

Complaint Policy
Chatham Hope Non Profit Housing

Passed by the Board of Directors
Approved date: September 23, 2002
Last reviewed date: November 30, 2009
Last approved revision date: November 30, 2009


In the event a tenant has a complaint they must first contact the Property Manager at the Larlyn Office and report it. The complaint should be in writing and addressed to the Property Manager.

If the issue is not resolved and the tenant wishes to contact the Board for further action, a letter must be written to the Board of Directors and mailed to:

The Board of Directors of Chatham Hope Non Profit Housing
c/o Larlyn Property Management
392 Park Ave. E., Suite 108
Chatham, Ontario
N7M 5Y5

The Property Manager will forward the letter to the President of the Board of Directors who will decide the direction to take. It may be decided that the Board should review the complaint at their next meeting, or the President may give direction to the Property Manager as to how to resolve it.

The Property Manager will then notify the tenant of the outcome of the complaint in writing.



Patricia Planting, President of the Board
November 2009