



ANNEXES

HERE
FOR
YOU



Annual
Report
2022



OMBUDSMAN
de Montréal
Fairness and goodwill



Ombudsman de Montréal

Fairness and goodwill

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ISIT LA POU OU
здесь для вас
এখানে তোমার
כאן בשבילך
در اینجا برای شما
ਇੱਥੇ ਤੁਹਾਡੇ ਲਈ
یہاں آپ کے لئے

هنا لأجلك
QUI PERTE
AQUI PARA
VOCÊ

HERE
FOR
YOU

εδώ για σένα
ICI POUR
VOUS LÁKWE'S
Ikajulangavugut
HAPA KWAKO illinni

在這裡為你

AQUÍ PARA TI
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ANNEXES

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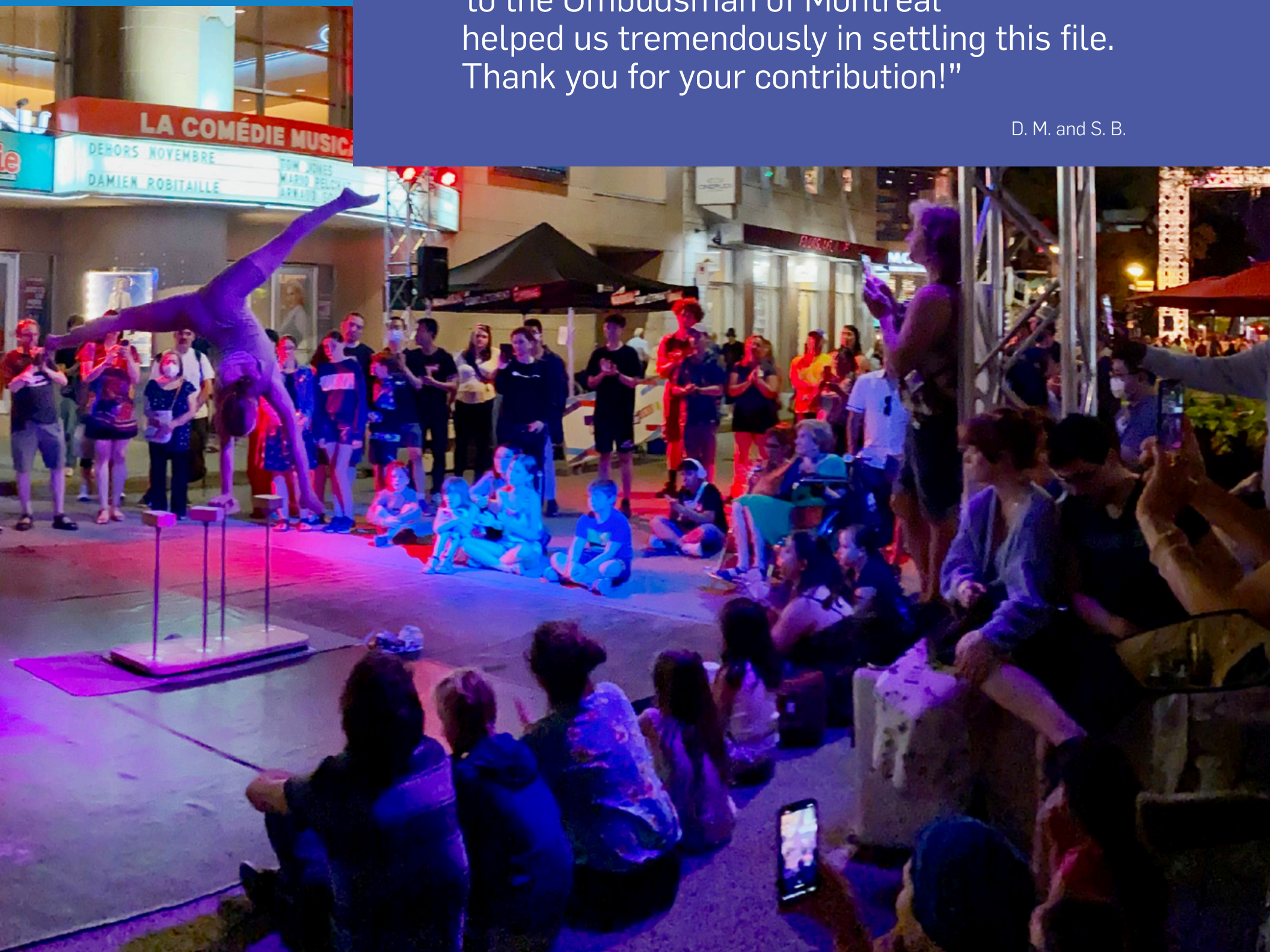
AKWAHSIÉ:NEN'
Nitihtaanaan uuth che
uhchi wiichihiitaah

ここにあなたのために

Complaints, requests for information and inquiries by entity

“We believe that making our complaint to the Ombudsman of Montréal helped us tremendously in settling this file. Thank you for your contribution!”

D. M. and S. B.

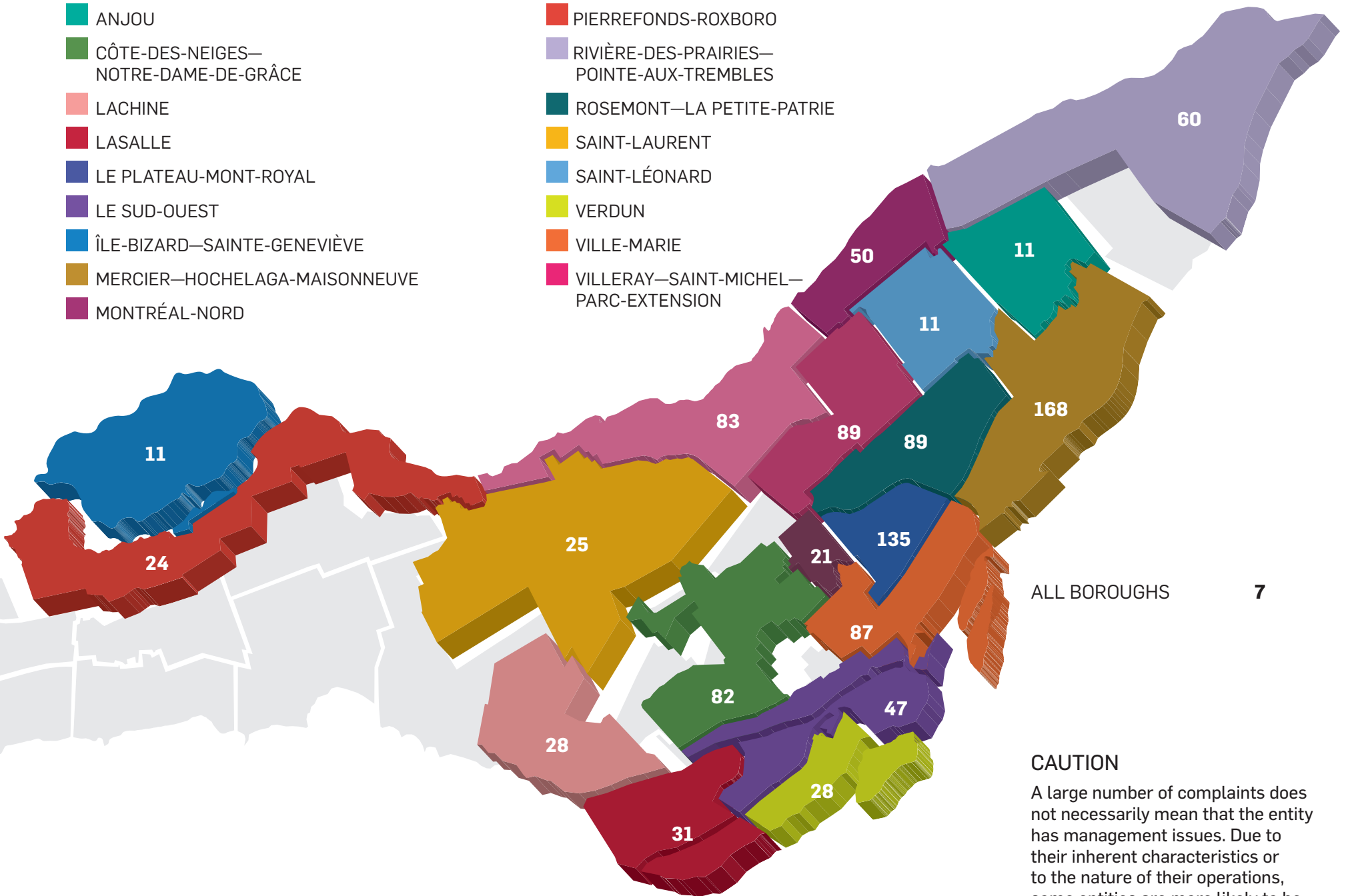


COMPLAINTS, REQUESTS FOR INFORMATION AND INQUIRIES BY ENTITY

Boroughs

- AHUNTSIC-CARTIERVILLE
- ANJOU
- CÔTE-DES-NEIGES—
NOTRE-DAME-DE-GRÂCE
- LACHINE
- LASALLE
- LE PLATEAU-MONT-ROYAL
- LE SUD-OUEST
- ÎLE-BIZARD—SAINTE-GENEVIÈVE
- MERCIER—HOCHELAGA-MAISONNEUVE
- MONTRÉAL-NORD

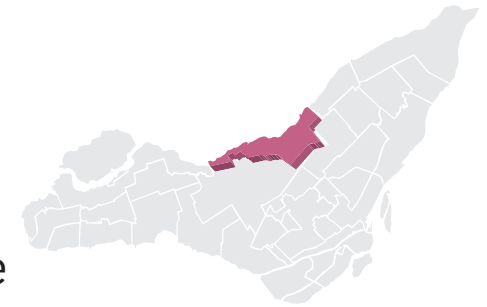
- OUTREMONT
- PIERREFONDS-ROXBORO
- RIVIÈRE-DES-PRAIRIES—
POINTE-AUX-TREMBLES
- ROSEMONT—LA PETITE-PATRIE
- SAINT-LAURENT
- SAINT-LÉONARD
- VERDUN
- VILLE-MARIE
- VILLERAY—SAINT-MICHEL—
PARC-EXTENSION



CAUTION

A large number of complaints does not necessarily mean that the entity has management issues. Due to their inherent characteristics or to the nature of their operations, some entities are more likely to be subjected to complaints.

Moreover, only the entities we inquired about appear in the following section.



OUR INQUIRIES PRODUCE DIFFERENT RESULTS

We consider a complaint is **founded** when the inquiry shows that the plaintiff was indeed aggrieved following a decision, an action or an omission on the part of the entity in question. This may mean that the rights of that person were not respected or that she/he suffered a wrong or a prejudice. When the complaint is founded, a file may be settled in various ways. The steps we took with the relevant entity can have been concluded by, among other things:

- improving a procedure, a process or communications (e.g.: revision of some information contained in a Ville de Montréal Web page);
- carrying out work (e.g.: refurbishing a sidewalk or a road);
- implementing measures (e.g.: installing speed bumps on a street section);
- obtaining a refund (e.g.: following a review of an invoice for an occupancy permit on public land);
- revising or cancelling a decision (e.g.: revoking a decision to expel a person from a community garden).

The entity concerned by the complaint can also pledge an **undertaking** in order to resolve a situation or adopt actions within a given timeframe. In such cases, we systematically conduct follow-ups to ensure that the entity abides by its undertaking.

Although we always try to come up with a reasonable and viable solution with the relevant entity, the OdM can issue a formal **recommendation** when this effort did not work, when the cooperation of the entity seems uncertain or when, in some cases, issuing a recommendation seems necessary to obtain the desired result.

We consider a complaint **ill-founded** when the inquiry does not allow us to decide about the problematic alleged or when we deem the entity acted in a reasonable, fair or adequate manner under the circumstances. Naturally, we understand that the plaintiff may be disappointed by our conclusion. However, it is important to note that we do not call into question the perception of the plaintiff and that we appreciate the efforts that person agreed to in dealing with the OdM.

As for the other results, they may reflect a **withdrawal** or a **refusal to cooperate** by the plaintiff, or may be due in the end to being **referred to another authority**. In addition, it happens that we **refuse to intervene**, when, for instance, legal recourse would be more appropriate, or when our founding regulations do not allow us to inquire on the subject or when more than one year has elapsed since the event that sparked the complaint.

Ahuntsic-Cartierville

Complaints and information requests received **74**

Inquiries launched in 2022 **9**

Topics of inquiries

Nuisances	4
Public Land Occupancy	1
Building: Salubrity	1
Public Works: Snow Removal	1
Public Works: Waste, Recycling, Composting	1
Public Works: Traffic, Signage	1

Results of inquiries closed in 2022

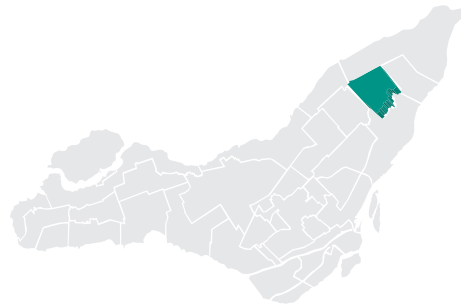
(opened in all years)

The complaint is ill-founded	2
The undertaking is respected	1

Inquiries pending as of December 31, 2022 **6**

Average processing time of inquiries **21**
(business days)

Anjou



Complaints and information requests received 7

Inquiries launched in 2022 4

Topics of inquiries

Sports and Leisure	1
City Services: Courtesy and Behavior	1
Public Works: Snow Removal	1
Zoning/Urban Planning	1

Results of inquiries closed in 2022

(opened in all years)

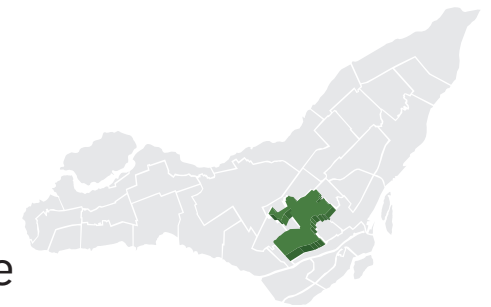
The undertaking is respected	1
The OdM has no jurisdiction	1

Inquiries pending as of December 31, 2022 2

Average processing time of inquiries 4

(business days)

Côte-des-Neiges— Notre-Dame-de-Grâce



Complaints and information requests received 63

Inquiries launched in 2022 19

Topics of inquiries

Trees	2
Library and Culture	1
Claim for Material Damage	1
Miscellaneous	1
Environment and Sustainable Development	1
Building: Maintenance	1
Nuisances: Traffic	2
Nuisances: Noise	1
Nuisances: Other or Combination	1
Parking and Drop-off Zones	3
Public Works: Traffic, Signage	1
Public Works: Snow Removal	1
Public Works: Aqueduct, Sewers	1
Public Works: Waste, Recycling, Composting	1
Zoning/Urban Planning: Permits	1

Results of inquiries closed in 2022

(opened in all years)

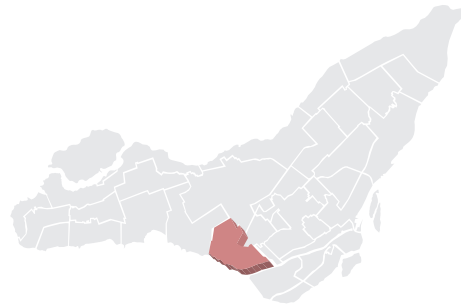
The complaint is founded and the file is resolved	5
The undertaking is respected	5
The complaint is founded and an undertaking is pledged	2
The complaint is ill-founded	4
The OdM has no jurisdiction	1

Inquiries pending as of December 31, 2022 7

Average processing time of inquiries 112

(business days)

Lachine



Complaints and information requests received **20**

Inquiries launched in 2022 **8**

Topics of inquiries

Citizen Participation	3
City Services: Communication, Politeness, Procedures and Delays	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Permits	3

Results of inquiries closed in 2022

(opened in all years)

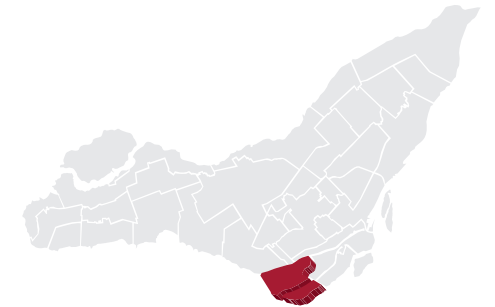
The complaint is ill-founded	1
The complaint is founded and an undertaking is pledged	1

Inquiries pending as of December 31, 2022 **7**

Average processing time of inquiries **153**

(business days)

LaSalle



Complaints and information requests received **25**

Inquiries launched in 2022 **6**

Topics of inquiries

Trees	2
City Services: Communication and Information	1
Parking and Drop-off Zones	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Driveway Entrances, Private Parking	1

Results of inquiries closed in 2022

(opened in all years)

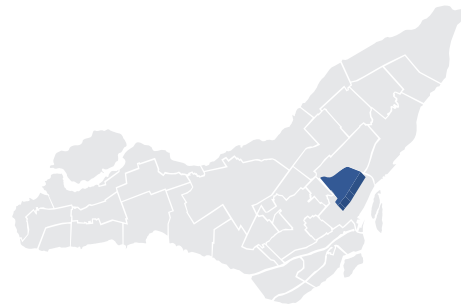
The complaint is founded and the file is resolved	1
The undertaking is respected	1
The complaint is ill-founded	2
The OdM refused to intervene or redirected the plaintiff to the relevant entity	1

Inquiry pending as of December 31, 2022 **1**

Average processing time of inquiries **19**

(business days)

Plateau-Mont-Royal



Complaints and information requests received **119**

Inquiries launched in 2022 **16**

Topics of inquiries

Homelessness, Social Coexistence	2
Nuisances	4
City Services: Courtesy and Politeness	1
City Services: Communication and information	1
City Services: Other	1
Public Works: Snow Removal	1
Public Works: Cleanliness	1
Zoning/Urban Planning: Fences, Hedges	1
Zoning/Urban Planning: Permits	4

Results of inquiries closed in 2022

(opened in all years)

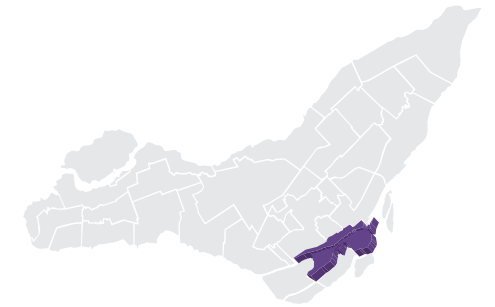
The complaint is founded and the file is resolved	4
The complaint is founded and an undertaking is pledged	1
The complaint is founded and a recommendation is issued	1
The undertaking is respected	1
The recommendation is partially respected	1
The complaint is ill-founded	6
The OdM refused to intervene or redirected the plaintiff to the relevant entity	2

Inquiries pending as of December 31, 2022 **7**

Average processing time of inquiries **120**

(business days)

Sud-Ouest



Complaints and information requests received **43**

Inquiries launched in 2022 **4**

Topics of inquiries

Alleys	1
Taxes (other than property)	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Permits	1

Results of inquiries closed in 2022

(opened in all years)

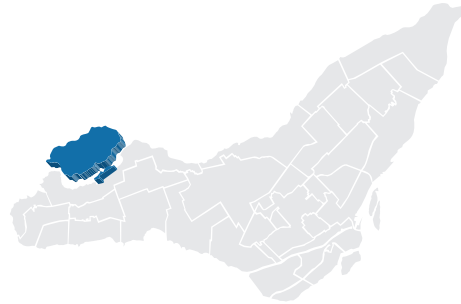
The complaint is founded and the file is resolved	1
The undertaking is respected	3
The complaint is ill-founded	3

Inquiries pending as of December 31, 2022 **3**

Average processing time of inquiries **111**

(business days)

Île-Bizard– Sainte-Geneviève



Complaints and information requests received	8
Inquiries and analyses launched in 2022	3
Topics of inquiries	
Nuisances: Noise	1
City and Street Parking	1
Public Works: Snow Removal	1

Results of inquiries closed in 2022

(opened in all years)

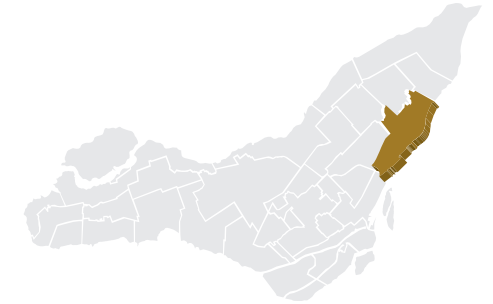
The OdM has no jurisdiction	1
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Inquiries pending as of December 31, 2022	2
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Average processing time of inquiries	3
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(business days)

Mercier–Hochelaga- Maisonneuve



Complaints and information requests received	149
Inquiries launched in 2022	19
Topics of inquiries	
Trees	3
Animals	1
Universal Accessibility	2
Building: Maintenance	1
Nuisances	1
Safety (other than fire)	1
Parking and Drop-off Zones	1
Public Works: Road, Sidewalk	1
Public Works: Traffic, Signage	1
Public Works: Waste, Recycling, Composting	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Fences, Hedges	1
Zoning/Urban Planning: Driveway Entrances, Private parking	1
Zoning/Urban Planning: Permits	2
Zoning/Urban Planning: Other	1

Results of inquiries closed in 2022

(opened in all years)

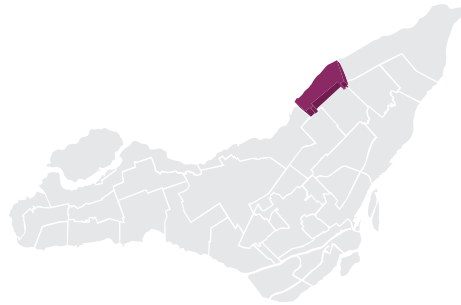
The complaint is founded and the file is resolved	3
The complaint is founded and an undertaking is pledged	1
The complaint is founded and a recommendation issued	2
The undertaking is respected	2
The complaint is ill-founded	6
The citizen withdrew	2
The OdM refused to intervene or redirected the plaintiff to the relevant entity	2

Inquiries pending as of December 31, 2022	10
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Average processing time of inquiries	165
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(business days)

Montréal-Nord



Complaints and information requests received 47

Inquiries launched in 2022 3

Topics of inquiries

Taxes (other than property) 1
 Public Works: Snow Removal 1
 Zoning/Urban Planning: Driveway Entrances, Private Parking 1

Results of inquiries closed in 2022

(opened in all years)

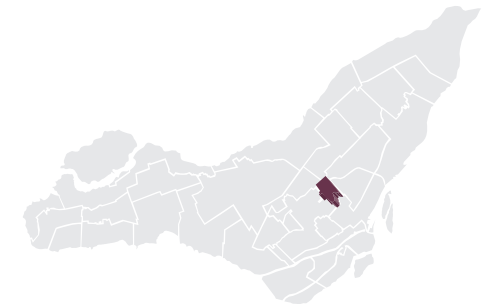
The undertaking is respected 1

Inquiries pending as of December 31, 2022 3

Average processing time of inquiries 180

(business days)

Outremont



Complaints and information requests received 12

Inquiries launched in 2022 9

Topics of inquiries

Access to information 1
 Nuisances: Noise 1
 Nuisances: Other 1
 Citizen Participation 1
 Alleys 1
 Safety (other than fire) 1
 Public Works: Aqueduct, Sewers 1
 Public Works: Snow Removal 1
 Zoning/Urban Planning: Permits 1

Results of inquiries closed in 2022

(opened in all years)

The complaint is founded and an undertaking is pledged 1

The undertaking is respected 2

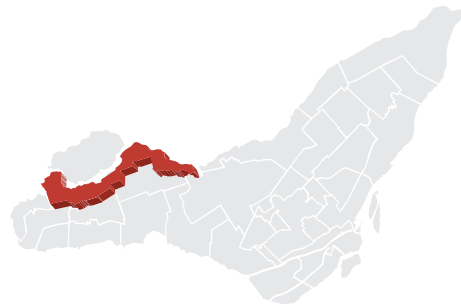
The complaint is ill-founded 2

The OdM refused to intervene or redirected the plaintiff
 to the relevant entity 1

Inquiries pending as of December 31, 2022 4

Average processing time of inquiries 78

(business days)



Pierrefonds-Roxboro

Complaints and information requests received 19

Inquiries launched in 2022 5

Topics of inquiries

Nuisances: Other or Combination	1
Nuisances: Noise	1
Citizen Participation	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Driveway Entrances, Private Parking	1

Results of inquiries closed in 2022

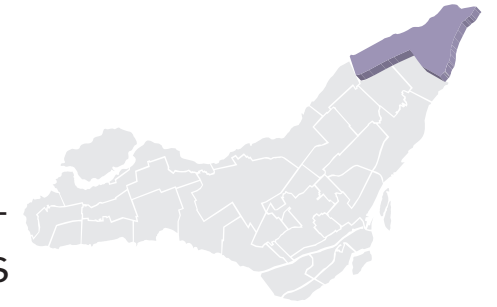
(opened in all years)

The complaint is founded and the file is resolved	1
The complaint is founded and an undertaking is pledged	2
The undertaking is respected	2
The complaint is ill-founded	1
The OdM refused to intervene or redirected the plaintiff to the relevant entity	1

Inquiries pending as of December 31, 2022 3

Average processing time of inquiries 158

(business days)



Rivière-des-Prairies-Pointe-aux-Trembles

Complaints and information requests received 49

Inquiries launched in 2022 11

Topics of inquiries

Trees	2
Animals	1
Claim for Material Damage	1
Building: Salubrity	1
City Services: Delays and Procedures	1
Parking and Drop-off Zones	1
Public Works: Traffic, Signage	1
Public Works: Snow Removal	1
Zoning/Urban Planning: Fences, Hedges	1
Zoning/Urban Planning: Other	1

Results of inquiries closed in 2022

(opened in all years)

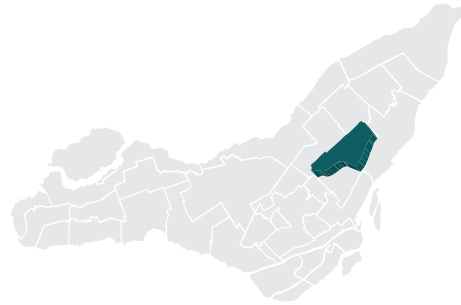
The complaint is founded and the file is resolved	2
The complaint is ill-founded	3
The undertaking became null and void (see p.37)	1
The OdM refused to intervene or redirected the plaintiff to the relevant entity	2

Inquiries pending as of December 31, 2022 5

Average processing time of inquiries 56

(business days)

Rosemont– La Petite-Patrie



Complaints and information requests received	73
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Inquiries launched in 2022	16
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Topics of inquiries

Claim for Material Damage	1
Building: Maintenance	1
Nuisances: Noise	3
Nuisances: Other or Combination	2
Alleys	1
Public Works: Road, Sidewalk	1
Public Works: Traffic, Signage	1
Public Works: Waste, Recycling, Composting	1
Public Works: Snow Removal	1
Public Works: Cleanliness	1
Zoning/Urban Planning: Permits	1
Zoning/Urban Planning: Other	2

Results of inquiries closed in 2022

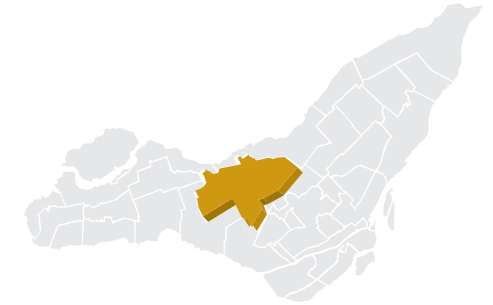
(opened in all years)

The complaint is founded and the file is resolved	19
The complaint is founded and an undertaking is pledged	2
The undertaking is respected	1
The complaint is ill-founded	6
The OdM refused to intervene or redirected the plaintiff to the relevant entity	2

Inquiries pending as of December 31, 2022	8
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Average processing time of inquiries (business days)	250
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Saint-Laurent



Complaints and information requests received	22
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Inquiries launched in 2022	3
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Topics of inquiries

Nuisances: Noise	1
Building: Salubrity	1
Public Works: Snow Removal	1

Results of inquiries closed in 2022

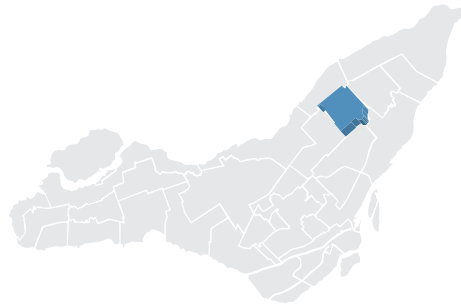
(opened in all years)

The complaint is founded and the file is resolved	1
The complaint is ill-founded	2

Inquiries pending as of December 31, 2022	3
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Average processing time of inquiries (business days)	299
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Saint-Léonard



Complaints and information requests received	10
Inquiry launched in 2022	1
Topics of inquiries	
Public Works: Snow Removal	1

Results of inquiries closed in 2022

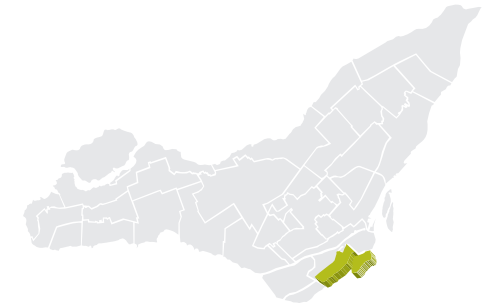
(opened in all years)

The citizen withdrew	1
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Inquiry pending as of December 31, 2022	1
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Average processing time of inquiries (business days)	117
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Verdun



Complaints and information requests received	21
Inquiries launched in 2022	7

Topics of inquiries

Trees	1
Homelessness, Social Coexistence	1
Nuisances: Traffic	1
Public Works: Snow Removal	1
Public Works: Cleanliness	1
Zoning/Urban Planning: Permits	2

Results of inquiries closed in 2022

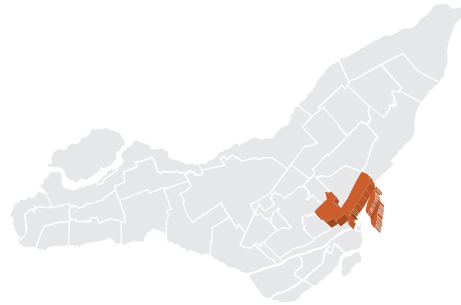
(opened in all years)

The complaint is founded and the file is resolved	2
The undertaking is respected	3
The OdM refused to intervene or redirected the plaintiff to the relevant entity	1

Inquiries pending as of December 31, 2022	3
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Average processing time of inquiries (business days)	80
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Ville-Marie



Complaints and information requests received **78**

Inquiries launched in 2022 **9**

Topics of inquiries

Human Rights	1
Nuisance: Noise	2
Nuisance: Traffic	1
Parking and Drop-off Zones	1
Safety (other than fire)	2
Public Works: Snow Removal	1
Zoning/Urban Planning: Permits	1

Results of inquiries closed in 2022

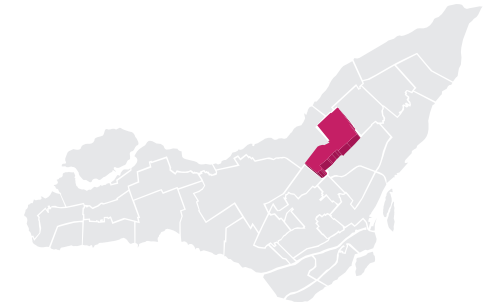
(opened in all years)

The complaint is founded and the file is resolved	3
The complaint is ill-founded	3

Inquiries pending as of December 31, 2022 **6**

Average processing time of inquiries **269**
(business days)

Villeray– Saint-Michel– Parc-Extension



Complaints and information requests received **82**

Inquiries launched in 2022 **7**

Topics of inquiries

Universal Accessibility	1
Building: Salubrity	1
City Services: Communication and Information	1
Parking and Drop-off Zones	1
Public Works: Snow Removal	2
Public Works: Cleanliness	1

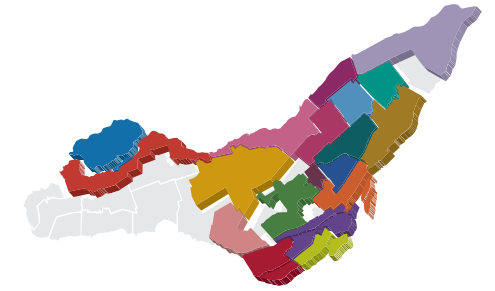
Results of inquiries closed in 2022

(opened in all years)

The complaint is founded and the file is resolved	1
The complaint is founded and an undertaking is pledged	2
The complaint is ill-founded	1

Inquiries pending as of December 31, 2022 **7**

Average processing time of inquiries **270**
(business days)



All boroughs

Complaints and information requests received 5

Inquiries launched in 2022 2

Topics of inquiries

Animals 1
Towing 1

Results of inquiries closed in 2022

(opened in all years)

The OdM refused to intervene or redirected the plaintiff
to the relevant entity 1

Inquiry pending as of December 31, 2022 1

Average processing time of inquiries 6
(business days)

COMPLAINTS, REQUESTS FOR INFORMATION AND INQUIRIES BY ENTITY

Central Departments

Service des affaires juridiques Direction des affaires civiles

Complaints and information requests received	110
Inquiries launched in 2022	5
Topics of inquiries	
Claim for Material Damage: Monetary claim, claim for damages.....	5

Results of inquiries closed in 2022

(opened in all years)

The OdM refused to intervene or redirected the plaintiff to the relevant entity	1
The complaint is ill-founded	1

Inquiries pending as of December 31, 2022	3
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Average processing time of inquiries (business days)	44
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Service des affaires juridiques Direction des poursuites pénales et criminelles

Complaints and information requests received	11
Inquiry launched in 2022	1
Topics of inquiries	
Miscellaneous	5

Results of inquiries closed in 2022

(opened in all years)

The complaint is founded and the file is resolved	1
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Inquiry pending as of December 31, 2022	0
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Average processing time of inquiries (business days)	63
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Service des affaires juridiques Direction des projets spéciaux, du soutien général et du service à la clientèle (cour municipale)

Complaints and information requests received	70
Inquiries launched in 2022	2
Topics of inquiries	
Access to information	1
Fees and Collection	1

Results of inquiries closed in 2022

(opened in all years)

The complaint is founded and an undertaking is pledged	1
The undertaking is respected	1

Inquiries pending as of December 31, 2022	2
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Average processing time of inquiries (business days)	256
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Service de la concertation des arrondissements

Complaints and information requests received	5
Inquiries launched in 2022	6
Topics of inquiries	
Animals	3
Snow Removal	1
City Services: Communication and Information	1
Parking	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	1
The complaint is ill-founded	1
The OdM has no jurisdiction	2
Inquiries pending as of December 31, 2022	3
Average processing time of inquiries (business days)	76

Service de l'urbanisme et de la mobilité

Complaints and information requests received	4
Inquiries launched in 2022	2
Topics of inquiries	
Safety (other than fire)	1
Public Works: Road, Sidewalk	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and an undertaking is pledged	1
The complaint is ill-founded	2
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	82

Service de la diversité et l'inclusion sociale

Complaints and information requests received	5
Inquiries launched in 2022	3
Topics of inquiries	
Homelessness, Social Coexistence	3
Results of inquiries closed in 2022 (opened in all years)	
The recommendations are partially respected	1
The OdM has no jurisdiction or redirected the plaintiff to the relevant entity	2
Inquiry pending as of December 31, 2022	0
Average processing time of inquiries (business days)	49



Service de l'eau

Complaints and information requests received	25
Inquiries launched in 2022	6
Topics of inquiries	
Aqueduct, Sewers	1
Claim for Material Damage	1
City Services: Delays and Procedures, Communication and Information	2
Subsidies	1
Zoning/Urban Planning	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is ill-founded	1
The citizen withdrew	1
Inquiries pending as of December 31, 2022	4
Average processing time of inquiries (business days)	35

Service de l'évaluation foncière

Complaints and information requests received	13
Inquiries launched in 2022	2
Topics of inquiries	
City Services: Courtesy and Politeness	1
Property Taxes, Assessment	1
Results of inquiries closed in 2022 (opened in all years)	
The OdM has no jurisdiction	1
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	4

Service de l'environnement

Complaints and information requests received	4
Inquiry launched in 2022	1
Topics of inquiries	
Nuisances	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	1
The complaint is ill-founded	1
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	358

Service des finances

Complaints and information requests received	21
Inquiries launched in 2022	2
Topics of inquiries	
City Services: Delays and Procedures	1
Taxes	1
Results of inquiries closed in 2022 (opened in all years)	
The undertaking is respected	1
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	18

Service de la gestion et planification des immeubles

Complaints and information requests received	1
Inquiries launched in 2022	2
Topics of inquiries	
Tenant/Landlord Relations	1
Nuisances	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	11
The complaint is ill-founded	1
The OdM refused to intervene or redirected the plaintiff to the relevant entity	2
Inquiries pending as of December 31, 2022	4
Average processing time of inquiries (business days)	275

Service de l'habitation

Complaints and information requests received	14
Inquiries launched in 2022	7
Topics of inquiries	
City Services: Delays and Procedures	3
Subsidies	4
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and an undertaking is pledged	1
The OdM has no jurisdiction or refused to intervene	3
Inquiries pending as of December 31, 2022	5
Average processing time of inquiries (business days)	33

Service des grands parcs, du Mont-Royal et des sports

Complaints and information requests received	19
Inquiries launched in 2022	6
Topics of inquiries	
Trees	1
Human Rights	3
Sports and Leisure	2
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	1
The complaint is founded and an undertaking is pledged	5
The complaint is ill-founded	2
Inquiry pending as of December 31, 2022	0
Average processing time of inquiries (business days)	118



Services des infrastructures et du réseau routier

Complaints and information requests received	21
Inquiries launched in 2022	2
Topics of inquiries	
City Services: Communication and Information	1
Public Works: Road, Sidewalk	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and an undertaking is pledged	1
The undertaking is respected	1
The complaint is ill-founded	1
The OdM refused to intervene or redirected the plaintiff to the relevant entity	1
Inquiry pending as of December 31, 2022	0
Average processing time of inquiries (business days)	148

Service de la sécurité incendie

Complaints and information requests received	4
Inquiry launched in 2022	1
Topics of inquiries	
City Services	1
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	s.o.

Service du matériel roulant et des ateliers

Complaints and information requests received	0
Inquiry launched in 2022	1
Topics of inquiries	
Nuisances	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	13
The complaint is ill-founded	1
Inquiry pending as of December 31, 2022	1
Average processing time of inquiries (business days)	303

Service de police de la Ville de Montréal

Complaints and information requests received	67
Inquiry launched in 2022	0
Results of inquiries closed in 2022 (opened in all years)	
The undertaking is respected	1
Inquiry pending as of December 31, 2022	0
Average processing time of inquiries (business days)	366

COMPLAINTS, REQUESTS FOR INFORMATION AND INQUIRIES BY ENTITY

Paramunicipal Agencies and City-Controlled Corporations

Agence de mobilité durable

Complaints and information requests received	54
Inquiry launched in 2022	1
Topics of inquiries	
Parking Offence	1
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	1
The complaint is founded and an undertaking is pledged	1
Inquiry pending as of December 31, 2022	0
Average processing time of inquiries (business days)	100

Société d'habitation et de développement de Montréal

Complaints and information requests received	11
Inquiries launched in 2022	7
Topics of inquiries	
Building: Salubrity	6
Tenant/Landlord Relations	1
Inquiries pending as of December 31, 2022	8
Average processing time of inquiries (business days)	S.O.

Office municipal d'habitation de Montréal (OMHM)

Complaints and information requests received	39
Inquiries launched in 2022	14
Topics of inquiries	
Access to Social Housing	3
Building: Salubrity	3
Building: Maintenance	2
Nuisances: Noise	1
Tenant/Landlord Relations	3
City Services: Communication and Information, Procedures and Delays	2
Results of inquiries closed in 2022 (opened in all years)	
The complaint is founded and the file is resolved	3
The complaint is founded and an undertaking is pledged	2
The complaint is ill-founded	4
The citizen withdrew	1
The OdM refused to intervene or redirected the plaintiff to the relevant entity	3
Inquiries pending as of December 31, 2022	4
Average processing time of inquiries (business days)	77



COMPLAINTS, REQUESTS FOR INFORMATION AND INQUIRIES BY ENTITY



Political Entities





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