























<b>Commissioner's Recommendations Regarding Quality of Service</b>	<b>2021 (Q3/Q4)</b>	<b>2022 (Q1/Q2)</b>
Reach out to tenants' caseworkers or families should they get into arrears of rent	28% (33/116)	19% (96/486) <sup>7</sup>
Refer tenants to a Community Services Coordinator should they get into arrears of rent or require other supports/referrals	11% (13/116)	2% (12/486)
Provide flexible and customized supports and accommodations to tenants as required (i.e., interpreters)	6% (7/116)	<1% (2/486)
Create flexible and custom payment schedules based on tenants' budgets and pay schedules	6% (7/116)	9% (44/486)
Create custom repayments with the tenants		2% (10/486)

Overall, there were fewer recommendations made in this category, which indicates greater compliance with the expectations of the ACP.

### **3.0 NEXT STEPS**

Given the findings above, the Commissioner recommends that TCHC distribute the ACP widely and continue to work toward executing the steps quickly, with an eye to customer service.

#### **3.1 Mandate Expansion of the OCHE**

With the expansion of the OCHE mandate, the OCHE received significantly more files than in all previous years of operation. The positive result of this is that no vulnerable tenant will be missed due to an unidentified vulnerability. The negative result was that there were too many files for the

<sup>7</sup> The Commissioner recommended TCHC reach out to caseworkers 96 times in this reporting period. It is the hope that when Tenants are in receipt of OW or ODSP, TCHC staff begin by reaching out to caseworkers as this often results in a favourable outcome and would avoid the need for the OCHE to get involved.















