

Ombudsman Toronto Report: Enquiry into a Vulnerable Homeowner's Claim to the Surplus Proceeds After a Tax Sale by the City

Date: September 27, 2017

To: City Council

From: Susan E. Opler, Ombudsman

Wards: All

SUMMARY

Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an Enquiry into a vulnerable homeowner's claim to the surplus proceeds after a tax sale by the City. We hereby table the Enquiry Report, dated September 25, 2017, with City Council for its October 2017 session.

RECOMMENDATIONS

The Ombudsman recommends that:

- City Council adopt the Ombudsman's recommendations that the City make a discretionary grant to the complainant by directing the Deputy City Manager and Chief Financial Officer to immediately pay the tax sale surplus to the complainant, with follow-up by the Ombudsman until the payment is complete.

FINANCIAL IMPACT

This report has financial impact as set out in the Enquiry Report, on which the Chief Financial Officer can provide more information.

DECISION HISTORY

The Enquiry was conducted pursuant to section 171(1) of COTA, which empowers the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City or many of its agencies, corporations or

adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

The complainant complained to Ombudsman Toronto when the City would not agree to pay him the surplus from the tax sale.

COMMENTS

Ombudsman Toronto's Enquiry Report contains 2 recommendations. As stated in the report, the Chief Financial Officer, the Treasurer and the Director of Revenue Services agree with both recommendations.

CONTACT

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SIGNATURE

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Ombudsman

ATTACHMENTS

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