

Joining a CAT Case: A User Guide for Respondents and Intervenors

This guide is for Users of the Condominium Authority Tribunal’s Online Dispute Resolution System (CAT-ODR). It helps Respondents and Intervenors personally join CAT cases as a Party and represent themselves in the CAT-ODR system.

For more information on how a User’s representative can join a CAT case, [please review the CAT’s Representative guide](#).

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Notice or invitation?

Before you read further, please review the document you received to determine if you received a **CAT Notice** or a **CAT Invitation**:

- **CAT Notices** are sent to people who have been identified as a Respondent or Intervenor in a CAT case. If you received a Notice, continue reading this guide for more information.
- **CAT Invitations** are usually sent to Representatives, individuals who have been asked to act on behalf of another User in a CAT case. If you received an invitation, [please review the CAT’s Representative guide](#).

Why have I received a CAT Notice?

The Condominium Authority Tribunal (the CAT), is an online tribunal dedicated to resolving and deciding condominium-related disputes in Ontario. The CAT helps condo unit owners, occupants, and condo corporations work collaboratively to resolve certain types of disputes, and if necessary, hold a hearing to make a final decision.

If you have received a CAT notice, that means that someone has filed an Application with the CAT, and has identified as a party involved in a dispute. If you’ve received a Notice, then someone identified you as either a:

- **Respondent** – A Respondent is a person or legal entity (like a condo corporation) that an Applicant has filed an application against; or,

- **Intervenor** – An Intervenor is a person or legal entity that has a right to participate in a CAT case and may be affected by its outcome.

By receiving a CAT notice, you may join the CAT case in the CAT-ODR system and begin working to resolve the issues in dispute.

What do I do with the CAT Notice?

Your CAT Notice contains all the information you need to join the case in the CAT-ODR system.

If you are a condo manager or a member of the condo corporation's board of directors

Before you do anything else, you should first determine who will be joining the case. The person who joins the case must have the authority to act on the behalf of the condo corporation and must have enough information about the issues to be able to participate in the dispute resolution process.

A condo corporation can have a director or a manager join the case, or you can have a lawyer or paralegal join on the condo corporation's behalf.

The CAT strongly recommends that the condo corporation's board of directors jointly discuss and decide who will join on behalf of the condo corporation.

If you are a unit owner or Occupant

You can either join the case yourself, or have a lawyer, paralegal, or other representative join on your behalf.

For more information on using representatives in a CAT case, [please review the CAT's Representative guide](#).

You should join the case by the deadline listed in the Notice. If you do not join by the deadline, the case may proceed without your input or involvement, so it is important that you join promptly.

What do I do if I received a Notice meant for someone else?

If you received a CAT Notice that is addressed to / meant for someone else, you should:

- a) Contact the person who sent you the Notice; and / or,
- b) Contact the CAT immediately:

Phone – Local: 416-901-9356

Phone – Toll-Free: 844-880-5341

Email: CATinfo@condoauthorityontario.ca

How do I join a CAT case?

You can join a CAT case as a Respondent or Intervenor by following these steps:

1. Log into your CAO account

- You must have your own account with the CAO to join a CAT case. If you need help creating a CAO account, [the CAO has developed a video and instructions on how to do so](#).

- If you are joining a case on behalf of a condo corporation, you must use a CAO account that is permitted to act on behalf of the condo corporation.

2. Click on the “Join a case” button [located on our website here](#).

3. **Select your role in the case**

- If you are joining as a unit owner, unit occupant or as a User’s representative (i.e., you are acting as someone’s lawyer or paralegal), select “Myself.”
- If you are a director or condo manager and you will be acting as the representative for a condominium corporation, select “Representative of a condo corporation (Manager or Director)” and select the condo corporation from the drop-down list that appears.

IMPORTANT NOTE: If you are joining a case as a director or manager of a condo corporation, you **must** select the correct condo corporation when joining the case. Your case may be delayed if you make the wrong selection.

4. **Provide the Code and Date included in the notice and click the “Submit” button.**

- You must enter the code and date exactly as it appears in the notice.

Once you have joined the case, you will be able to access it in the CAT-ODR system. After joining, you can access the case again by selecting the “Access and existing case” button [on the Tribunal website](#).

Do I have to participate in a CAT case?

If you received a CAT notice, it is because you are involved in a CAT case and will likely will be affected by the outcome.

- **Respondents are required to join CAT cases** and respond to the issues. If a Respondent does not join a case, the case may move directly to Stage 3 - Tribunal Decision where the CAT may issue legally binding orders that the Respondent is required to follow, without your input or participation.
- **Intervenors should join the CAT case.** The CAT strongly encourages Intervenors to join cases so they can participate.

By joining the case, you will have the opportunity to participate in the CAT dispute resolution process. That includes discussing the issues, trying to resolve the issues collaboratively with the other parties, sharing documents, and, if a hearing is required, making your case to a CAT Member.

If you receive a CAT Notice do not join the case, the case may proceed without your input or involvement.

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