

Have your say: Tenant Complaints policy consultations

Toronto Community Housing (TCHC) is updating the Tenant Complaints policy and we need your input. Your feedback will help draft a new policy that will effectively guide the complaint process at TCHC and support tenant-focused service. It will also give us valuable insight into what a resolved complaint looks like and means to you.



Consultations details

We will be hosting four (4) virtual/dial-in consultations in March, open to all tenants.



- Tuesday, March 23, 2021 from 1 to 3 p.m.
- Thursday, March 25, 2021 from 6:30 to 8:30 p.m.
- Monday, March 29, 2021 from 1 to 3 p.m.
- Wednesday, March 31, 2021 from 6:30 to 8:30 p.m.



These consultations will be hosted through the free virtual Webex meeting platform. Contact your Community Services Coordinator (CSC) to register for a consultation. The meeting weblink or phone number will be provided by your CSC after you register.



Not sure who your CSC is? Contact the Client Care Centre at **416-981-5500** or **help@torontohousing.ca** and they will let you know.

If you need translation services or other accommodations please contact your CSC a minimum of **ten business days** before the session.



To request this poster in an accessible format or for a translated version, please contact **416-981-5500** | **help@torontohousing.ca**

Take down on or after March 31, 2021