



Tenant Accommodation Request Procedure

Procedure Owner: Legal Services & Operations

Approval: Executive Leadership Team (ELT)

First Approved: June 2026

Effective Date: June 2026

Purpose

The purpose of this Procedure is to set out a process for Toronto Community Housing (TCHC) Tenants to request accommodation under the *Human Rights Code*. The Procedure describes what types of accommodation requests Tenants can make, how Tenants make a request, how TCHC will decide that request, and notify Tenants of the Accommodation.

Scope

The Procedure applies to all TCHC Tenants (as defined below).

The Procedure is to be used when Tenants have an issue in their units or with their tenancy that requires an Accommodation under the Human Rights Code.

Tenants who have complaints about how TCHC has resolved a human rights issue in the past should refer to the [Tenant Human Rights Complaint Procedure](#).

This Procedure should be read together with TCHC's [Tenant Human Rights Policy](#).



Definitions

1. “**Accommodation**” means a measure or action that TCHC takes to account for the unique needs of person identified as a member of a protected group under the Human Rights Code.
2. “**Acknowledgment Letter**” means the Tenant Accommodation Request Acknowledgment Letter.
3. “**Human Rights Code**” means the Ontario *Human Rights Code*, RSO 1990 c. H.19.
4. “**Accommodation Request Form**” means a Tenant Accommodation Request Form.
5. “**Decision Letter**” means the Tenant Accommodation Decision Letter.
6. “**Procedure**” means this Tenant Accommodation Request Procedure.
7. “**TCHC**” means Toronto Community Housing Corporation.
8. “**Tenant**” means a person who has signed the lease for a given unit with TCHC and, for the purposes of this Procedure, an authorized occupant of the unit. Tenant does not include individuals who are present in a unit as guests of a Tenant.

Procedure details

1. Submitting request

- 1.1. A Tenant who wishes to make an Accommodation Request to TCHC must fill out and submit a [Tenant Accommodation Request Form](#) through one of the below methods:
 - 1.1.1. Online through the TCHC website at torontohousing.ca/human-rights/accommodation;
 - 1.1.2. [Complete the PDF form](#) and email it to Accommodations@torontohousing.ca;
 - 1.1.3. In writing and then by submitting it to their local Tenant Service Hub office; or



- 1.1.4. Over the phone with the Client Care Centre at **416-981-5500 (TRS 7-1-1)**.
- 1.2. Staff members may help a Tenant with the Accommodation Request process by directing them to this Procedure, the correct form, and other resources.

2. Acknowledging request

- 2.1. TCHC will send an Acknowledgment Letter to the Tenant within five business days of TCHC receiving the Accommodation Request.
- 2.2. If TCHC determines the Accommodation Request does not raise an Accommodation issue and the Human Rights Code does not apply, it will advise the Tenant in the Acknowledgment Letter that this Procedure does not apply. The letter will refer the Tenant to another division of TCHC to resolve their request.

3. Responding to Accommodation request

- 3.1. TCHC will review the Accommodation Request and determine how to resolve it by determining one or more reasonable accommodations based on TCHC's duty to accommodate the Tenant under the Human Rights Code.
- 3.2. TCHC will involve the Tenant in determining reasonable accommodation(s) as much as is appropriate in the circumstances.
- 3.3. TCHC may seek further information, if necessary, such as:
 - 3.3.1. Further information from the Tenant via phone call or in-person meeting;
 - 3.3.2. Information from the Tenant and/or staff about any requests or attempts to resolve the issue in the first instance; and/or
 - 3.3.3. Supporting documentation from the Tenant.
- 3.4. Possible Accommodations include, but are not limited to:
 - 3.4.1. Directing the Accommodation Request to operational or maintenance staff for resolution;



- 3.4.2. Directing the Accommodation Request to another TCHC process for Accommodation such as the transfer or accessibility programs;
 - 3.4.3. Resolving the Accommodation Request directly with the Tenant; and/or
 - 3.4.4. Resolving the Accommodation Request in any other way that is reasonable in the circumstances.
- 3.5. TCHC will, as much as possible, provide Accommodation that matches the specific Accommodation the Tenant has requested. However, TCHC may offer a different Accommodation depending on the circumstances.

4. Issuing Decision Letter

- 4.1. Once TCHC has determined how to resolve the Accommodation Request, it will send the Decision Letter to the Tenant within five business days.
- 4.2. The Decision Letter will include an explanation of:
 - 4.2.1. The Accommodation(s) that TCHC will offer;
 - 4.2.2. How TCHC determined the Accommodation(s) was reasonable in the circumstances; and
 - 4.2.3. Any steps the Tenant must take to implement the Accommodation.

Compliance and monitoring

- Legal Services and Operations – Tenant Relations

Other related policies and procedures

- [Tenant Human Rights Policy](#)
- [Tenant Human Rights Complaint Procedure](#)
- Tenant Transfer Policy



- Tenant Transfer Procedure

Commencement and review

Revision	Date	Description of changes	Approval
First approval:	June 2026	New	ELT

Next scheduled review date is June 2027 – according to policy review schedule – minimum every two years.