



Appendix C: In-Suite Repairs Process

At TCHC, Superintendents deliver repairs to tenant's units. When specialized repair is required, Superintendents dispatch a vendor. The table below outlines the steps involved in having a vendor complete the in-suite repairs.

Steps	Key Activities
1. Intake	<ul style="list-style-type: none"> • Tenants can request a repair: <ul style="list-style-type: none"> ○ At the Superintendent's office, or ○ By calling the Client Care Center ("CCC"). • The Superintendent and the CCC will generate a work order and provide the tenant with a tracking number.
2. Review	<ul style="list-style-type: none"> • The Superintendent receives the work order and determines if the work can be done locally or if a specialized vendor is required.
3. Execute	<ul style="list-style-type: none"> • Superintendent provides the tenant with notice of entry at least 24 hours prior to the scheduled repair; and • Vendor attends to complete the repair on the scheduled date and time.
4. Confirmation of Vendor's Work by Superintendent	<ul style="list-style-type: none"> • Superintendent receives an e-mail after the repair work has been completed to indicate: 'Confirm', 'Dispute', or 'Not Attended': <ul style="list-style-type: none"> ○ If 'Confirm' is selected, the work order is closed. ○ If 'Dispute' or 'Not Attended' is selected, the Superintendent will follow-up with the vendor to ensure the repair is completed.

Steps	Key Activities
	<ul style="list-style-type: none"> ○ The Superintendent will re-issue the notice of entry and review the vendor's repair until it is completed.
<p>5. New: Confirmation of Vendor's Work by Tenant</p>	<ul style="list-style-type: none"> ● Tenant will be requested to confirm that the repair was satisfactorily completed by vendor.

UPDATE

To improve the delivery of in-suite repairs, TCHC will be partnering with tenants and labour partners to develop an in-suite repair checklist and tenant confirmation of vendor repair. The checklist will outline the respective roles of staff, vendors, and tenants during the delivery of in-suite repairs. Tenants will have the opportunity to confirm that the repair job was satisfactorily completed by the vendor. A tenant consultation plan will be included as part of the overall implementation plan to ensure that the new process meets the needs of tenants. The in-suite repair checklist and tenant confirmation of satisfactory repair is projected to be completed by 2021 Q1.