



## Tenant Complaints Update

Item 6B

July 13, 2023

Tenant Services Committee

**Report: TSC:2023-33**

**To:** Tenant Services Committee (“TSC”)

**From:** Chief Operating Officer (Acting)

**Date:** June 5, 2023

### **PURPOSE:**

The purpose of this report is to provide the TSC with an update on complaints data and program enhancements to the Solutions team, the centralized department that manages escalated tenant complaints.

### **RECOMMENDATIONS:**

It is recommended that the TSC receive this report for information.

### **BACKGROUND:**

Toronto Community Housing (“TCHC”) is committed to providing a positive experience for our tenants. TCHC has adopted a single-stage escalation model for tenant complaints, supported by the Solutions team.

### **PROGRAM UPDATES:**

The Solutions team is continuously identifying ways to improve service delivery. Recent updates include the following:

#### **Communication Initiatives:**

To improve communication and service delivery, the Solutions team has been assigned to specific regions. This ensures that any communication gaps between regional staff and the Solutions team are addressed. The team

has also sent email introductions and relevant materials to their respective regions to establish a single point of contact for communication. Furthermore, meetings are being scheduled with regional staff for relationship building. These initiatives demonstrate the Solutions team's dedication to providing excellent service to their clients.

### Service Standards:

The Solutions team has a full complement of Complaints Resolution Specialists. However, the team is exploring other options to assist with the intake of incoming complaints. This will further improve the efficiency and effectiveness of the complaints resolution process. The team assures that, during this process, they will continue to prioritize complaints to ensure that clients receive timely and satisfactory resolutions to their concerns.

### COMPLAINTS DATA & TRENDS

- In May 2023, Solutions received a total of 80 complaints, which is a year-over-year increase of 19 complaints. Out of the total complaints received in May 2023, 60 were in the top three categories of maintenance complaints, building service complaints, or anti-social behaviour complaints. The top three categories accounted for 75% of all complaints received in May 2023.

The Solutions team understands the importance of gathering and reviewing data trends and remains committed to addressing these top complaint categories.

*Table 1: Total & Top 3 Complaints, May 2022 & 2023*

	May 2022	May 2023	Year over Year Change	2023 YTD
<b>Total Complaints</b>				
Total	61	80	+19	468
<b>Top 3 Complaints</b>				
Building Maintenance	15	36	+21	160
Building Services	11	13	+2	55
Anti-Social Behaviour	13	11	-2	105

Maintenance complaints accounted for the largest percentage, with 45% (36) of all complaints. Building service complaints accounted for 16% (13) of all

complaints, while anti-social behaviour complaints accounted for 14% (11) of all complaints. These trends show that the Solutions team needs to continue focusing on addressing these concerns to ensure that clients receive satisfactory resolutions to their complaints.

**LEARNING FROM COMPLAINTS:**

TCHC is dedicated to cultivating a culture of learning and continuous improvement by utilizing tenant complaints and staff feedback to enhance service delivery. As a service-oriented organization, TCHC recognizes the value of complaints as a means to identify areas for improvement. Complaints present crucial opportunities to uncover challenges and take necessary actions to strengthen service delivery to our tenants and communities.

Client Care is working with the regions to review the assignment of afterhours lock-out services. Through the enhanced coordination with the TCHC afterhours maintenance teams as part of a support system, the Dispatch Team will increase its efficiency in addressing after-hours lockouts, consistently meet service level and ensure a timely assistance to residents.

**SIGNATURE:**

*“Nadia Gouveia”*

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Nadia Gouveia  
Chief Operating Officer (Acting)

**STAFF CONTACT:**

Lindsay Viets, Director, Operations Planning & Program Services  
416-981-4131  
Lindsay.Viets@torontohousing.ca