

**Attachment 3 - Summary of Actions – Council Directives (2025.CC30.3)**

<b>Recommendation #</b>	<b>Division</b>	<b>Status</b>	<b>Details</b>
3 a)	MLS	<b>Underway</b>	Options/considerations for staff on undertaking remedial action on Priority 1 service requests (including vital services) is included in this report to Executive Committee on December 9, 2025.
3 b)	MLS	<b>Completed</b>	An anonymized list of the 10 most recent Priority 1 service requests related to multi-tenant houses is included in a separate staff report provided to the December meeting of the Planning and Housing Committee.
4 a)	CXD & MLS	<b>Underway</b>	How the issue investigated by the Ombudsman was reported out by 311 as a 'Property Standards and Maintenance Violations' is included in this report to Executive Committee on December 9, 2025.
4 b)	HS	<b>Underway</b>	A description of previous work undertaken by WoodGreen is included in this report to Executive Committee on December 9, 2025.
4 c)	P&E Employee Relations	<b>Underway</b>	The steps that were taken with the staff involved in the investigation is included in this report to Executive Committee on December 9, 2025.

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Attachments to Status Update: Implementation of Ombudsman's Recommendations and Council Directives on the City's Response to a Vital Services Outage in a Multi-Tenant Home  
Attachment 3 – Summary of Actions – Council Directives

<b>Recommendation #</b>	<b>Division</b>	<b>Status</b>	<b>Details</b>
5	HS/TEM/MLS	<b>Underway</b>	Supports for multi-tenant house tenants in the event of unexpected closures and/or circumstances that may render their homes uninhabitable are included in this report to Executive Committee on December 9, 2025.
6	MLS	<b>Completed</b>	The City has developed a roster of contractors for remedial action.
7	HS/TEM	<b>Completed</b>	Interim supports for multi-tenant house tenants been provided since adoption of the direction from Council.
8 a)	MLS	<b>Underway</b>	Annual report on enforcement action in all buildings under the purview of the Multi-Tenant Housing framework to be published in Q1 2026.
8 b)	MLS	<b>Completed</b>	Staff are ensuring that By-Law Enforcement Officers file work orders independently for violations occurring in common areas and assist tenants to complete work orders regarding in-unit violations.