

TORONTO COMMUNITY HOUSING CORPORATION  
TENANT SERVICES COMMITTEE MEETING  
JUNE 10, 2024

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WRITTEN DEPUTATIONS

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Deputation – Catherine Wilkinson  
TSC Public Meeting – June 10, 2024

## **ITEM 5. ACTION ITEM LIST**

## **DEPUTATION**

I want to make a general comment, it appears other Committees are now adding items to the TSC Action Item List.

**AI 4 – GCHRC – November 2023** – *Revite - Employment Opportunities for Tenants - added to April TSC (requested 5 mos. Ago)*

2 items specifically:

**AI 3 – BOD – October 2023** – *Request Consultation with TAC re: Tenant Insurance programs – added to this meeting (requested 8 mos. Ago)*

As we know Annual Work Plans are adopted for Board and Committees. With other Committees and the Board adding items to the TSC action item list, increases the committee’s agreed upon Work Plan.

Each Committee has its own independent Action Item List that is created by their members, not by management. It is based on issues arising at meetings where members have asked management to bring forward additional information or reports at agreed upon timelines.

Perhaps Legal Staff can bring forward Action Item Referral suggestions at the next scheduled committee meeting so that it can be considered by the TSC, how the item fits within their own Work Plan, and; whether or not they would like to ask for additional information, and; if the TSC agrees to place the item on the TSC Action Item List.

### **Point 3 – 2023/24 CORPORATE INSURANCE RENEWAL**

I attended the board meeting where this item was discussed and have since re-watched the meeting video. Excerpt:

**Action Item:** Following consultation with the TAC, management to bring a report to the TSC on tenant insurance and opportunities to increase participation in the tenant insurance programs **that exist**.

There was a robust conversation around the need for Tenant Content Insurance and the lack thereof.

The Board does not usually put restrictions on tenant feedback, it seems prescriptive to tell tenants you only want to hear from them about programs **that exist**

- the majority of tenants are probably not familiar with existing tenant insurance programs;
- by restricting tenant feedback, it prevents Tenants from recommending other opportunities or pathways to securing content insurance that may not already exist, but could be worthy of consideration.

It has always been a concern for me that TCH does not provide statistics on the # of “Floods” on our properties. I would venture to say they happen almost daily, some more severe than others, some a one-off, others affecting multiple units. Sadly, most tenants if you ask them – have had multiple floods.

Chair Campbell, I recall you indicated it would be costly to provide content insurance for 50K tenants. I don’t disagree.

However, that does not mean we should not consider all affordable options for tenants, that would benefit both parties by offsetting costs so that at the end of the day, all tenants would have content insurance, thereby reducing costs to repair.

Please note, this was a Recommendation in the minutes of the meeting, *it was not a Motion.*

I am asking the committee to remove the words “**from Programs that exist**” from the Action Item recommendation review of Tenant Insurance consultation with TAC.

Thank you for your consideration.

**Item 7B. Tenant Funds for Common Areas Projects**

**DEPUTATION**

We know this program has been on hold since 2020 for a review, renewal and renaming, during Covid in 2021 and in 2022 due to Swansea Mews issues.

In October 2023, I specifically asked the Committee to determine if funding had been ear-marked to implement the program in 2024. Director Douglas raised this question. The COO indicated there would be a more fulsome report coming forward, this was one of the items that was “still under discussion”, pending approval of the Budget.

On page 4 of the report it indicates the program will have to compete among numerous priorities of the 2025 Budget. I can now answer my own questions: NO Catherine, funding has not been earmarked nor approved and; YES Catherine, the Program will be delayed another year. **This takes us to 5 Years.**

Begs the question, how long, is too long for tenants to wait for a Tenant Engagement Program to be implemented?

We know the former PB Capital Funding Items with an \$8 M budget was put on hold. TCH created the Tenant Action Fund with approximately \$880,000 for community purchases/10% of the Capital Budget. This includes Tenant identified priorities: such things as exercise equipment, televisions, bingo machines, gardening supplies etc. Tenants can apply for up to \$1000 / month, each month. (\$12,000/year).

In addition, the CABR (Confronting Anti-Black Racism) Centre Community Fund of \$5,000/1x per year was created to promote a diverse, inclusive and equitable environment for tenants and staff for community initiatives that align with CABR strategy.

TCH has been hosting consultations on “Tenant Funds for Common Area Projects”, which would be a 3<sup>rd</sup> Funding Program. It can be confusing for tenants. What

types of things are eligible, maximum funding request/how often, use of Vendors, how long does it take to get approved etc.

This has tenants asking – how many funding programs do we need? Should TCH be consolidating community funds into a one “One Shop Stop” Tenant Funding program, why aren’t we having that conversation, surely there is several benefits to doing this.

How many “common area items” - does a community need? Is one park bench enough? Do they need more?

It’s unclear who the “various stakeholders” are that will be designing this tenant funding program, and why they are not identified and working directly with tenants.

The length of time this process is taking is frustrating for tenants, it begs the question why does it take years when change is necessary to the TES or TE programs to come to fruition? For any other business decision at TCHC, this would be unacceptable.

With all of the planned tenant consultations – staff did not take the opportunity while they had a captive tenant audience online, or in person to invite tenants to suggest a new Program name right then and there? Instead staff created an entirely new process requiring tenants to come back and compete to name the program. Not sure the rationale, this is the kind of thing we should be consulting tenants on, perhaps staff thought this would be fun? Maybe ask the tenants.

Can I also add that Tenants are oh so very tired of Surveys, please make them stop.

Tenant Volunteers continue to dwindle. This is an indication something needs to change in the way Tenant Engagement is considered and delivered.

Thank you.

Deputation – Catherine Wilkinson  
TSC Public Meeting – June 10, 2024

## Item 7C. CSU YEAR END WRAP UP

## DEPUTATION

TCH is responsible for cleaning, upkeep, snow removal and maintenance and repairs of parking facilities which can be in the millions of dollars, this takes away funding that could be used to keep our housing stock in a state of good repair.

Parking Enforcement has been a bone of contention for me for many years. Thank Al Britton for including Parking Enforcement statistics. The CSU employees are under the TCH budget issuing tickets on our properties, while the \$785 k generated goes to the City. The time is now, more important than ever, to have a conversation again with the city to see if there may be an opportunity to enter into a cost sharing arrangement to offset some of these extraordinary costs to upkeep parking facilities, from the funds generated for all parking offences, including fire routes and accessible parking spaces on TCH properties.

I'm not sure what Training the Community Safety Advisors and Special Constables have that allows them to respond to vulnerable tenants, ensuring their rights and dignity are upheld. The Special Constables are not Social Workers nor Crises Support Workers.

Like the TPS in Uniform, when a Special Constable appears at a tenant's door, particularly a vulnerable tenants' door, it can be a frightening experience. The tenant may feel they are being targeted or discriminated against.

40% of our Tenants live with MHI's and 43% of tenants live with a disability. TCH only has records if a tenant filled out paperwork indicating they need assistance in the event of a building emergency. There has got to be a way, a workaround, to this day TCH still does not know their tenants and as a result, cannot modify service to accommodate their needs.

This information would help to ensure that Tenants are accommodated based on individual need; every single time staff or contractors interact with that tenant. *ie; you would not ask a disabled tenant to crawl under a sink and turn off their taps.*

CSU is not an extension of TPS or TFS. As a former Police Dispatcher, I don't understand who is dispatching CSU to attend every emergency call to the TPS, TFS on TCH properties. Both agencies have direct contact with appropriate staff should they need to attend.

CSU worked with Amazon on a strategy to minimize package thefts. Why was there no tenant consultation?. We had this discussion 2 years ago at TSC regarding the loss of CCTV lobby cameras portfolio-wide, and the significant impact this will have on all Tenants.

Unfortunately, this was a lost opportunity for CSU to participate in a Tenant/Staff working group to brainstorm on potential solutions. To suggest tenants travel to another location to pick up their parcels is short-sited and not a one-size fits all solution for many reasons.

In Appendix 1, the List of Safety Incidents does not indicate how CSU responded to them.

As recipients of CSU services, Tenants have spoken. The Tenant Survey shows 50% or less tenants are not satisfied with CSU Service. A 2% increase in satisfaction is an indicator change is needed. Tenants look forward to the CSU Review being presented to the CSAC on November 18<sup>th</sup> from the city.

Thank you.

Good Morning Tenant Services Committee:

DISCLAIMER

Effective March 15 2024:

I am speaking as an Indigenous Person living in Toronto Centre , Ward 13 and I live at 220 Oak Street and TCHC is my Landlord.

I am not here speaking as a Tenant Representative my volunteer position has been canceled

Facts: The Community Safety Unit is undergoing a review that was confirmed in April TCHC board of Directors. Regardless of the outcome I want to still want to have my VOICE

Heard and recorded..

After reading the report attached to item 7C – Community Safety Unit Year-End Wrap Up I feel compelled to make some questions in the hope that either TCHC or CITY Staff can provide some comment :

1.- What strategy does the Community Safety Unit - CSU and the VRP in Regent Park have to deal with **RESIDENTIAL NOISE BY LAW VIOLATIONS** ? I know their job is to document calls of noise complaints as much as the extent or solution if yo look at the report the calls are limited to "DISTURBANCES" are these disturbance are noise? Or People playing loud music?

<b>Cause Disturbance / Loitering</b>	
<b>Event Type</b>	<b>Total Incidents</b>
Cause Disturbance or Loitering	13032

2.- Sean the New CEO of the TCHC at the last Community Safety Advisory Sub-Committee (CSAC) Meeting - June 3, 2024 he heard me saying what I have been saying for the last 4 years..We need to keep our PUBLIC SERVANTS accountable and transparent and avoid being charged with PERJURY in a court of law if an

officer lies under oath...and it cost a ton of money to defend this officer in court right? so Are we going to equip our Special Constables of the TCHC with Body Worn Cameras in 2024 ? What year? look at the number of DISPUTES they need to attend every year. **Having a CAMERA on will be helpful to clarify disputes**

<b>Disputes</b>	
<b>Event Type</b>	<b>Total Incidents</b>
Dispute – Neighbour	11191
Dispute – Domestic	450
Dispute – Landlord/Tenant	502
Dispute – Other	326
<b>Total Disputes</b>	<b>12469</b>

3.- What is the amount of residents , guests of residents and the street people who have died of drug overdoses in the last 4 years in TCHC buildings ? Who has the information ? TPS ? Public Health?

<b>Crisis Support</b>	
<b>Event Type</b>	<b>Count of Incidents</b>
Mental Health Act	333
Sudden Death – Suicide	9
Suicide – Attempt	25
<b>Total Crisis Support</b>	<b>367</b>

Look forward to seek answers to questions that seek a remedy in view of the “CSU REVIEW” is currently handled by a Consultant without the participation of the 100,000 residents.

The Voices of the Residents Matters !

Sincerely

Miguel