

Toronto Community Housing



## Tenant Engagement Refresh Update

Item 6C

July 23, 2024

Tenant Services Committee

**Report:** TSC: 2024-32

**To:** Tenant Services Committee ("TSC")

**From:** Acting Chief Operating Officer

**Date:** June 11, 2024

### **PURPOSE:**

The purpose of this report is to provide the TSC with an update on the implementation of the Tenant Engagement System Refresh.

### **RECOMMENDATIONS:**

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

### **BACKGROUND:**

In June 2022, TCHC developed and presented to the Board a four-step plan aimed at consulting with tenant leaders, receiving their feedback, and developing recommendations to make necessary changes to the Tenant Engagement System.

The plan includes the following:

- I. Launch of Tenant Community Actions Table at the regional level.
- II. Establishment of a Tenant Advisory Committee.
- III. End-of-year Regional Forum; and
- IV. Launch of Citywide Tenant Forum in 2024.

The implementation of this transformative four-step plan is underway, demonstrating TCHC's commitment to enhancing tenant engagement and fostering positive change.

## **Tenant Advisory Committee**

The Tenant Advisory Committee advises Toronto Community Housing on the implementation of the Tenant Engagement System and corporate initiatives that advance tenant priorities.

### **Tenant Advisory Committee Meetings – March to May 2024:**

The March 6<sup>th</sup> meeting of the Tenant Advisory Committee included:

- An update on the Tenant Engagement System Review, including the consolidation of the 14 recommendations into 10.
- A presentation on TCHC's Deputation Policy, how it works, and how tenants can get involved. A follow-up discussion sought input on improvements to the existing deputation policy and ways to engage a wider tenant population.
- An overview of TCHC's Board of Directors and its committees.

The April 16<sup>th</sup> meeting of the Tenant Advisory Committee included:

- Welcoming TCHC CEO, Sean Baird, to his first TAC meeting
- A presentation and consultation on the Tenant Human Rights Policy
- A follow-up questionnaire from legal staff was shared with TAC members by email to further seek input on enhancing customer service and support for the new system.

The May 8<sup>th</sup> meeting of the Tenant Advisory Committee included:

- A presentation and consultation on the Tenant funds for common area projects (formerly known as participatory budget program)
- A visioning exercise was undertaken with TAC members to discuss the characteristics of an ideal tenant directed funding program and strategies to enhance engagement and program success.

## **Tenant Community Action Tables**

The Tenant Community Action Table brings together a diverse group of stakeholders who collaborate closely with tenants, staff, and partners. Its primary objective is to address the tenant-identified priorities within each community, forming the Tenant Community Action Table. To achieve this, the following key objectives have been established:

1. Share information and resources.
2. Build a Community of Practice; and
3. Capacity building of community representatives.

### Tenant Community Action Table – Q1 2024:

The Q1 2024 Tenant Community Action Tables, scheduled for the final week of March, focused on maintenance and pest control. Subject matter experts in the areas of maintenance, vendor compliance and environmental health responded to tenant identified requests to be better informed on the in-suite repair process, emergency repair triage, pest control and quality control of TCHC vendors. Facilitated discussions allowed tenants to share their insights and suggestions; feedback received from tenants was shared with the subject matter experts to inform customer service and service delivery related to maintenance, pest management and vendor compliance.

*Table 1: Q1 2024 Tenant Community Action Table Information*

Region	Location	Date	Tenant Leaders Attendance
East	20 Gordonridge	March 27	29
West	495 Wilson	March 28	54
Central	150 River	May 7	29

The TCAT held in the week of June 17th focused on TCHCs 2025 Strategic Plan and provided a platform for the incoming consultancy firm to engage tenant leaders in the strategic planning process.

*Table 2: Q2 2024 Tenant Community Action Table Information*

Region	Location	Date
Central	150 River	June 18
West	495 Wilson	June 19
East	20 Gordonridge	June 20

### Capacity Building

#### *Mayor's Budget Workshop*

On March 7, 2024, Toronto Community Housing's Tenant Engagement team, in partnership with the City of Toronto, hosted the City of Toronto Budget Workshop with tenant leaders. The purpose of the workshop was to link TCHC tenants into the City's decision-making processes.

The event held at the downtown YMCA brought together 93 Tenant Leaders, facilitated by Mayor Olivia Chow, with words of support from City Councilor Paula Fletcher, Acting TCHC CEO Tom Hunter, Acting TCHC COO Nadia Gouveia, and participation from staff from various TCHC and City of Toronto divisions.

This event reflected the vision of the Tenant Engagement System to foster relationships with tenants and build vibrant communities through diverse, inclusive, and collaborative methods. The conversations during the roundtable discussions highlighted the importance of tenant participation in broader civic engagement. Tenants spoke of the impact of various city programs and services on their lives and provided recommendations for enhancement. Next steps include a report back to participants and planning with staff from the Mayor's Office regarding future tenant engagement initiatives.

### *Conservation x Use of Space*

TCHC's Tenant Engagement Team, along with regional tenant engagement staff, supported the Conservation Team and Strategic Service Partnership and Compliance (SSPC) team at Toronto Community Housing (TCHC) to host a workshop to share:

- Conservation knowledge and support tenant leaders in promoting impactful conservation practices and environmental events in their communities.
- Use of space processes/procedures creating space for more tenant led groups and agencies to bring services and programs to TCHC communities.

*Table 4: Conservation x Use of Space Workshop*

<b>Region</b>	<b>Location</b>	<b>Date</b>	<b>Tenant Leaders Attendance</b>
<b>West</b>	495 Wilson	April 11	18
<b>Central</b>	150 River	April 10	19
<b>East</b>	20 Gordonridge	April 16	20
<b>Online Session</b>	WebEx	April 18	9

### **Corporate Initiatives**

#### *TCHC Tenant Human Rights Consultations*

TCHC's Tenant Engagement Team, along with regional tenant engagement staff, supported a series of in-person and online consultation sessions on the Human Rights and Transfer policy. Tenants from across the East, West and Central regions shared feedback on how TCHC can better support them throughout the accommodation request process.

*Table 5: Tenant Human Rights Consultations*

<b>Region</b>	<b>Location</b>	<b>Date</b>	<b>Tenant / Tenant Support Attendance</b>
<b>East</b>	20 Gordonridge	February 12	31
<b>Central</b>	150 River	February 20	64
<b>Online Session</b>	Webex	February 21	55
<b>West</b>	495 Wilson	April 18	56

### **Next Steps**

TCHC is committed to promoting tenant involvement, fostering communication, and improving the overall tenant engagement experience within TCHC. Over the coming months, TCHC will:

- Finalize the Tenant Funds for Common Area Projects (formerly known as participatory budgeting program) program redesign.
- Continue enhancing tenant capacity building through training and workshops.
- Coordinate monthly Tenant Advisory Committee (TAC) Meetings including consultation on key programs of the Tenant Engagement System.
- Host quarterly Tenant Community Action Tables (TCAT)
- Focus on the implementation of the Tenant Engagement Review Recommendations and next steps.

### **Implications and Risks**

The City's Shareholder Direction requires TCHC to maintain a democratic system of active tenant participation and involvement that will provide the following:

- Opportunities for tenant engagement regarding their housing and the complete TCHC housing portfolio.
- Opportunities for tenants to provide input on TCHC corporate decisions, including capital plans, operating budget, service levels, service delivery and tenant-facing policies; and
- Opportunities for tenant input on setting local spending priorities; and
- Information about opportunities for engagement in other City and community initiatives.

In addition, TCHC's approach to tenant engagement will respect the terms of the Shareholder Direction and the financial targets and performance benchmarks established for TCHC by the Service Manager.

**SIGNATURE:**

*"Nadia Gouveia"*

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Nadia Gouveia  
Acting Chief Operating Officer

**STAFF CONTACT:**

Julio Rigores, Manager, Tenant Engagement Refresh  
416-981-4271  
Julio.Rigores@torontohousing.ca