



Business Operations Staff Directory

The division encourages a tenant-centric approach to service delivery that effectively meets the evolving needs of tenants, staff, and stakeholders of Toronto

If you have questions related to tenant service or maintenance, please call the Client Care Centre at 416-981-5500.

Staff Name	Job Title	Team	Cell Number
Richard Grotsch	Senior Director, Business Operations	Business Operations	(416) 981-4054
Thusany Puvanendran	Business Planner	Business Operations	(437) 213-9098
Vacant	Business Planner	Business Operations	TBA
Christofero Ferracane	Manager, Client Care and Dispatch	Client Care Centre	(416) 981-6644
Kevin Leonard	Manager, Solutions (Acting)	Solutions	(416) 981-6640
Sharon Haraba	Supervisor, Client Care	Client Care Centre	(416) 981-6641
Lindsey Walcott	Supervisor, Client Care	Client Care Centre	(416) 981-5500
Sheryl McDonald	Supervisor, Client Care	Client Care Centre	(416) 981-4968
Manjola Shahinaj	Manager, Operations Compliance	Operations Compliance	(416) 981-4070
Joelle Lyew	Manager, Performance and Quality	Performance and Quality	(416) 981-4024
Kristi Kodama	Business Planner	Performance and Quality	(416) 981-4033
Helen Truong	Business Planner	Performance and Quality	(416) 981-4032
John Horrox	Business Planner	Performance and Quality	(437) 922-3535
Vacant	Manager, Service Manager Compliance	Service Manager Compliance	TBA
Abhi Shah	Business Planner	Service Manager Compliance	(416) 981-4280
Lydia Yu	Manager (Acting)	Tenant Resolutions Office	(416) 981-4349
Joanna Kraczek	Business Planner	Tenant Resolutions Office	(416) 981-4291
Darryl Spencer	Manager, Operational Initiatives	Operational Initiatives	(416) 981-4041

Updated: February 23, 2023