



Q2 2022 Tenants First Update

Item 11

September 20, 2022

Tenant Services Committee

Report: TSC:2022-49

To: Tenant Services Committee (“TSC”)

From: Vice President, Strategic Planning and Communications

Date: August 26, 2022

PURPOSE:

The purpose of this report is to provide the TSC with the Q2 2022 update on the City’s Tenants First initiatives.

RECOMMENDATION:

It is recommended that the TSC receive this report for information.

BACKGROUND:

Reporting History:

In 2021, Management have submitted the following reports providing an update on work that took place related to the Tenants First Initiative:

- February 5, 2021: Q4 2020 Update on Tenants First (TSC:2021-13)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Jan%2025%202021/Item%207%20-%20Q4%202020%20Tenants%20First%20update%20-%20Jan%202021%20TSC%20meeting%20cw%20clean.pdf>
- May 18, 2021: Q1 2021 Tenants First Update (TSC:2021-43)
[https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/Item 8 - TSC:2022-301 Page 2 of 4](https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/Item%208%20-%20TSC:2022-301%20Page%202%20of%204)

[/TSC%20May%204%202021/Item%2010%20-%20Q1%202021%20Tenants%20First%20Update%20FINAL.pdf](#)

- September 14, 2021: Q2 2021 Tenant First Update (TSC:2021-56)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Sept%2014%202021%20Meeting/Item%202D%20-%20Q2%202021%20Tenants%20First%20Update%20w%20attachm-ents.pdf>
- November 18, 2021: Q3 2021 Tenant First Update (TSC:2021-67)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Nov%2015%202021/Item%202D%20-%20Q3%20Tenants%20First%20Update.pdf>
- February 9, 2022: Q4 2021 Tenant First Update (TSC:2022-02R)
<https://www.torontohousing.ca/events/Documents/TSC/2022%20TSC/TSC%20Feb%209%202022/Item%202D%20-%20Q4%202021%20Tenants%20First%20Update%20v2%20w%20a-ttachments.pdf>
- June 17, 2022: Q1 2022 Tenant First Update
<https://www.torontohousing.ca/events/Documents/TSC/2022%20TSC/TSC%20June%209%202022/Item%208%20-%20Q1%202022%20Tenants%20First%20Update.pdf>

UPDATES:

Toronto Seniors Housing Corporation Transition

On June 1, 2022, Toronto Community Housing (“TCHC”) and the Toronto Seniors Housing Corporation (“TSHC”) signed the Transition Agreement and the Service Delivery Agreement. These agreements allow the new corporation, TSHC, to assume responsibility for operating all 83 seniors-designated buildings as landlord to 15,000 senior tenants.

The Transition Agreement will remain in place until there is a signed Lease Agreement. The Service Delivery Agreement will define how TCHC will provide services to TSHC while it builds capacity over the longer term.

Tenants living in the 83 buildings continue to have access to the Office of the Commissioner of Housing Equity.

A joint steering committee and a TCHC Relationship Management Office will oversee the implementation of the agreements. The office will meet daily with Toronto Seniors Housing staff through a joint Situation Table. Led by Scott Kirkham of Strategic Planning and Communications Division, the table will work to support Toronto Seniors Housing on a range of issues and resolve any service disputes that arise.

Single Family Home Asset Transfers

TCHC has successfully completed the transfer to Neighbourhood Land Trust on April 4, 2022. To date TCHC has transferred 270 property addresses/293 units to Circle Community Land Trust. The next group of transfers are expected on September 1 and TCHC is on track for these transfers. Preparations are underway for the next group of units to transfer to Circle Community Land Trust on September 30.

It has been identified that 10 property addresses/19 units set for transfer to Circle Community Land Trust require severances that cannot be completed prior to the expected September 30 transfer date. As a result, these properties are now expected to be transferred in 2023, promptly after severances are completed.

Transfer of Development Function to CreateTO

Staff continue to work in partnership with CreateTO and the City's Real Estate team to complete the transfer of the Development function to CreateTO. A final timeline for the transfer has not been confirmed, and staff will bring recommendations to the Board for approval as soon as a proposed approach has been solidified.

IMPLICATIONS AND RISKS:

The Seniors Housing Corporation transition is one of the largest projects of this nature that TCHC has ever been involved in. While this is an important milestone, ongoing collaboration with the TSHC Board and Transition team will be extremely important. TCHC is committed doing everything possible to ensure this transition is successful, and that TSHC is set up to move ahead as a strong corporation operating the 83 seniors-designated buildings.

SIGNATURE:

"Paula Knight"

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