



REPORT FOR ACTION

Ombudsman Toronto Report: Toronto Community Housing Corporation's Medical and Safety at Risk Priority Transfer Process for Tenants - Update on Implementation of Investigation Recommendations

Date: March 21, 2019

To: City Council

From: Susan E. Opler, Ombudsman

Wards: All

SUMMARY

At City Council's request, this report provides an update on the implementation by Toronto Community Housing Corporation (TCHC) of recommendations in Ombudsman Toronto's January, 2018 report of an Investigation into TCHC's Medical and Safety at Risk Priority Transfer Process for Tenants.

RECOMMENDATIONS

The Ombudsman recommends that City Council receive the report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

Pursuant to section 170(2) of the *City of Toronto Act, 2006*, Ombudsman Toronto conducted an Investigation into the Medical and Safety at Risk Priority Transfer Process for Tenants at TCHC.

Ombudsman Toronto made 21 recommendations to improve fairness in how TCHC addresses tenants' medical and safety needs related to their units.

City Council considered the Investigation Report at its meeting on January 31, 2018.

At that meeting, Council voted to accept the report and directed TCHC and the City to implement the report's recommendations.

Council also passed a motion asking the Ombudsman to report to City Council in the first quarter of 2019 on TCHC's progress in implementing the recommendations.

COMMENTS

Ombudsman Toronto's Update Report outlines its follow-up with TCHC on the implementation of the recommendations in its Investigation Report.

TCHC has directly addressed all of Ombudsman Toronto's Investigation recommendations in a timely way and is responding with reasonable care to challenges during implementation.

CONTACT

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SIGNATURE

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ATTACHMENTS

Ombudsman Toronto Report: Toronto Community Housing Corporation's Medical and Safety at Risk Priority Transfer Process for Tenants - Update on Implementation of Investigation Recommendations, March 15, 2019