



# Ombudsman Toronto

*Listening. Investigating. Improving City Services.*

**Kwame Addo**  
Ombudsman

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Dear Members of the Executive Committee:

**Re: 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**

I am writing to comment on 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 per Ombudsman Toronto's usual process, my staff have been in close contact with Municipal Licensing and Standards ("MLS") and the Housing Secretariat as they work to implement my recommendations. I have appreciated both divisions' collaborative approach to working with my office, and their openness to our feedback.

We will continue to work with MLS and the Housing Secretariat until I am satisfied that all of my recommendations have been implemented, at which time I will advise the City Manager and the heads of the respective divisions.

I thank MLS and the Housing Secretariat for their work so far and look forward to continuing to support them as they work towards implementing my recommendations.

Sincerely,

Kwame Addo  
Ombudsman