

Q&A Sheet

Tenant Charter



What is the Tenant Charter?

The Tenant Charter communicates Toronto Community Housing's commitment to service. It also sets out accountabilities for all tenants and employees.

Why was the Charter created?

The Tenant Charter Advisory Committee, made up of tenants and staff, created the Tenant Charter to make sure everyone working at, living in, or visiting Toronto Community Housing shares the responsibility of maintaining a culture of respect, safety, equity and inclusiveness.

Where can I read the Charter?

To read the Tenant Charter, you can:

- Visit our website at torontohousing.ca/tenant-charter.
- Ask for a copy from your Operating Unit or Property Management office.
- Call the Client Care Centre at **416-981-5500** or email help@torontohousing.ca to request a copy by mail.

When will I see the Charter in my building?

It will be posted in all our buildings and Operating Unit offices in late 2017.

What if I have a complaint?

If you feel that a commitment made in the Tenant Charter has not been upheld, you can submit a complaint to your local Operating Unit office. You can also submit it through the Client Care Centre, at any time, by calling **416-981-5500**. You will be given a reference number that you can use to follow up on your complaint.

Who do I contact if I have more questions?

You can call the Client Care Centre at **416-981-5500** or email help@torontohousing.ca at any time.