



TCHC Tenant Service Hubs

Frequently Asked Questions for Tenants

We have been hearing that Tenant Service Hubs are coming for over a year. What is taking so long?

TCHC engaged partners to plan, construct and deliver available space in strategic and accessible locations with the necessary resources to provide services to tenants in a single convenient office. While the timing of the openings have been impacted by the COVID-19 pandemic, TCHC remains consistent in our efforts to open all Tenant Services Hubs, either in their permanent or interim locations, by the end of 2021.

When calling my local Hub at the front desk, I find it goes straight to voicemail. Are the staff in the office?

Many of the staff assigned to the Tenant Service Hubs are currently working on a rotating schedule in accordance with the City of Toronto's response to COVID-19 and may be working remotely until all workplace safety restrictions are lifted. If you call and get a voicemail, please leave a message that includes your name and contact information and someone will get back you in a timely manner. Tenants also have the option of emailing or calling their Tenant Services Coordinator or the Client Care Centre at 416-981-5500 or help@torontohousing.ca.

How will you follow COVID-19 safety protocols at the Hubs?

TCHC continues to follow all public health guidelines as defined by the City. Tenants will be allowed into the Tenant Service Hubs by appointment only and all visitors must adhere to all physical distancing and mask wearing protocols.

When will you permit walk-in visits to the Hubs?

Walk-ins will be permitted once it is deemed safe to do so based on public health advice and the province's reopening plan.

I'm concerned that once my local Hub is open, there will be lineups. How will TCHC ensure this does not occur?

Each individual Tenant Service Hub has been staffed based on the total number of tenant units serviced to ensure that lineups and wait times are minimized. Tenants are encouraged to make an appointment with their respective Tenant Services Coordinator (TSC) to ensure prompt and scheduled service.

I met with staff at the Hub for a question and they told me to call the Call Centre. What are the main differences?

Tenant Service Hubs have been developed so that tenants have a convenient outlet to have all building-related issues or questions addressed at a local level. Your Tenant Service Hub will provide access to tenant services, building services, tenancy management and community safety and support. At your Hub, you'll be able to pay rent, request parking, create work orders and much more. We encourage tenants to contact our Client Care Centre, available 24/7, at 416-981-5500 or help@torontohousing.ca, to place any work order maintenance related items so that they can be easily captured on your account and assigned to the relevant staff as quickly as possible.

What are the operating hours of the Tenant Service Hub?

Tenant Service Hubs have varying hours established by TCHC to better service the specific needs of each individual property. Please refer to the posted hours at your location for hours of operation.

Is the space physically accessible?

Yes. Your Tenant Service Hub has been designed to all AODA (Accessibility for Ontarians with Disabilities Act) and TCHC accessibility standards with input from the resident-led R-PATH (Responsible Personal

Accessibility in Toronto Housing) Committee, whose goal is to improve the quality of life for people with physical disabilities. This involves many design considerations including enlarged mobility device turning diameters, appropriate clearances at doors and paths of travel, accessible service counter heights, and colour selections based on visual impairment guidelines.

How is paperwork stored? One time when I dropped off my annual review at my operating unit it was lost. How can you ensure that information is kept safely?

Tenant Service Hubs have been established to ensure tenants have access to onsite staff that are available to receive your annual reviews. All paperwork related to the Hub properties will be securely stored in the local Tenant Service Hub office and only accessible to the appropriate staff.

Is parking available?

Most Tenant Service Hubs have available parking for visitors. However, some office locations have limited or no visitor parking available. Please check with your Tenant Services Coordinator (TSC) to inquire about your specific location's parking availability.

There are three Tenant Service Hubs nearby my home. Can I go to any one of them and get the same service?

Although all Tenant Service Hubs are available to all TCHC tenants, only your designated Hub will have your specific files and dedicated Tenant Services Coordinator available to meet your specific needs.

I ran out of masks. Can I pick up a mask at my local Hub?

Yes. Every Tenant Service Hub does have a limited inventory of disposable three-layer masks. Staff and visitors must wear a mask while at the Hub, and visitors who arrive for their scheduled appointment not wearing a mask will be offered one by staff.

Do I have to wear a mask when I visit the Tenant Service Hub?

Yes. Unless you have an exemption, you must wear a mask at the Hub. Visitors who arrive for their appointment not wearing a mask will be offered one by staff. If you refuse to wear a mask, you will be asked to leave.

I want to drop off my annual review paperwork, but would like copies. Can the front desk staff still support in photocopying my documents?

Yes, the front desk staff can provide you with a copy of your annual review upon request.

Can an app or an online application be launched to book appointments with my local Hub?

TCHC continues to develop and upgrade system improvements to enhance the tenant experience. While we have yet to develop an app or online application, we are working on service improvements that may include online solutions in the future. In the meantime, please contact your Tenant Services Coordinator by phone or email or contact the Client Care Centre at 416-981-5500 or help@torontohousing.ca.

Will I still get an EasyTrac number when I request a work order?

Yes. TCHC has recently replaced the EasyTrac system with a new system, HoMES CSH (Canadian Social Housing). HoMES CSH is a new residential tenancy management program to oversee:

- RGI rent calculations
- Rent payments
- Move-in and move-out processes
- Vacancy tracking
- Transfers, and more

This new system will improve how we manage the questions and service requests we receive from tenants. You will still get a tracking number for your request.

Why is TCHC spending all this money on offices when the buildings need so many repairs?

The Tenant Service Hubs are part of our new service delivery model introduced in 2019 as a way to move resources and support to our frontlines to better support our tenants. The Tenant Service Hubs are an important initiative in providing quality service to you.

What happens if my Tenant Services Coordinator (TSC) is absent? Will someone be available to help me?

If the Tenant Services Coordinator is unavailable, other TCHC staff members within the Tenant Service Hub will be able to assist you.

If I make my service request through the Tenant Service Hub, will it be completed sooner?

The primary objective of the Tenant Service Hub is to provide faster and better service to tenants closer to where they live. A service request can be submitted either through resources within the Tenant Service Hub or through the Client Care Centre. Each request is immediately dispatched for action. Tenants will get a work order/tracking number so they can check on the status of their request.

Will all staff be available every day?

Services are available to tenants 24/7 through the Client Care Centre and during posted hours at the Tenant Service Hub. Your dedicated Tenant Services Coordinator can be contacted via phone or e-mail and staff assigned to your Tenant Service Hub can assist with tenant-related issues.

Can income changes be done on the spot at the Tenant Service Hub?

Income change calculations can be addressed by the Tenant Services Coordinator assigned to your specific Hub location. All rental calculations will be provided to tenants in writing.

Are Hub staff allowed to come to my unit to meet with me if I'm not comfortable being in the Hub for everyone to see that I am there?

If you require assistance in providing documents to your Tenant Service Hub, TCHC can offer assistance through your Community Services Coordinator (CSC), or you can contact the Client Care Centre at 416-981-5500 or help@torontohousing.ca.

Can maintenance staff assist me in the absence of my TSC?

The Tenant Service Hub is intended to provide adequate resources to assist with tenant related issues or inquires. However, to protect the privacy of tenant information, some staff will not have the same access to tenant files, equipment or resources that may resolve your issue. If your Tenant Services Coordinator is not readily available, please leave them a message or send them an e-mail for a response or contact the Client Care Centre at 416-981-5500 or help@torontohousing.ca.

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