

Complaint Resolution Process

Sources of Complaints:

1. Applicants for BC Housing's directly managed buildings.
2. Tenants living in BC Housing's directly managed buildings.
3. Rental Assistance Program (RAP) applicants or benefit recipients.
4. Shelter Aid For Elderly Renters Program (SAFER) applicants or benefit recipients.
5. Home Adaptations for Independence Program (HAFI) applicants or recipients.
6. BC Home Owner Mortgage and Equity Partnership Program (BC HOME) applicants or loan recipients.
7. Tenants in housing managed by BC Housing's Non-Profit Partners who have complaints about rent calculation.
8. Stakeholders, Suppliers, Partners about interaction with BC Housing.

