

BCHC WILL NOT:

- Get involved in minor disputes or complaints based on rumors
- Get involved if Bruce County Housing Corporation as the landlord, has no authority to deal with the complaint
- Consider evicting a tenant if there is not enough documented evidence, including witnesses to testify, to take the case to the Landlord and Tenant Board
- Act on complaints if the complaint is a general statement objecting to groups of people because of who they are e.g. social assistance recipients, immigrants, etc. The complaint itself could be a form of harassment.

When problems do get out of hand Bruce County Housing Corporation staff are here to help, but it is important to remember that good relations depend on the cooperation of tenants. “Good Relations” means minor concerns can be talked through before they become serious.

BCHC WILL:

- Investigate all serious tenant complaints about other tenants
- Bruce County Housing Corporation will refer tenants to the appropriate authority to deal with the complaint when it is a complaint that is not within our authority.
- Make every reasonable effort to assist in resolving problems
- Apply to the Landlord and Tenant Board to evict tenants who, despite all efforts to resolve the problem, still unreasonably disturb, harass or otherwise discriminate against other tenants
- Apply to the Landlord and Tenant Board to evict tenants who behave violently toward other tenants or otherwise threaten their safety or security



Bruce County Housing Corporation staff will make every effort to demonstrate equitable treatment of all tenants involved in the Tenant Complaints Process.

Bruce County Housing Corporation

TENANT COMPLAINTS PROCESS



⇒ **What is a Complaint?**

⇒ **What will BCHC do?**

⇒ **What steps should I take?**



BCHC Contact Numbers

Toll Free: 1-800-265-3022
Local: 519-396-3439
Fax: 519-396-3499
Tenant Coordinator 1-877-396-3450
Ext. 105 or 113

KEEP IN MIND

- Everyone has the right to live as they choose, as long as this does not lead to risks for the safety or security of other tenants or disturb other tenants.
- Everyone must abide by the terms of their lease agreement and respect Bruce County Housing Corporation property.
- Bruce County Housing Corporation does regular exterior inspection of all housing development to make sure tenants follow regulations (i.e. proper use of balconies, patios, lawn and parking lot).
- Bruce County Housing Corporation will only consider evicting a tenant if there is cause to do so under the Residential Tenancies Act. This must be proven at the Landlord and Tenant Board and requires the cooperation of tenants who are willing to testify. Without this cooperation it is often difficult for BCHC to deal effectively with the problem.

Please Keep in Mind...

BCHC can only take action if the activities happen on BCHC property and are a threat or interfere with the reasonable enjoyment to BCHC tenants and guests.

WHAT IS A COMPLAINT?

- You have experienced substantial and on-going disturbances from another tenant or tenants
- You or someone else has been assaulted or threatened by another tenant
- Your safety and security is at risk
- You or someone else has been harassed or discriminated against because of race, skin colour, birthplace, ethnic background and/or origin, religion or belief, disability (including having AIDS/HIV) sexual orientation, age, having children or receiving social assistance
- Your property or Bruce County Housing Corporation property has been damaged.

IMPORTANT PHONE NUMBERS

Contact the OPP in EMERGENCIES at 911 or in non-emergencies at 1-888-310-1122 or your local Police Department.

Contact your local Fire Department for Fire Code Violations.

Contact the Gray Bruce Child and Family Services at 1-855-322-4453 if you suspect child abuse or neglect.

STEPS YOU CAN TAKE...

- Speak with the other tenant about the problem and try to reach an agreement.
- **MAKE YOUR COMPLAINT IN WRITING.** Write down as much information as possible indicating the date, time and full description of the incident and send to Bruce County Housing Corporation.
- If you are unable to write a report contact the Tenant Coordinator at Bruce County Housing Corporation to discuss the incident and ask for assistance.
- Keep notes yourself so you can refer to them at the Landlord and Tenant Board if required.

Contact Ontario's SPCA toll free number at 1-888-668-7722 if you suspect animal cruelty.

Contact Grey-Bruce Public Health at 1-800-263-3456 for Tobacco Enforcement (If someone is smoking inside the common areas of the building.)

Contact your local Municipality to speak to the by-law officer about noise restrictions.