

Vertica Resident Services Inc.

Feedback and Customer Concerns Procedure (the “Procedure”)

This document is available in other formats on www.vertica.ca or on request from Accessibility@vertica.ca.

1. Introduction

Vertica Resident Services Inc. (“Vertica”) is committed to providing property management and related services in Ontario in a way that is in compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and related standards and regulations.

This Procedure describes how a person may provide feedback and notice of concerns to Vertica with respect to the accessibility of its services for persons with disabilities.

2. General

Vertica makes reasonable efforts to ensure that individuals with disabilities have the same opportunity to benefit from the property management and related services provided in Ontario by Vertica in the same place and in a similar manner as others.

Vertica welcomes feedback on the way it provides property management and related services to individuals with disabilities in Ontario. Comments and concerns should be in writing. However, they may be made in person or by e-mail, letter, telephone or other method that accommodates a person’s communication needs.

3. How to Provide Feedback and Concerns

If you have any feedback or concerns about the way Vertica provides access to property management and related services to persons with disabilities, direct them to:

Accessibility Coordinator
Tel: 1-855-683-3304
Email: Accessibility@vertica.ca
Fax: 1-855-683-3305

or write to:

Accessibility
Vertica Resident Services Inc.
200 University Avenue
Toronto, Ontario M5H 3C6

Vertica will forward concerns to the appropriate business unit for a prompt response.

