



## STAFF REPORT INFORMATION ONLY

### Ombudsman's Report Follow-up Regarding Status of Permanent Solution to Resident's Sewage Problems

<b>Date:</b>	August 19, 2010
<b>To:</b>	City Council
<b>From:</b>	City Manager and General Manager, Toronto Water
<b>Wards:</b>	Ward 10
<b>Reference Number:</b>	P:\2010\Cluster B\TW\cc10023

#### **SUMMARY**

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This report provides an update on the progress made on implementing a permanent solution to address the resident's sewage problems, noted in the Ombudsman's Report "No Time To Waste: Investigation into Toronto Water and Technical Services Handling of a Resident's Sewage Problems", June 2010; and seeks to obtain authority from City Council on a resolution to the noted issue, should the subject property owner decline the City's offer to cover all costs and provide compensation for the retrofit required on the subject property.

City Council at its meeting of July 6, 7 and 8, 2010, in endorsing the finding of the Ombudsman's report (June 28 2010) "No Time to Waste: Investigation into Toronto Water and Technical Services Handling of a Resident's Sewage Problems, requested the City Manager to report to City Council at its meeting on August 25, 2010, on the progress made to date to solve the complainant's basement flooding problem. The public portion of the report has been completed, however, the confidential attachment is in the process of being finalized. The full report, with the confidential attachment, will be provided as soon as possible to Councillors prior to the August 2010 City Council meeting.

#### **DECISION HISTORY**

A copy of the Council Decision Document can be found at:

<http://www.toronto.ca/legdocs/mmis/2010/cc/decisions/2010-07-06-cc51-dd.htm>; and a

copy of the Ombudsman's report can be found at:

<http://ombudstoronto.ca/sites/default/files/No%20Time%20to%20Waste.pdf>

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## **SIGNATURE**

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