

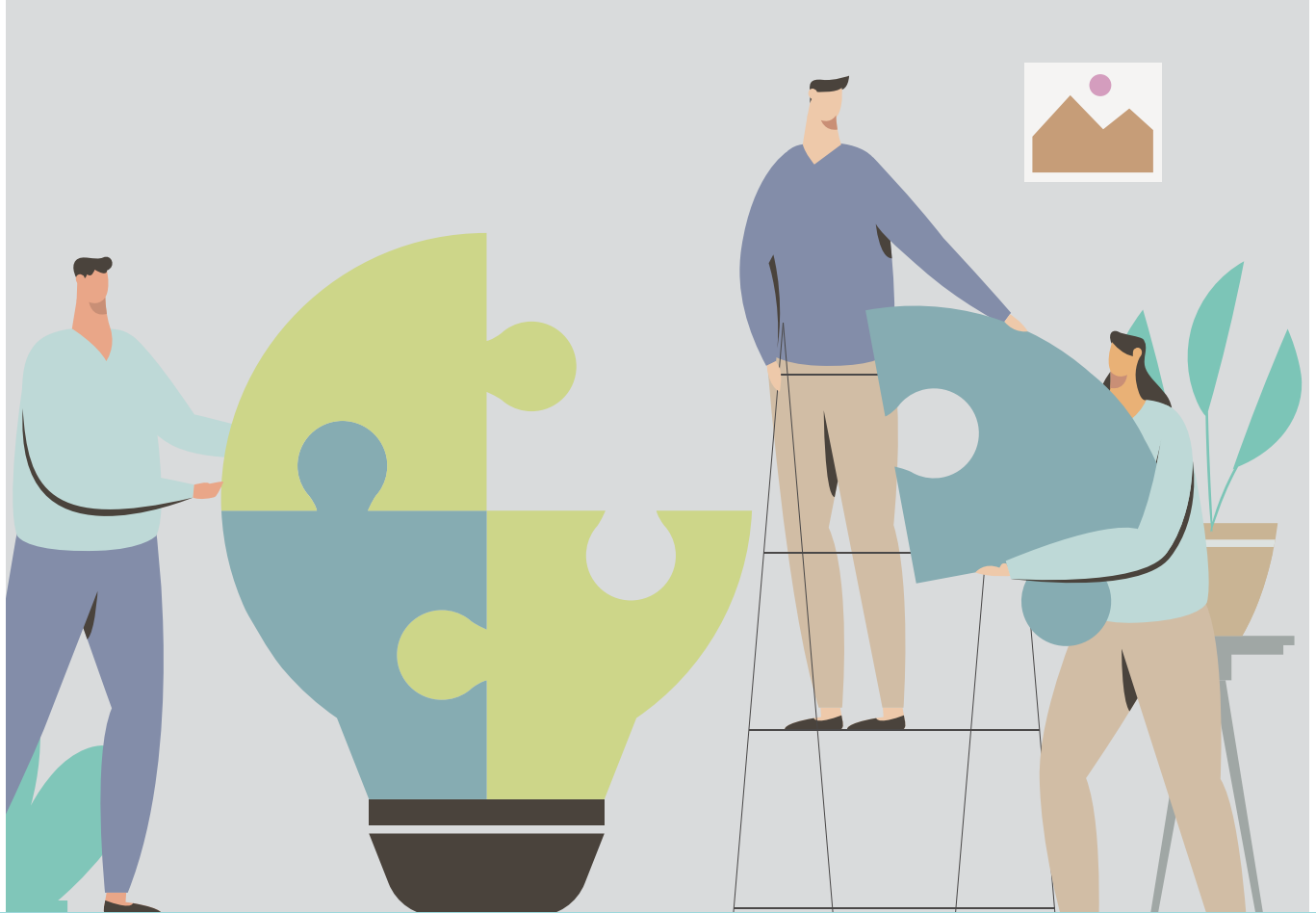
OUR SERVICE LEVEL STANDARDS IS
OUR COMMITMENT TO YOU



CLIENT SERVICE STANDARDS

vpch.com





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ABOUT US

Victoria Park Community Homes was founded in Hamilton, Ontario, by a group of concerned citizens who saw the increasing difficulty families faced finding affordable housing in their community.

Our parent corporation, Victoria Park Community Homes Inc., was incorporated in

1974 as a not-for-profit housing corporation. With government support, Victoria Park Community Homes Inc. set in place a program of expansion that would see the acquisition and construction of many developments throughout the City of Hamilton and surrounding communities.



In 1986, Victoria Park Community Homes Inc. formed a new not-for-profit corporation called Victoria Park Community Homes Management (VPCHM). For over twenty-five years VPCHM has been providing our experience and expertise to local municipal governments and local community-based organizations in the management of existing housing units as well as the development of new housing units.



From our humble beginnings, we now manage a non-profit housing portfolio that spans six area municipalities (Hamilton, Brantford, Halton, Waterloo, the County of Wellington, and the Regional Municipality of Peel) and represents a total portfolio of 2,761 units.



The stewardship of our corporation is governed by our twelve-member Board of Directors who bring a wealth of experience within their various disciplines.

This document outlines our commitment to excellent client service in all that we do.

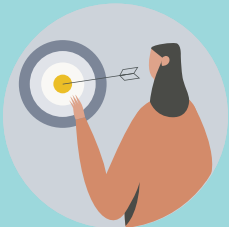


OUR MISSION & VISION



MISSION

A leading, non-profit organization providing quality management services to affordable housing communities.



VISION

To be the management corporation of choice for social housing.



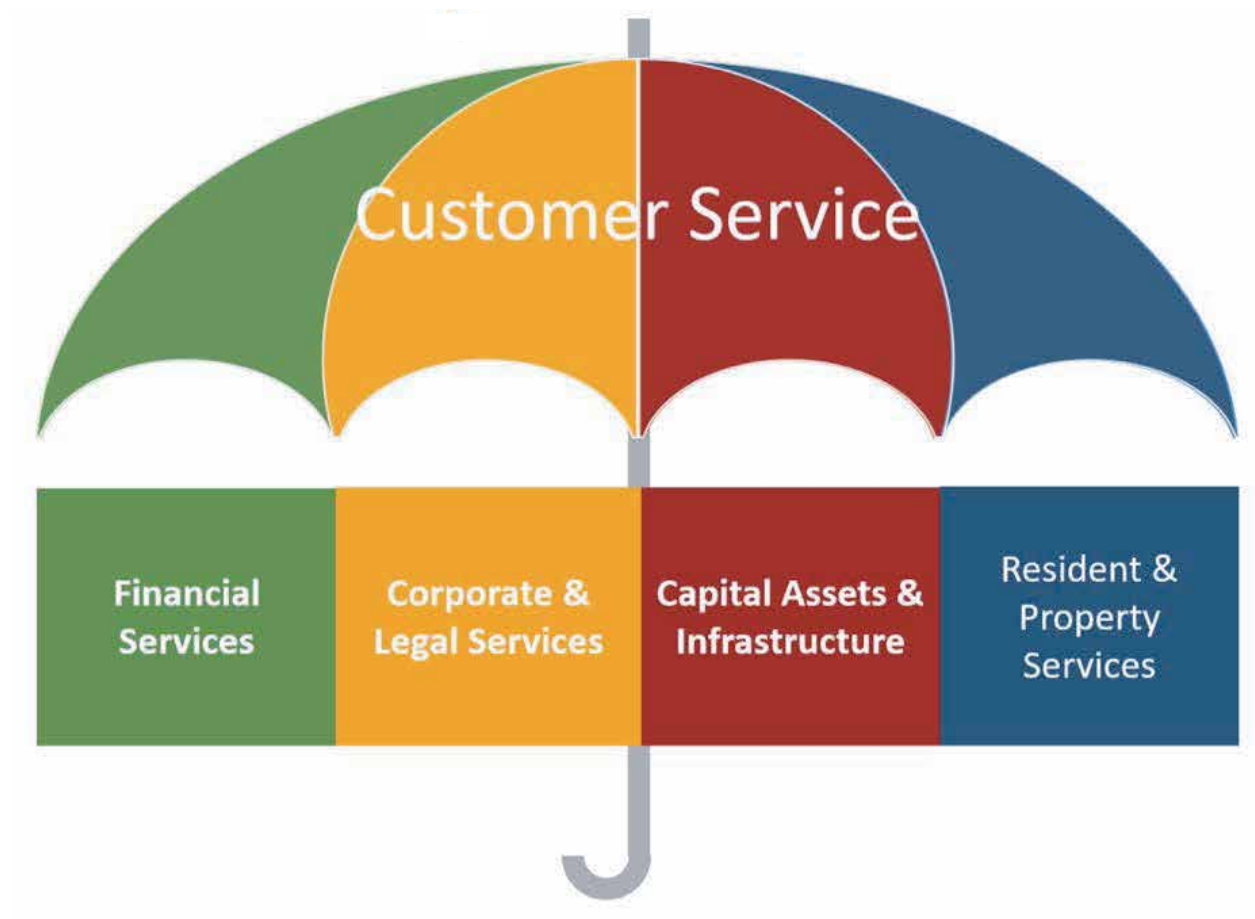
OUR CORE SERVICES

CORPORATE AND LEGAL SERVICES

FINANCIAL SERVICES

ASSET & INFRASTRUCTURE SERVICES

RESIDENT & PROPERTY SERVICES



CONTACT US



IN PERSON



BY FAX



BY PHONE



BY EMAIL



OUR WEBSITE

www.vpch.com

You can find general information and important forms on our website.

Some important forms you can download can be found in the **Properties** tab, then by selecting **Prospective Tenant** or **Current Tenant Forms**.

You can find information about your properties at vpch.com/properties



IN PERSON 155 QUEEN STREET NORTH, HAMILTON ON L8R 2V6

Monday - Friday: 9:00 a.m. - 4:00 p.m.

Closed daily between 12 - 1 p.m.

Closed on Statutory Holidays.



BY FAX 905.527.3181

Note: Faxes are only picked up during office hours (see above). Please provide your contact information so we may respond in a timely manner.

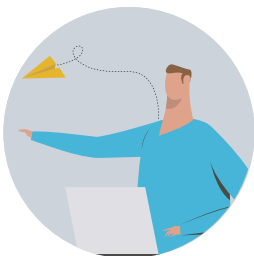
**Please do not send inquiries regarding emergencies by fax.
For emergencies, please call 905.527.0221 or 1.866.780.7275**



BY PHONE 905.527.0221 OR 1.866.780.7275 (TOLL-FREE)

When you call our main line, a Client Service Representative will assist in redirecting your call.

- Calls made after business hours are answered by our answering services
- On-call service is for *emergencies only* (flood, fire, and loss of heat or water)



BY EMAIL info@vpch.com

Emails are reviewed during business hours only and will be redirected appropriately. Please provide your contact information so we may respond in a timely manner.

**Please do not send inquiries regarding emergencies by email.
For emergencies, please call 905.527.0221 or 1.866.780.7275**

SERVICE STANDARD COMMITMENTS



OUR CLIENTS CAN EXPECT

- Fair, courteous, and professional treatment
- Accurate, current, and consistent information
- A timely response
- Reasonable access to appropriate and knowledgeable staff
- Consideration for your concerns and opinions
- Referral to other agencies and appropriate resources
- Confidentiality
- Compliance with all applicable Acts and legislation, including, but not limited to:
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - Freedom of Information and Protection of Privacy Act (FIPPA)
 - Residential Tenancies Act (RTA)
 - Human Rights Code, R.S.O. 1990



COMMUNICATIONS STANDARDS

Victoria Park Community Homes will respond to general communications within the following time limits:

By Phone:

We will respond within 1 business day or as detailed in a voicemail greeting.

Fax, E-mail or Letter:

We will acknowledge any correspondence requesting a response, within 2 business days. If our acknowledgement cannot contain a full response, we will advise you within the acknowledgement.

Complaints:

Concerns or complaints will be addressed on an individual basis through our feedback process outlined in the next section Client Feedback. If a response requires more time to complete, we will provide you with an anticipated date for the complete response within a further 5 business days.



REPORTING STANDARDS

Once a year, Victoria Park Community Homes presents the Annual Report at the Annual General Meeting. This report details the performance of Victoria Park Community Homes and provides valuable information to all our stakeholders.

The Annual Report will be posted to our website within 2 weeks of the Annual General Meeting.



MAINTENANCE STANDARDS

Outside of office hours, clients can expect a response to maintenance concerns based on the categories set out below.

Emergencies:

Fire, flood, life safety.

- Immediate attention through answering service
-

Urgent:

Not emergency matters such as a blocked toilet, lock-out, health and safety.

- 4 hours response
 - Repairs within 24 hours
-

Priority Requests:

- 2 business days to acknowledge and assess
- 7 business days to repair

Low Priority:

Preventative maintenance and or general requests requiring a contractor.

- 2 business days to acknowledge and assess
 - 20 business days to repair
-

Pest Control:

- Inspection arranged within 2 business days
- Results communicated within 3 business days of inspection
- 7 business days to arrange for first treatment
- Follow up with 10 business days of treatment

CLIENT FEEDBACK

COMPLIMENTS, SUGGESTIONS
AND CONCERNS

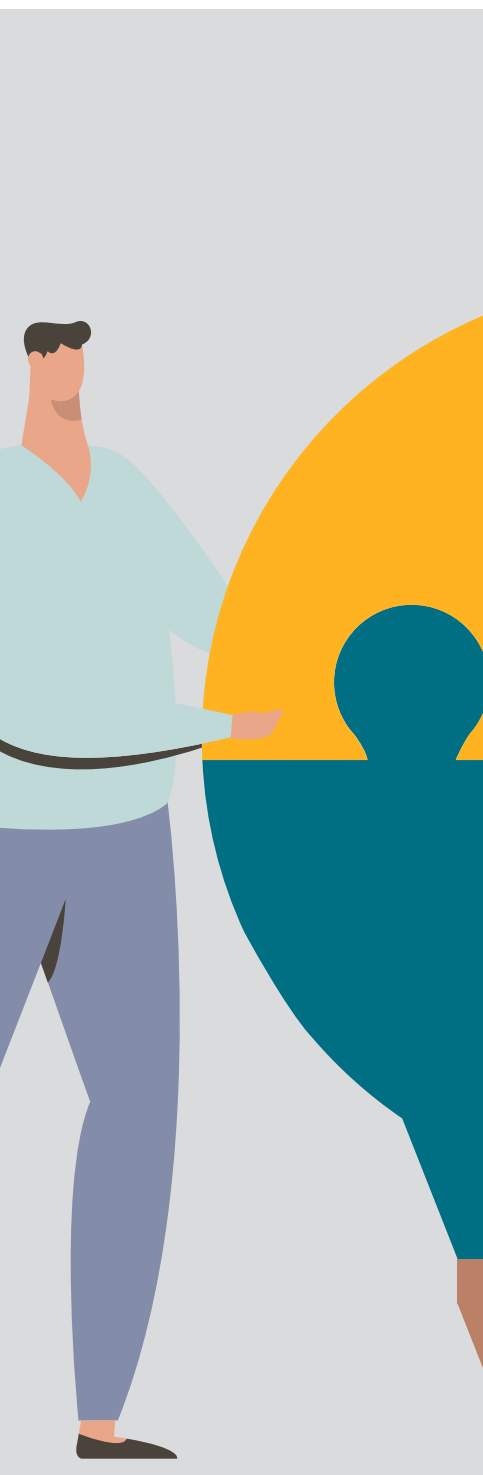


FEEDBACK IS CRITICAL

Your feedback about our service is important to us. We encourage you to share your thoughts with us. Victoria Park Community Homes uses this feedback as important and integral information to promote continuous improvement of the services we provide.

METHOD OF YOUR CHOICE

There are several ways you can contact us based on your preferences. Section 3 outlines the available methods.



FEEDBACK SURVEYS

We may occasionally ask you to complete a feedback survey to help us monitor and measure the level of the services we are providing. This is a survey designed to measure quality, and participation is voluntary. Your responses will help us improve our services and ensure we are delivering the highest quality service possible.

Survey results will be made public once completed.

OUR FEEDBACK PROCESS

If you are happy with our services we would love to hear from you. If you are dissatisfied with our services, we also want to hear from you. We encourage you to let us know of your concerns and feedback.

If the concern is directly related to an interaction with an employee, please ask to speak to their immediate supervisor. We will do our best to resolve the matter right away. You may also email your concerns as outlined in Service Standard Commitment section.

If you would like to escalate your concern, please contact us at:

Manager, Resident & Property Services

Email: info@vpch.com or Call: 905.527.0221

QUICK REFERENCE GUIDE

vpch.com

HOW TO REACH US	DETAILS	RESPONSE TIME
In Person	155 Queen St. North Hamilton ON L8R 2V6 Monday - Friday 9:00 a.m. - 4:00 p.m. (closed from 12 - 1 p.m.) (closed on Statutory Holidays)	Office wait times vary. The busiest times are the first and last weeks of the month.
By Fax, Email, or Letter	905.527.3181 info@vpch.com	We will provide a response to any correspondence within 2 business days. If a full response cannot be provided, we will update you with an anticipated response date within the next 5 business days.
By Phone	905.527.0221 1.866.780.7275	When you leave a voicemail message we will respond within 1 business day or as indicated on the voicemail greeting. Emergency calls within 4 hours.

MAINTENANCE REQUESTS

Note that completion of maintenance work depends on the nature of the request. Your Building Manager or Resident Manager will keep you updated once your request has been acknowledged.