

Ombudsman Toronto Report: An Investigation into Toronto Community Housing Corporation's (TCHC) Tenant Human Rights Complaints Process

Date: June 7, 2023

To: City Council

From: Kwame Addo, Ombudsman

SUMMARY

Pursuant to section 170(2) of the *City of Toronto Act, 2006 (COTA)*, the Ombudsman has concluded the report about its Investigation into TCHC's Tenant Human Rights Complaints Process. We hereby table with City Council for its June 14, 2023 session the Investigation Report, dated June 9, 2023.

RECOMMENDATIONS

The Ombudsman recommends:

- City Council receive this report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

The Investigation was conducted pursuant to section 171(1) of COTA, which empowers the Ombudsman to independently and impartially 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.

COMMENTS

Ombudsman Toronto's Investigation report contains 14 recommendations. TCHC has accepted all of the recommendations and has committed to implementing them.

CONTACT

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SIGNATURE

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Ombudsman

ATTACHMENT

Ombudsman Toronto Report: An Investigation into TCHC's Tenant Human Rights Complaints Process dated June 9, 2023