



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 to individuals with disabilities.

The Procedure is intended to address the requirements of applicable accessibility legislation, including the *Accessibility for Ontarians with Disabilities Act, 2005*. It describes how a person may provide feedback and notice of concerns to the Company with respect to the accessibility of its products, services and facilities for persons with disabilities.

2. General

Vertica makes reasonable efforts to ensure that individuals with disabilities have the same opportunity to obtain, use and benefit from the property management and related services the Company provides, as well as the premises owned and managed by the Company, in a similar way as others.

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

Vertica will ensure that every process for receiving and responding to feedback is accessible to persons with disabilities. It will do this by providing or arranging for the provision of accessible formats and communication supports upon request and accepting feedback on the accessibility of its feedback processes generally.

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, or about the feedback process itself, please direct them to:

Accessibility Coordinator

Email: Accessibility@vertica.ca

Letter: 200 University Avenue, Toronto ON, Canada M5H 3C6

Fax: 1-416-552-6111

Tel: 1-866-430-2140 ext. 6161

TTY (Teletype) line for the hearing impaired: 1-800-990-6654

Feedback will be directed to the Accessibility Coordinator, who will engage the appropriate business unit to provide a prompt response. Customers can expect to receive an acknowledgement of their feedback within 5 calendar days.