



Tenant Engagement Review Implementation Plan Update

Item 6B

July 23, 2024

Tenant Services Committee

Report: TSC:2024-33

To: Tenant Services Committee (“TSC”)

From: Acting Chief Operating Officer

Date: July 10, 2024

PURPOSE:

The purpose of this report is to provide the TSC with an update on TCHC’s Tenant Engagement Review Implementation Plan.

RECOMMENDATIONS:

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

BACKGROUND:

At its meeting of April 22, 2024, management committed to preparing a plan regarding the proposed implementation of a Tenant Engagement Review for the Tenant Services Committee meeting on July 23, 2024. The Plan, when completed, will outline the actions to be taken to implement measures described in the recommendations of the Tenant Engagement System Review. In light of Council direction, following the Tenant Services Committee meeting of April 22, 2024, an adjustment to the timeline, described above, is necessary.

At its meeting of May 22nd, 2024, City Council considered a Progress Update on Toronto Community Housing Corporation's (TCHC) Tenant Advisory Committee ([PH11.7](#)). In the context of its consideration of that Item, Council adopted the following motions:

1. City Council, as Shareholder, request the Board of Directors of Toronto Community Housing Corporation to direct the President and Chief Executive Officer of Toronto Community Housing Corporation to submit

a report by the end of 2024 to the Board of Directors of Toronto Community Housing Corporation on the refreshed Tenant Engagement System and a comprehensive implementation plan, and such report be forwarded for information to the first meeting of the Economic and Community Development Committee in 2025.

2. City Council, as Shareholder, request the Board of Directors of Toronto Community Housing Corporation to forward the report referenced in Part 1 above to City Council for information once approved by the Board of Directors of Toronto Community Housing Corporation.

As a result of the Council motion, additional work is required to present a comprehensive implementation plan inclusive of a review of the design of the system.

Updates to the Tenant Engagement System Since the Motion:

The Tenant Advisory Committee is being engaged on the implementation of the report recommendations.

The June 12th meeting of the Tenant Advisory Committee included:

- A presentation and consultation on the Tenant Engagement System Implementation plan with a discussion on elements that should be included in the updated system.
- Action item arising: TCHC staff to develop three engagement models informed by the input provided by the TAC members.

The July 10th meeting of the Tenant Advisory Committee included:

- A presentation and consultation on three alternative engagement models based on the input received from TAC members at the June 12th meeting.
- Action item arising: Refinement of preferred engagement model will be presented at the Tenant Community Action Table in September for further tenant leader input.

NEXT STEPS:

Since the review process is ongoing, the Tenant Engagement System Review Implementation Plan encompassing both the Tenant Engagement System Review recommendations and the motions made at City Council will be presented at the Tenant Services Committee meeting on November 25, 2024.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Acting Chief Operating Officer

STAFF CONTACT:

Christine Aina
Acting Manager
Operations Division, Tenant Engagement System
Christine.aina@torontohousing.ca
(416) 981-6915