

Ɔkwan a ɔdanhanfo soboɔ bo

Se wo wo adwuma anaa wo yɔnko ɔdanhanfo nneyee ho soboɔ a, wone Solutions team (Anoye kow) wo Toronto Community Housing nnya nketahode. Anoye kow (Solutions team) hwe TCHC's akwan a wofa so bo soboɔ, ye adwuma ntentem de siesie adanhanfo soboɔ perepere, mmɔdenbo mu ne ɔkwan a emu da ho.

Soboɔ a ennyena nkyekyemu

Ampɛ-nipa suban



Kahyew/ye nwunu



Ɔfiri pagyafo (lift)



Nsiesie



Plomben



Nhyehyee abiesa wo soboɔ bo kwan no

1. Amanneɛbo

Se wobese wobo soboɔ anaa woda wodadwini ade a hwehwe yen Solutions team wo solutions@torontohousing.ca anaa frɛ 416-981-6000.



2. Nhwehwɛmu

Nawɔhwe no mu adwumaye da baako akyiri no, Solutions team begye wo soboɔ no atom na won ama wo soboɔ no EasyTrac ahyensode. Afei wobehye ase aye nhwehwɛmu



3. Nsiesie

Nawɔhwe no mu adwumayɛ da nson akyiri no Solutions team bɛkyerɛw wo akyerɛ nea wɔn ayɛ de asiesie wo soboɔ no. Sɛ nsiesie mere no bɛboro adwumayɛ nna ason a Solutions team no bɛma woate.



Sɛ w'adwene yɛ wo ntata ɛfa Solutions Team nsiesie dwumade no ho a wobɛtumi ne Ombudsman Toronto enya nketahode wɔ ombudsman@toronto.ca anaa frɛ kosi **416-392-7062**.

Ɔkwan bɛn so na Solutions team, ne Client Care Centre anaa building staff nwuma bɔ ɛbira?

Client Care Centre, ne mantam dwumadebea ne mpotam dwumade akakye bɛboa nwiinwii nsembisa ne asiesie dwumade.

Solutions team nso na ɛhwɛ nwiinwii a yɛn nsa kae firi adanhanfo hɔ nanso ne nsiesie no ɛnsi pi

Ɔkwan a wɔfa so bɔ soboɔ wɔhɔ ma ɔdanhanfo sɛ wogyedi sɛ nketahode a ɛda wɔn ne adwumayɛfo ntam no mmoa wɔn soboɔ asiesie.

Ka nkuranhyɛsɛm kyere yɛn

Sɛ woane gye nketahode a wone TCHC adwumayɛfo no nyae na wopɛsɛ wokamfo dwumade no a wobɛtumi de asoma Solutions team.

Hwehwe Yɛn

Solutions team

416-981-6000 anaa solutions@torontohousing.ca

Website and online form:

torontohousing.ca/complaints

Sɛ wohwehwe kaseɛbɔ yi na wobɛnya no ntɛm, na ɛwɔ kasa foforo mu nso a, frɛ **416-981-5500** anaa kyere wɔ kɔ ma help@torontohousing.ca