

Message from Greg Spearn



As Interim President and CEO, I am optimistic about Toronto Community Housing. We have a team of dedicated employees who are doing great work. We have more funding for capital repairs and maintenance, and a clear plan to guide us toward our goals.

There is still a lot of work to do, and I know we can do a better job. You have my word that I am going to focus on improving the things that matter to residents, including spending more money on capital repairs and maintenance.

We will also be improving communications with residents. One of the ways we are doing this is through this newsletter, *Housing Update*, which will be mailed to all households twice a year. This issue of *Housing Update* has information about the Toronto Community Housing team and how you can access services and supports. In the next issue, we will update you on the resident engagement system.

I look forward to leading the company during the transition period, and welcome your thoughts and ideas about how we can serve you better. You can reach my office or any member of our team through our Client Care Centre by calling 416-981-5500 or by email, help@torontohousing.ca.

Message from Graham Leah

As Vice President of Asset Management, I am working hard with my team to provide residents with a positive service experience. Whether it is timely action to keep your home in good repair or a knowledgeable and courteous response to a tenancy matter, we are striving to meet our service standards.

Our team includes your building's Superintendent, Custodial Maintenance Person, Cleaner, Tenant Service Coordinator, and Operating Unit Manager. We are the people you see and interact with every day. We provide the day-to-day services that maintain your homes and tenancies, such as repairs, rent payment, internal transfer requests, and pest treatment. For residents in privately managed buildings, we work with your property management offices.

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Message from Lenna Bradburn

The team I lead as Vice President of Resident and Community Services works to connect residents to services, supports and opportunities, and helps create great neighbourhoods.

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Message from Graham Leah (continued from page 1)

If you need a repair made in your unit, let us know by calling the Client Care Centre at 416-981-5500. We are open 24 hours a day, 7 days a week, every day of the year. When you call, you will get a work order number. This number enables us to track the work that is being done so that we can make sure we are living up to our commitments to you.



Toronto Community Housing has specific guidelines to make sure we get back to you quickly.

- If you have a request about your tenant file, your Tenant Services Coordinator or Operating Unit Manager will respond within two business days.
- If you make a routine (non-emergency) repair request, your Superintendent will visit your unit within five business days. They will then make the repair or, if the repair is more complicated, will let you know what the next steps are.
- If you have an emergency repair request, we will attend within four hours. Your Superintendent or an after-hours technician will take steps to contain the problem and either make the repair or let you know what the next steps will be.

I look forward to working with you as we continue our efforts to improve customer service for all residents.

Message from Lenna Bradburn (continued from page 1)

Community Service Coordinators with our Access and Support Services teams work to connect residents to services and supports delivered by community agencies.



Community Service Coordinators with our Resident Engagement teams work to support Resident Councils, Tenant Representatives and community leaders. These employees consult residents about programs such as *Participatory Budgeting* and the *State of Good Repair: In Your Unit* program.

If you live in a community undergoing Revitalization, our team members will help your household through the relocation process.

Our team members also work with many community partners to support active living, community events, and recreational and after-school programs for students and youth.

For more information about the services and programs available in your community, please contact our Client Care Centre at 416-981-5500 or help@torontohousing.ca.

Focus on Safety

Our Community Safety Unit (CSU) officers can help if you have concerns about noise, loitering, trespassing or security. You can reach CSU 24 hours a day, 7 days a week by calling 416-921-2323. In an emergency, always call 9-1-1.

Numbers to call

Keep these phone numbers in a convenient place, so you know who to contact and when.

- **Toronto Community Housing Client Care Centre:** If you need a repair made, have a question about your account, or would like to be connected to a member of our team, call **416-981-5500**. If you make a repair request, it's helpful to write down your work order number.
- **Toronto Community Housing Community Safety Unit (CSU):** If you have concerns about disturbances, excessive noise, neighbour disputes, loitering, or trespassing, or would like general safety information, call **416-921-2323**.
- **9-1-1:** In an emergency, such as a fire, life-threatening medical problem, or a crime in progress, always call 9-1-1. You will be connected with Toronto Police Service, Toronto Fire Services and Emergency Medical Services.
- **Toronto Police Service and Community Police Centres:** For non-life threatening emergencies or general information about policing matters, call **416-808-2222**.
- **Crime Stoppers:** You can share information with police while remaining anonymous by calling **416-222-8477**.
- **Do What's Right:** If you have concerns about fraud, waste or dishonest activity happening on Toronto Community Housing property, report it anonymously by calling **1-877-993-6744**.
- **City of Toronto Services:** If you have questions about waste management or any other service provided by the City of Toronto, call **3-1-1**.
- **Telehealth Ontario:** To get confidential health advice and information from a Registered Nurse, call **1-866-797-0000 (1-866-797-0007 for TTY)**.

Translated copies are available upon request. Please call 416-981-5500.

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يرجى الاتصال على الرقم ٤١٦-٩٨١-٥٥٠٠

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Siete pregati di telefonare al 416-981-5500.

요청하시면 한국어로 번역된 사본을 구하실 수 있습니다.
416-981-5500 으로 전화 주십시오.

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Xin gọi số 416-981-5500

Contact Us

Telephone:

(416) 981-5500

(24 hours, 7 days a week)

E-mail:

help@torontohousing.ca

(for non-emergency service)

Website:

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Twitter:

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