

**Seniors Unit
OUA / OUB TSC Visits to Buildings
2009**

Working Group Participants

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Our Vision

Excellent customer service provided to all tenants living in the TCHC Seniors' Unit portfolio (OUA / OUB). A key factor in achieving our vision is our commitment to meet regularly with tenants in their buildings.

Minimum Specifications

The following minimum specifications have been developed to ensure a high level of consistent customer service while respecting our different buildings, tenant populations, and TSC working styles.

- One TSC visit to every seniors building every month beginning no later than May 2009
 - o may be ½ day, a full day, or more than one day, as required
- Tenant issues to be addressed include:
 - o Annual reviews
 - o Arrears
 - o Transfer requests
 - o Complaints
 - o General tenancy related questions
- Colleagues to be advised when TSC is at a building
 - o Email to colleagues with details regarding date, time and cell phone number
 - o Notation on white board in office

Resources and Supports

- Cell phone available
- Computer access to TCHC databases on site
- Building posters advising tenants of the TSC visit

Issues to be Considered

- OUB TSCs to ensure office coverage (won't be an issue when we are all at Collegeview)
- May want to block time during your visit to focus on particular issues (eg: annual reviews, transfer requests, general tenancy inquiries)
- Need to ensure appropriate forms are available on site, including:
 - o Annual review
 - o Notices to vacate
 - o PAP
 - o Tenant complaint forms
 - o Transfer requests (especially medical priority requests)