



# Regent Park Neighbourhood Association

## Regent Park Neighbourhood Association Inc.

585 Dundas Street East, Toronto, Ontario  
M5A 2B7 – 3<sup>rd</sup> Floor  
rpna.info@gmail.com  
(437)-928-7154

December 9<sup>th</sup> 2025

**Mayor Olivia Chow**  
Toronto City Hall, 2nd Floor  
100 Queen Street West  
Toronto, ON M5H 2N2

## Members of the Executive Committee and City Council

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## Written Submission & Deputation to Mayor Olivia Chow and Members of the Executive Committee - EX28.2 – Ensuring Full Implementation and Monitoring of Ombudsman Recommendations on Vital Services Outages

**Item:** 2025.EX28.20 – EX28.2 - *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*

**Date:** December 9, 2025

**Submitted by:** Waled Khogali Ali

Co-Chair, Regent Park Neighbourhood Association (RPNA) – <http://www.regentparkna.ca>

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**Subject: Letter Regarding EX28.2 – Ensuring Full Implementation and Monitoring of Ombudsman Recommendations on Vital Services Outages**

Dear Mayor Chow,

I hope this message finds you well.

I am writing on behalf of the Regent Park Neighbourhood Association (RPNA) regarding **Item EX28.2 – 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**.

As a resident-led association deeply committed to housing justice, community safety, and the progressive realization of the right to adequate housing, we want to express both our support for this work and our concern that robust oversight mechanisms must accompany implementation.

## Background and Community Concerns

Earlier this year, the RPNA wrote to City Council and deputed on **Addressing Evictions through Disaggregated Race-Based Data in Social Housing**, underscoring the need for transparent, accountable, and equitable systems that uphold the **Toronto Housing Charter** and protect the dignity of tenants.

We have been closely following the Ombudsman's recent investigation, "**An Investigation into the City's Response to a Vital Services Outage in a Multi-Tenant Home**," published here:

<https://www.ombudsmantoronto.ca/investigative-report/an-investigation-into-the-citys-response-to-a-vital-services-outage-in-a-multi-tenant-home/>

The report paints a deeply troubling but important picture. After a fire severely damaged a multi-tenant home, residents lived **without heat, power, or hot water for six months**, through the winter. The investigation found that the City's response **did not meet the standards of administrative fairness** or the commitments outlined in the **Toronto Housing Charter**.

The Ombudsman made **27 recommendations** to improve:

- Policies and procedures
- Staff training and supervision
- Service standards
- Interdivisional coordination
- Emergency responses to vital service outages
- The City's overall accountability to tenants

We commend the City administration for accepting all recommendations and committing to implementation.

## The Need for Monitoring and Accountability

As articulated by Ombudsman Kwame Addo in his recent communication to the Executive Committee (EX28.2 – Communication 1):

<https://www.toronto.ca/legdocs/mmis/2025/ex/comm/communicationfile-200688.pdf>

—and as reiterated in his letter to the Crisis in Our City Network—Ombudsman Toronto relies on a **normal monitoring process** to ensure recommendations are fully implemented. This monitoring mechanism has historically been essential to making sure improvements translate from direction to lived reality for residents.

However, as noted in recent cases—including the “Investigation into the City’s Decision to Stop Allowing Refugee Claimants into Base Shelter System Beds”—Council has not always directed staff to follow the Ombudsman’s monitoring process. While City divisions may commit to implementation, **missing this formal step weakens transparency, accountability, and public confidence**, particularly for vulnerable residents who depend on the City’s response during crises.

### **RPNA Request**

Given the seriousness of the findings in EX28.2 and the real harms experienced by tenants in the case under investigation, we respectfully request that:

1. **City Council explicitly direct staff to engage in the Ombudsman’s normal monitoring process** for all 27 recommendations, ensuring independent oversight and verification.
2. **Progress updates be reported publicly**, with clear timelines, to maintain trust, transparency, and accountability.
3. The City ensure that lessons from this investigation strengthen systems related to **multi-tenant homes, vital service outages, emergency housing supports, and tenant protections citywide**, including Regent Park and other equity-deserving communities.

This approach aligns with Toronto’s commitments to:

- The **Toronto Housing Charter**
- The **Right to Housing**
- The principles of **administrative fairness**
- The need for transparent and resident-centered service delivery

### **Closing**

Mayor Chow, we appreciate your steadfast leadership on housing, equity, and community well-being. We know the challenges facing our city are immense, but so is the collective resolve of residents, advocates, and community organizations who are ready to partner with the City to build a stronger, fairer Toronto.

We urge you to take this important step in ensuring that Ombudsman recommendations are not only accepted—but meaningfully implemented, monitored, and fully realized for the people most impacted.

Thank you for your continued commitment to housing justice and for your attention to this critical matter. We would welcome the opportunity to discuss this further or support any community engagement efforts related to EX28.2.

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Sincerely,

Waled Khogali Ali  
Co-Chair, Board of Directors  
Regent Park Neighbourhood Association  
(416-625-7712)

Shahan Ahia  
President  
Regent Park Neighbourhood Association  
(416-918-4385)

[regentparkna.ca](http://regentparkna.ca)

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**cc: Members of the Executive Committee**

**About the Regent Park Neighbourhood Association**

The RPNA seeks to foster an inclusive, diverse and healthy neighbourhood in which all residents feel at home. The RPNA also recognizes that Toronto Community Housing (TCH) residents had a vibrant community in Regent Park prior to the redevelopment and seeks to build on that history of grassroots initiatives, resident led ventures, and strong networks. To ensure that this heritage is not lost, TCH residents serve in half of the RPNA Leadership Team positions. The RPNA's advocacy was central in negotiating and winning a commitment from TCHC to include a \$26.8M Community Benefits Agreement as part of Phase 4 and 5 of revitalization in Regent Park.

The RPNA seeks to foster an inclusive, diverse and healthy community through...

1. ADVOCACY - to provide a strong voice for residents on issues that will benefit our entire community.
2. COMMUNITY BUILDING - to bring our culturally diverse and mixed-income community together.
3. COMMUNICATION - So much is happening in Regent Park! It's important to keep residents informed.