

2022 Annual Unit Inspection process

Tenant Q&A | July 2022

Toronto Community Housing (TCHC) is starting the annual unit inspection process across our portfolio. This document has been prepared to help answer questions tenants may have.

Why are you performing annual unit inspections?

Annual unit inspections are required by law. They are considered essential work to prevent property damage or the development of unsafe and unhealthy unit conditions. These inspections are an important part of our commitment to the health and safety of tenants.

When will unit inspections start?

The annual unit inspection process is starting in July and all inspections must be completed before the end of 2022. A 24-hour notice of entry will be given to you before your unit inspection.

Who performs the inspections?

Your superintendent will do the inspection.

What will your superintendent inspect?

Your superintendent will tour your unit to make sure:

- Smoke alarms (and carbon monoxide alarms, if applicable) are working.
- Window screens and window safety locks are in place and not damaged.
- There is no excessive clutter or fire hazards.
- There are no major repairs needed and materials are in good condition.

What steps are being taken to keep tenants safe during the inspections?

Staff performing annual unit inspections are fully vaccinated against COVID-19 and will wear a mask and disposable gloves on request. TCHC is committed to tenant and worker safety during the annual unit inspection process.

What precautions can I take during the inspection to make sure I'm safe?

Please inform TCHC staff or the Client Care Centre (**416-981-5500**) if you are ill or under self-isolation due to COVID-19 or another communicable disease and they will work with you to reschedule the inspection of your unit.

If you are at home while staff are in your unit please stay physically distanced from them.

Do I need to be in my unit during the inspection?

No. We will give you a written 24-hour notice of entry before we inspect your unit. Staff will knock on your door before the inspection, but if you are not home, they will enter your unit to conduct the inspection.

If you have any pets, please make sure they are kept under control or temporarily put in their crate/cage on the day staff are coming to inspect your unit. You could be held liable if your pet injures a staff member.

Who do I contact if I have more questions?

If you have questions about the 2022 unit inspection process, please call the Client Care Centre at **416-981-5500**, email help@torontohousing.ca, or speak with your Superintendent for more information.

These details can also be found on the TCHC website at torontohousing.ca/inspections.