

# Tenant Complaint Policy + Process: Virtual Tenant Consultations

Toronto Community Housing

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Toronto  
Community  
Housing



# Agenda

1. Welcome and Land Acknowledgement
2. Opening Remarks
3. Ground Rules and Consultation Purpose
4. Breakout Sessions
5. Break
6. Report Back
7. Next Steps



# Welcome

## Land Acknowledgment



# Opening Remarks



# Ground Rules

- Listen to others and allow them to speak.
- Respond respectfully to questions.
- Focus on overall priorities for tenants.
- Observe the **Tenant Charter** principles:
  - Respect, Community Collaboration, Accountability, Integrity, Accessibility for Persons with Disabilities



# Consultation Purpose

- The purpose of this consultation is to give tenants an opportunity to provide feedback on the overall management of complaints and resolution.
- This feedback will be used to inform the ***Tenant Complaint Policy*** and the ***Tenant Complaint Process***.



# Defining a Complaint

## Common complaint categories



- A complaint is filed when TCHC does not meet service standards or tenant expectations.
- If complaints are unresolved at the local level, tenants can then escalate their complaint to the Solutions team.



# TCHC's Solutions Team

- Manage unresolved complaints that have been previously reported by tenants.
- Oversee the Tenant Complaint Process in a fair, efficient and transparent manner.
- Use a collaborative approach to resolve complaints with site-staff and other departments.







# Complaint Resolution

- It is important to define resolution using the perspective of our tenants.

***What does complaint resolution look like for you?***



# Breakout Sessions

- In a moment, we will place you into “breakout sessions” to review case studies and answer discussion questions.
- CSCs and note-takers will be present to facilitate the conversation and capture your feedback.



# Case Study #1

Tenant A has encountered a problem with their rent calculation. They spoke with their Tenant Services Coordinator (TSC) who referred them to the website and were told “it just is what it is”. This conversation deeply upset Tenant A.

Tenant A has tried calling their TSC and has left them numerous messages. Their calls have not been returned.

1. If you were Tenant A, what would you expect from TCHC to resolve complaints regarding staff?
2. What could TCHC do to improve tenant satisfaction with the Complaint Process?



# Case Study #2

Tenant A has noticed that Tenant B places garbage outside of their unit door. This causes the hallway to smell. Tenant A spoke to Tenant B directly as they are concerned about pests and the way it makes the building look.

Tenant B told Tenant A to mind their own business and continues to leave their trash outside. Tenant A has spoken to building staff and has called Client Care. No action has been taken.

1. If you were Tenant A, what would you expect from TCHC to resolve complaints regarding your building/community?
2. What might prevent a tenant from raising a complaint about a neighbour?



# Case Study #3

The side entrance of Tenant A's building has a sticky door that sometimes does not open.

Tenant A's family uses this door frequently as it is close to their unit and has lower levels of traffic during peak hours.

Tenant A has called Client Care and has spoken to the Superintendent who has told them that it will be fixed but every time they see site staff in their building, they're working on something else.

1. If you were Tenant A, what would you expect from TCHC to resolve maintenance complaints?
2. What are common challenges around maintenance complaints?

# Break

# Report Back



# Next Steps

## Consultation Outcome

The feedback you've shared today will be used to revise the Tenant Complaint Policy and guiding principles of the Tenant Complaint Process.

## Complete the Feedback/Evaluation form



**Thank you!**