

# We Welcome Your Feedback

## Resolving Service Problems

Housing York welcomes feedback from tenants. Open communication helps us to make important changes to the way we deliver services and it supports continuous improvement.

We hope Housing York's commitment to high-quality service results in a home that you enjoy each day. However, if you have a complaint or a concern about the service you receive from us, we want to know.

We have a process in place that lets you know how to contact us and what you can expect from us. We aim to resolve all complaints and concerns in a timely and fair manner.

## What to Expect

- Your complaint will be treated confidentially and addressed in a timely, professional and fair manner
- We will record your complaint and let you know when we expect follow-up or resolution
- Housing York will not penalize you for filing a complaint

## How to Contact Us

You can tell us about your complaint:

- in person
- by telephone at 1-877-464-9675 ext. 72700
- by e-mail at [HousingYorkFeedback@york.ca](mailto:HousingYorkFeedback@york.ca)
- in writing
- through a comment card

It is helpful for you to provide examples and an exact time and date for us to follow up when investigating a complaint.

## What is a Complaint?

*Complaints* occur when you are dissatisfied with the quality of service provided or decision made by Housing York. For example, the service was not provided on time; the service was not provided in a professional manner; a problem recurred after service.

## What is Not Considered a Complaint?

An initial request for maintenance or other service from Housing York is not considered a complaint. When repair or maintenance service is needed in your home, please complete a maintenance request form.



## Who to Contact

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Generally, complaints are resolved the quickest at the point where the request for service began. For example, if the repairperson or superintendent didn't arrive when booked, go back to the superintendent for resolution. If you have a concern about a document that you received from the office, we encourage you to contact the staff person who sent it to you.



## Contact Your Property Manager

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When it isn't possible to resolve a concern through direct contact with the staff person, it is best to contact your property manager.

Your property manager is most familiar with your building, the residents and the community. A well-managed property and tenant safety is their focus. If there is a concern, bring it to the property manager's attention first.

## Escalation Process

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If you are not satisfied after contacting the property manager, you can elevate your complaint to management starting with the manager of operations. If your complaint is still not resolved, please contact the director of operations.

For staff telephone numbers or email addresses, consult the Housing York notice board in the common area of your building, refer to your welcome package, or call 1-877-464-9675 ext. 72700.

## Complaints about Another Tenant

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Tenants are encouraged to address any concerns they have with another tenant directly with that person. Often this is the most effective way to resolve issues related to disruptive behaviour. If the situation continues, follow the process described in this document. If your complaint is about property damage or a personal threat contact the police immediately.

Housing York communities are made up of people from all walks of life. Every tenant has the right to enjoy their home and to be a part of the community. Landlords get involved with neighbour conflicts when a tenant's actions violate the terms of the lease agreement: creating an unsafe environment, damaging the property, interfering with another tenant's reasonable enjoyment of the building.

## About Housing York

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Housing York is the Regional Municipality of York's non-profit housing company. We own and operate a growing portfolio of affordable apartments and townhouse sites across York Region's nine municipalities. Over 4,000 tenants call Housing York communities home.

**Housing York**  
1-877-464-9675 ext. 72700  
[www.york.ca/hyi](http://www.york.ca/hyi)

**Main Office:**  
1091 Gorham Street, Suite 104  
Newmarket, ON L3Y 8X7

**South Office:**  
145 Essex Avenue  
Richmond Hill, ON L4C 0W8