

Toronto Community Housing



Tenant Engagement Refresh Update

Item 9C

September 27, 2024

Tenant Services Committee

Report: TSC: 2024-39

To: Tenant Services Committee ("TSC")

From: Acting Chief Operating Officer

Date: August 19, 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.

Reason for Recommendation:

The report outlines the work of the Tenant Engagement unit and local teams in support of TCHC's commitment to promoting tenant involvement, fostering communication, and enhancing the overall tenant engagement experience.

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

The June 12, 2024, meeting of the Tenant Advisory Committee ("TAC") included:

- An update on the implementation plan of the Tenant Engagement Review.

- Breakout sessions to discuss the structure of the Tenant Engagement System.
- TCHC staff were asked to develop three tenant engagement models informed by the input provided by the TAC members for review at the next TAC meeting.

The July 10, 2024, meeting of the Tenant Advisory Committee included:

- A presentation of three alternative Tenant Engagement System models.
- TAC members provided their input and preferences on the three alternative engagement models.

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 – Q2 2024:

In June 2024, KPMG facilitated three regional Tenant Community Action Table (TCAT) meetings in partnership with Engage Delaney and TCHC. In small groups, Community Representatives, guided by a facilitator, used the bridge exercise to inform the consultancy group on their lived experiences as TCHC tenants. They shared input on their ideal future state of a TCHC tenancy, as well as the current state experience. Follow-up reporting on the TCAT will be shared with community representatives, in the coming weeks.

Table 1: Q2 2024 Tenant Community Action Table Information

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

The Q3 2024 TCATs, scheduled for the week of September 23rd, will provide an opportunity for tenant leaders to share their insights and feedback on proposed adjustments to the Tenant Engagement System model.

Table 2: Q3 2024 Tenant Community Action Table Information

Region	Location	Date
East	20 Gordonridge Pl	September 24
Central	150 River St	September 25
West	495 Wilson Ave	September 26

Capacity Building

On August 7th, 2024, the Mayors Office's Community Engagement team, in partnership with TCHC, hosted a personal narrative training based on the Ganz model of social change to help strengthen staff and tenants' capacity to lead. The event was facilitated by Mayor Olivia Chow and saw participation from TCHC CEO, Sean Baird, 15 tenants selected through a lottery process, and 25 frontline and management staff.

Next Steps

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

- Submit the Tenant Funds for Common Area Projects (formerly known as participatory budgeting program) program redesign and the Tenant Engagement System Review Implementation Plan to the Tenant Services Committee.
- Continue enhancing tenant capacity building through training and workshops.
- Coordinate monthly TAC Meetings, including consultation on key programs of the Tenant Engagement System.
- Host quarterly TCATs

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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Acting Chief Operating Officer

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