



Tenant Complaints Update

Item 8B

February 17, 2023

Tenant Services Committee

Report: TSC:2023-07

To: Tenant Services Committee (“TSC”)

From: Acting Chief Operating Officer

Date: January 16, 2023

PURPOSE:

The purposed of this report is to provide the TSC with an update on complaints data and program enhancements to the Solutions team, the centralized department that manages escalated tenant complaints.

RECOMMENDATIONS:

It is recommended that the TSC receive this report for information.

BACKGROUND:

Toronto Community Housing (“TCHC”) is committed to providing a positive experience for our tenants. TCHC has adopted a single-stage escalation model for tenant complaints, supported by the Solutions team.

PROGRAM UPDATES:

The following provides an update on program enhancements that the Solutions team continues to implement to improve service delivery:

- 1. Training Initiatives:** The Solutions team has participated in comprehensive accessibility training. This focused on identifying who is responsible for the requests that come in and how the request is looked at for acceptance. This training will assist the team with

effective communication and accessing resources to deliver service to our tenants requesting accessibility accommodations.

- 2. Service Standards:** The Solutions team is looking into staffing several team vacancies, which has led to service delays as the team continues to address the highest priority of tenant complaints first.

COMPLAINTS DATA & TRENDS

In December 2022, Solutions received 85 complaints, representing a year-over-year decrease of one complaint. Of these complaints, the top complaints categories were: 39% (33) maintenance complaints, 14% (12) building service complaints, and 12% (10) anti-social behaviour complaints. Compared to the previous year, there has been a year-over-year increase in one of the top categories and a decrease in two of the top categories.

Table 1: Total & Top 3 Complaints, December 2021 & 2022

	December 2021	December 2022	YOY Change	2022 YTD
Total Complaints				
Total	86	85	-1	1262
Top 3 Complaints				
Building Maintenance	14	33	+25	706
Building Services	32	12	-20	408
Anti-Social Behaviour	17	10	-7	234

LEARNING FROM COMPLAINTS

TCHC continues to use tenant complaints and staff feedback to support a learning and continuous improvement culture to improve service delivery. As a service-oriented organization, TCHC views complaints as valuable feedback 'gifts.' It represents key opportunities to uncover challenges and take the appropriate actions to strengthen service delivery to our tenants and communities.

It was identified through our Facilities Management ("FM") Elevator Team that many calls were coming from elevator cabs where no responses or problem issues were being identified. This left TCHC in a position of uncertainty as there could become situations where a person or resident

was not able to verbally communicate, but still required our assistance when inside the elevator cab.

A meeting was set with the FM Elevators Team and Client Care, where it was discussed that new regulatory guidelines from the elevator governing committee in Ontario required all new or modernized elevator cabs to have a communication system in place that allowed non-verbal individuals to communicate to live operators when assistance was needed from the elevator cab. The planned effective date of having this technology available was set to be 2023.

After a review with the FM Elevator Team, a decision was made to review the available technology with our elevator vendor, T.K. Elevators. A live demonstration of the technology is planned for Friday, January 20, 2023 in which Client Care, FM's Elevators Team and TCHC's ITS department will attend the vendor's headquarters to review the proposed technology that is available. This technology has text or symbol messaging available for elevator cab passengers to communicate with live operators. There will also be a visual option wherein a live operator can view the elevator cab in order to determine whether a passenger needs any assistance in the cab.

This initiative is still in development, as TCHC is working with several vendors to determine which available technology will work for our Operations while still meeting all regulatory requirements. Planned implementation will be staggered throughout 2023 based on elevator upgrades occurring at TCHC sites. An implementation plan will also be set to train staff and develop processes for elevator cab phone requests that are received.

SIGNATURE:

"Nadia Gouveia"

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