

Tenant Complaint Process Information

Complaints about another resident:

If another resident's behaviour is impacting your tenant rights as listed in the Residential Tenancies Act, you must submit a complaint to NCHC in writing, including:

1. What is the problem?
2. Who does it involve?
3. Where and when is the problem happening? Provide a date and time.
4. How long has the problem been going on?

How will NCHC respond to my complaint?

NCHC will:

- Acknowledge your complaint by mailing a letter within 7 business days.
- Investigate all serious complaints.
- Protect the confidentiality of tenants who make complaints and tenants who are the subject of complaints.
- Apply to the Landlord Tenant Board to evict tenants who continue to disturb others' reasonable enjoyment, and/or behave violently towards or threaten the safety of other tenants and staff.

NCHC will not:

- Get involved in minor disputes or complaints based on rumor or hearsay.
- Get involved if NCHC has no authority to deal with the complaints.
- Consider evicting a tenant if there is not enough written evidence to take the case to the landlord tenant board.
- Act on complaints that are based on a belief about a person or group's gender, age, race, ethnicity, religion, sexuality, etc.
- Respond to issues that can only be resolved by police or by-law officers.

If your complaint is regarding a potential crime, or you believe your safety is at risk due to a resident's behaviour, report the crime/safety risk to law enforcement by calling 911 or the non-emergency line. Once you have made a report to police, notify your caseworker.

Only concerns that you have witnessed first-hand can be addressed. Tenants must be prepared to be a witness at the Landlord Tenant Board, if required. Anonymous concerns cannot be addressed and will not be accepted.