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Office of the Auditor General

Memorandum to City Council

To: Members of City Council
From: Auditor General
Date: June 10, 2026
Subject: Auditor General Complaint Investigation Memo - Housing, Safety, and Service Oversight Concerns

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Background

The Office of the Auditor General received a complaint alleging ongoing housing, safety, and service-related concerns associated with a community housing facility. The complaint included concerns about housing conditions, housing management responses, interactions with public authorities, and the effectiveness of oversight and escalation processes. The complainant also reported health and safety impacts and had engaged multiple external authorities.

Assessment Approach

The Office reviewed the information submitted by the complainant, monitored subsequent correspondence, and assessed the allegations in accordance with the Fraud and Waste Hotline Policy and associated intake and assessment procedures.

Given the nature of the concerns raised, the reported health and safety impacts, the involvement of law enforcement, and ongoing escalations to multiple governmental, regulatory, and oversight bodies, the Office continued to monitor the matter following the initial assessment. The Office also considered whether the allegations raised issues involving fraud, waste, misuse of City assets, serious wrongdoing, governance failures, or other matters within the Auditor General's mandate.

Assessment Results

The assessment determined that the allegations related primarily to housing conditions, tenant-management concerns, public safety matters, service delivery issues, and the adequacy of responses from various organizations and authorities. While some concerns referenced the City in its service-management and oversight capacities, the substance of the matters raised remained principally within the jurisdiction of housing providers, law enforcement agencies, regulatory bodies, and other authorities possessing a more direct legislative, regulatory, enforcement, housing, or oversight mandate.

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During the monitoring period, no information was identified indicating fraud, waste, misuse of City assets, or other matters warranting an Auditor General investigation. The concerns continued to be escalated through and addressed by authorities possessing more direct responsibility and authority to investigate and respond.

The Office observed that correspondence volumes declined over time and no new information was received that would alter the jurisdictional assessment or support further Auditor General involvement.

Conclusion

Based on the completed assessment, the Office concluded that the matter did not warrant further monitoring or investigation by the Office of the Auditor General. The allegations were determined to be outside the Auditor General's direct investigative mandate and more appropriately addressed through existing housing, law enforcement, regulatory, legal, and oversight processes.

The matter was classified as a Referral Without Oversight, and the file was closed.

No recommendations were issued, and no further action by the Auditor General was considered necessary.