



## OMBUDSMAN INVESTIGATION REPORT

### Housing at Risk: An Investigation into the Toronto Community Housing Corporation's Eviction of Seniors on the Basis of Rental Arrears.

|                              |              |
|------------------------------|--------------|
| <b>Date:</b>                 | June 4, 2013 |
| <b>To:</b>                   | City Council |
| <b>From:</b>                 | Ombudsman    |
| <b>Wards:</b>                | All          |
| <b>Reference<br/>Number:</b> |              |

#### SUMMARY

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In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into the TCHC's eviction of seniors on the basis of rental arrears.

#### RECOMMENDATIONS

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**The Ombudsman recommends that:**

City Council adopts the recommendations contained in this investigation report.

**Financial Impact**

This report has no financial impact.

**DECISION HISTORY**

This investigation was conducted pursuant to section 171(1) of COTA, which allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

**COMMENTS**

Pursuant to my governing legislation, the investigation found that the actions, errors and omissions of the TCHC were unreasonable, wrong and contrary to law.

My report makes 30 recommendations to the CEO of TCHC. They are made in the public interest and intended to provide systemic improvements. The CEO has accepted all my recommendations.

## **CONTACT**

Fiona Crean

Ombudsman

Tel: 416-392-7061

Email: fcrean@toronto.ca

## **SIGNATURE**

(Original signed)

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Fiona Crean

Ombudsman

## **ATTACHMENT**

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