

MEDIA RELEASE – July 7, 2021

OMBUD RELEASES SPECIAL REPORT ON FAIRNESS IN HOMEOWNER ASSISTANCE PROGRAMS

Northwest Territories Ombud, Colette Langlois, released her office’s first special report today: A Shortfall in C.A.R.E. : Fairness in Homeowner Assistance Programs.

The report follows an investigation into a complaint by a family member of an NWT Housing Corporation (NWTHC) client. The complainant’s concerns related both to the history of maintenance, repair and retrofit work on her mother’s home through NWTHC homeowner assistance programs, and, following her mother’s death, the NWTHC’s dealings with her as executor of her mother’s estate.

The Ombud found that the NWTHC failed to make reasonable efforts to help the client complete her application for homeowner assistance, to follow up on her concerns and to communicate with her about the work on her home. The Ombud also found that the NWTHC treated the complainant unfairly by unnecessarily commencing litigation against her mother’s estate and heirs.

The Ombud’s recommendations include training for frontline staff, development and implementation of service delivery standards, and an apology to the complainant. The Minister Responsible for the NWTHC has accepted all of the report’s recommendations.

“My hope is that the recommendations will help foster a culture of fair and people-centred service, and prevent future clients and families from having similar experiences,” said Langlois.

The Ombud will provide an update on implementation of the recommendations in a future report.

For more information contact:

Colette Langlois, Ombud

ombud@nwtombud.ca

1-844-686-6283