

What to expect when you are working with the OCHE?

Our team uses the “**OCHE Approach**” to guide their work. The OCHE Approach allows each tenant to be treated as an individual, because everyone’s situation is unique.

The OCHE Approach includes:

- Positive Messaging
- Engaging and Empowering Tenants
- Using Creative and Flexible Plans
- Providing Information to Tenants
- Employing Intensive and Focused Attention
- Addressing Underlying Issues
- Accessing External Funds
- Increasing Financial Literacy
- Involving Families for Assistance
- Entering Reasonable Repayment Agreements



Standing from left to right: Trevor, Keishia, Sandy, Deneen, Laura, Alexandra and Glenn.
Sitting from left to right: Cynthia and Melanie.

We look forward to meeting with you...

If you have any questions for the OCHE please contact us, or get more information through our website!



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The Office of the Commissioner of Housing Equity (OCHE)



INTEGRITY • IMPARTIALITY • INDEPENDENCE

Who is the Commissioner of Housing Equity?



Cynthia Summers leads a team of professionals who have experience in legal matters, social work, mental health, dispute resolution and social housing. The team works together towards the goal of eviction prevention.

Cynthia, a registered social worker, has extensive knowledge and skills working with and for vulnerable persons, including the aged, persons with mental and physical health challenges, persons of low income and new immigrants to Canada. Her experience includes over 15 years in the field of administrative law, having been appointed by both the federal government to the Immigration and Refugee Board of Canada (IRB) and the Ontario government to serve as a Member of the Ontario Rental Housing Tribunal.

Who do we work with?

Tenants living in Toronto Community Housing who are:

- seniors (59+) or persons facing vulnerabilities, and
- facing eviction for unpaid rent.

How do we work?

The OCHE works with tenants and community agencies to:

- identify the underlying challenges which may have led to the unpaid rent,
- work with the tenants to create solutions to achieve healthy long-term successful tenancies, and
- connect tenants to community agencies for ongoing support.

The OCHE also audits to make sure TCHC staff have followed the correct process, and delivers a report describing the outcome of our engagement and recommendations for TCHC.



The OCHE Team

Some things we can't help with:

- transfers
- rent calculations
- maintenance
- other types of evictions

But feel free to contact us and we will help to connect you with someone who can.

Meeting an ERO for the First Time

Early Resolution Officers (ERO), pictured below, are dedicated to working with tenants referred to our office.



If you are owing rent and facing eviction, please feel free to contact us, or have a family member, advocate or agency contact us on your behalf. If you meet our mandate an ERO will reach out to you to arrange for a time and place to meet. If not, we will direct you to the correct person.

At your first meeting, you will discuss the challenges you have had in paying your rent and how we can help you. As part of this voluntary process, the ERO will also identify long-term solutions and connect you with additional supports to assist you in maintaining your tenancy.

When meeting with the ERO, bring information and documentation you have about your recent challenges paying your rent. If you are not sure, we can help you identify what information we will need to help you.