unless all other Applicants withdraw from the case first.

Respondents

After you’ve identified the Applicant(s), you must identify at least one Respondent. The Respondent is the Party you are filing against.

If you want to identify multiple respondents, click on the “**Add another respondent**” button.



Note: If your application deals with a records issue, you cannot add multiple Respondents.

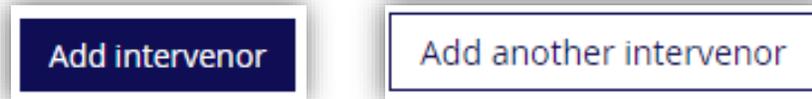
Intervenors

If you are filing an application about a provision in a condo corporation’s governing documents, you may be required to identify one or more Intervenors. Intervenors are persons who have a right to participate in your application.

An Intervenor is a person or legal entity (including condo corporations) that have a right to participate in a CAT case, as set out under Rule 15 of the CAT's Rules of Practice.

Intervenors are invited to participate in CAT cases because they may be affected by the outcome.

You can identify an intervenor by clicking on the "Add intervenor" button.

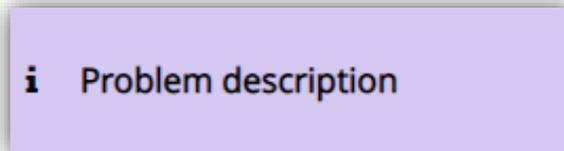


Additional Intervenors can be invited by clicking on the "Add another intervenor" button.



User Tip: We recommend that you review our "[Governing Documents Disputes: Guide to Respondents and Intervenors](#)" User Guide. This guide can help you identify Respondents and Intervenors.

Tab 2: Problem Description



What Is It?

On this tab, you will be asked to describe the issues in dispute.

Why Do I Use It?

You should provide information on the issues in dispute. Once you file your application, the CAT will use this information to determine if your issues fall within the CAT's jurisdiction (e.g., whether the CAT can deal with the issues you raised in your application or not).

The description you provide will also be visible to other Users (including the Respondent(s) and Intervenor(s)), so they know what the application is about.

How Do I Use It?

You will provide your problem description in two parts:

- **Click the boxes**
 - Select all the boxes that describe what your application is about.
- **Write a summary and provide specific details about the issues**
 - Describe the issues in the box below. You should focus on the key issues or events that led to the application.
 - Your description must be less than 2500 characters.

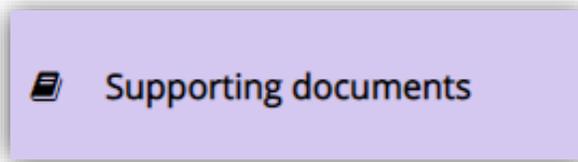
When describing the issues in dispute, please note you must provide all the information that the CAT needs to establish if they can accept the dispute. The CAT may ask you to update Problem Description and provide additional information.

When you complete your problem description, click the “Submit” button to move to the next tab.



User Tip: If you are filing an application with multiple Applicants, make sure that your Problem Description describes the issues for all of the Applicants. You will collectively only have one Problem Description.

Tab 3: Supporting Documents



What Is It?

On this tab, you can add documents or other files to your application.

Why Do I Use It?

You can use this tab to attach documents to your CAT application. You can attach documents if you think they help provide additional information to the CAT and/or the other Users regarding your dispute, or if they might be useful in resolving the issues.

If you add documents to your application now, they will automatically become visible to anyone who joins the case.

How Do I Use It?

If you want to add (upload) a document:

1. Click on the “Add Document” button located in the lower-left of the screen.
2. Click on “Browse,” and then choose the document you want to upload.
3. Provide a Document Name and Description in the boxes.

4. Click on the “Add Document” button.

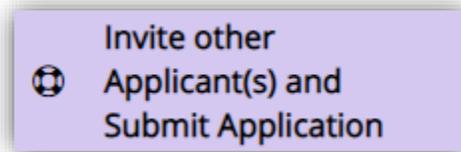
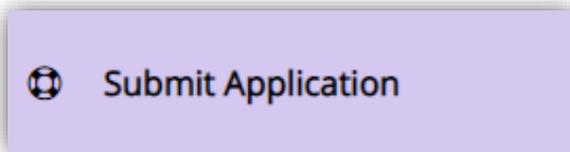
If you want to edit a document, you can click on the “Modify” button. This allows you to change the name or description of a document. If you want to change the content of a document, you should delete the document entirely and then add a new document.

If you have finished adding documents to your case, click the “Complete your case” button to move to the next tab.



User Tip: You can upload the following file types: PDF, DOC, DOCX, TXT, JPEG, PNG, GIF, TIFF, MP3 or MP4.

Tab 4: Submit Application



What Is It?

On this tab, you can:

- Review your application before submitting your application to the CAT;
- Invite the other Applicants to join the case, if any were identified;
- Submit your Application to the CAT.

Why Do I Use It?

You use this tab to review your application and double-check it before you file it with the CAT.

If you have multiple Applicants in your case, you will also use this tab to invite the other Applicants. All Applicants must join the case and agree to file the Application before you can file it.

How Do I Use It?

The process of preparing and submitting your Application to the CAT is different depending on the number of Applicants.

Applications with a Single Applicant

1. Click on the “File Application” button to submit your case.
2. You will now proceed to pay the \$25.00 filing fee.
3. Upon successful payment, your case will be submitted to the CAT for review.

Applications with Multiple Applicants

1. Click on the “Send invitations to Applicants” button to email invitations to join the case to the other Applicants.
 - Once you send invitations, you will be unable to change your application until the other Applicants join.
2. All Applicants must use their invitation to join the case in the CAT-ODR system.
3. Upon joining the case, the other Applicants can:
 - a. Agree to submit the case as-is; or
 - b. Discuss potential changes to the Application under the Message Centre tab (see below). Only the Primary Applicant can make changes to the application.
4. All Applicants must agree to submit the case before the primary Applicant can proceed to pay the \$25.00 filing fee.
5. Upon successful payment, the case will be submitted to the CAT for review.

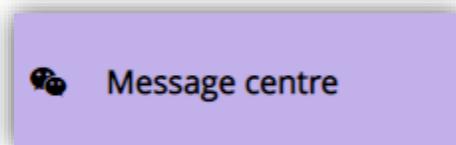


User Tip: CAT filing fees can only be paid using a credit card or Interac Online.

Other Tabs

In some cases, you might see additional tabs.

Message Centre



What Is It?

This tab is only available if there are multiple Applicants.

On this tab, the Applicants who have joined the Application can exchange messages with each other before submitting the application to the CAT.

Why Do I Use It?

This tab allows you to communicate with the other Applicants by sending messages. Applicants

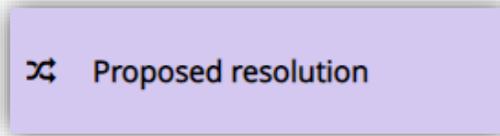
can use it to discuss the Application, and to make suggestions or request changes to the Application before it is filed.

How Do I Use It?

Messages are posted in threads called Topics. You can see a list of the existing Topics on the left side of the webpage, and you can access any of the Topics by clicking on its name.

You can post messages under each topic, which will be available to the other Applicants.

Proposed Resolution



What Is It?

This tab is only available for “Compliance with Settlement Agreement” applications.

On this tab, you must describe what order(s) you want the CAT to make.

Why Do I Use It?

This tab allows you to describe what type of Order(s) you think the CAT should make to resolve the issues in dispute. The CAT Member assigned to your case may consider your suggestions when deciding upon your case.

How Do I Use It?

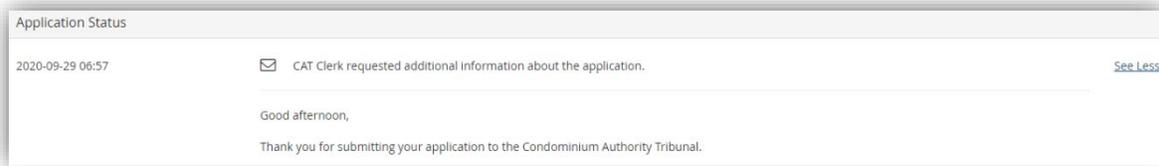
Similar to the problem description tab, you must write out your proposed resolution.

Please note that you can write up to a maximum of 2500 characters.

Requests for Additional Information

If the CAT needs more information, the CAT will send you a message.

You can access the CAT’s messages by clicking “See More” under the “Application Status” area of your Application.



If the CAT needs additional information, you can update your Application to provide it.

If there are multiple Applicants, only the Primary Applicant can update the application.

When you are ready to re-submit your case to the CAT, you can click on the “Reply & Resubmit” button under the **Submit Application** tab.

Have Questions?

If you have any questions, please contact us directly:

- Phone – Local: 416-901-9356
- Phone – Toll-Free: 844-880-5341
- Email: CATinfo@condoauthorityontario.ca