



**TCHC Tenant Advisory Committee
February 13, 2024
6– 8p.m.**

Location: 100 Queen Street West, Committee Room 2

MEETING MINUTES

Attendance:

Organization	Participants
TAC Members	<p>Present In-Person: Sara Abdella, Robert Bezanson, John Corso, Ines Garcia, Tracy Izzard, Doug Maybank, Debbie Menezes, Catherine Wilkinson</p> <p>Present Online: Jorry Cross, Tabitha David, Samantha Mogent, Susel Munoz, Karlene Nation, Tameka Richards, Charmaine Roye</p> <p>Not Present: Abdul Rahman, Petra Jeffers, Shabnam Shekh</p>
Non-Voting Members	<p>Not Present: Ubah Farah, Tenant Board Director, Marcel Charlebois, Tenant Board Director</p>
TCHC Staff	<p>Present In-Person: Tom Hunter, Chief Executive Officer (Acting); (Co-Chair) Nadia Gouveia, Chief Operating Officer (Acting) Julio Rigores, Manager, Tenant Engagement Systems Christine Aina, Business Planner, Tenant Engagement Ada Wong, Vice President, Strategic Planning & Communications</p>

	Lindsay Viets, Director of Operations Planning & Program Service Junior Taylor, Manager, Community Safety and Support
City of Toronto Staff	Present In-Person: Jenn St. Louis, Manager, Housing Secretariat Emily Gaus, Housing Consultant, Housing Secretariat Zanib Habib, Programs Coordinator, Housing Secretariat Not present: Jag Sharma, Deputy City Manager (Co-Chair)

1. Welcome, Introductions, Land and African Ancestral Acknowledgments

- Meeting began at 6:10 p.m.
- Tom welcomed all members to the first TAC meeting of 2024.
- Tom introduced Jenn St. Louis as the co-chair for this evening.
- Tom read the Land and African Ancestral Acknowledgements.
- Tom referenced the new TAC members in attendance at their first meeting - Jorry Cross and Samantha Mogent.
- Tom asked Julio to lead TCHC and City staff introductions.
- Julio asked TAC members to introduce themselves and which community they are from.

2. Review of the TCHC Tenant Advisory Committee’s Agenda, Minutes, and Action Items

- Jenn asked TAC members to review minutes from December meeting.

- Approval of minutes approved by member and seconded by another member. All present members were in favour and vote passed.
- Jenn asked TAC members to review the agenda.
- Question from a member to Julio regarding the wording around tenants in good standing as part of the TCHC Engagement System Volunteer Policy. Julio advised that issue was resolved and updated policy and accompanying procedures were distributed to members by email. A more detailed update on this item was provided as part of agenda item #5 – Review of TAC Accomplishments from 2023.
- Comment from an online member that staff need to ensure that online participants votes are included as part of the approvals of minutes and the agenda.
- Motion by a member to approve the minutes, seconded by another member. All present members were in favour and vote passed.

3. Updating the Quorum in the Terms of Reference

- Julio reminded TAC members that in the previous meeting in December there were interim changes made to Quorum.
- Julio informed TAC members that there will be a formal adjustment to the Terms of Reference to factor in the updated committee numbers which is now 18 and adjust the Quorum.
- **Vote:** Amend quorum in the Terms of Reference to consist of a minimum of 12 members.

Result: Carried (60% Majority Required)
Yes: 17
No: 0
Abstained:
Did not vote: 1

Terms of Reference will be updated to reflect minimum of 12 members for quorum.

4.Update on Service Hub Review

- Ada presented to the TAC the updates on the work in progress for TCHC's Service Hubs, highlighting interim improvements implemented to enhance service delivery.
- TAC members were given the opportunity to provide feedback and suggestions and ask questions summarized as follows:
 - Members expressed dissatisfaction with the hub's convenience, inconsistent opening hours, and perceived a lack of staff respect towards tenants.
 - Nadia advised members that TCHC is committed to ensuring consistent service delivery and addressing instances of negative staff behaviour towards tenants.
 - A member questioned the planned amalgamation of hubs suggesting need for improved communication and accommodation for seniors and people living with disabilities.
 - TAC members did not agree with the proposal for dedicated hours at the hubs to deal with certain issues (i.e. parking). Preference to access the full range of services during hub hours
 - Suggestion to update the hub staff information sheet to include names of supervisors and to list service hours which are adhered to by staff.
 - Need for TCHC to address the confusion between services tenants can receive at a service hub versus an office.
 - Tom spoke to members about the evolving nature of service delivery and acknowledged that with the rollout of service hubs there was variation in terms of service delivery to tenants. Similarly with the rollout of the next iteration of service delivery – all expectations may not be met but that the overarching goal is equity around the service delivery provided to TCHC tenants.
 - Tenant suggestions:
 - Install mailboxes at each hub location, so tenants can drop off documents.

- Mail out year-end rental statements to all tenants for income tax purposes.
 - Explore virtual Hub option for meetings and accessing services.
 - An option for tenants to access a City liaison when there is distrust of TCHC staff in service hubs.
 - Retraining of hub staff, improved communication
 - Hiring more TCHC tenants as staff
- Tom thanked members for their comments, candor and enthusiasm and informed them that the finalized Service Hub review report will be presented to the TCHC Board of Directors in April.

5. Review of TAC Accomplishments from 2023, outstanding action items from 2023, updating the TAC on 2024 Activities

- Julio discussed TAC's successes throughout 2023.
- Julio provided update on the Tenant Engagement System Tenant Volunteer Policy:
 - TCHC has eliminated the requirement for tenants in arrears to have a repayment plan to volunteer as part of the Tenant Engagement System.
 - The policy has been revised and will continue to address tenants with recent records of anti-social behavior or behaviors falling under the eviction for cause policy.
- 2023 accomplishments include:
 - Completion of Terms of Reference including formalizing the TAC structure.
 - The TAC contributed to finalization of the Tenant Engagement System Tenant Volunteer Policy and its accompanying procedures.
 - TAC members informed consultation processes for:
 - Tenant Service Hub Review
 - Tenant Engagement System Review
- Julio shared with the committee, the dates and proposed agenda items for the Q1 and Q2 meetings:

- March 6, 2024 meeting:
 - An update on the Tenant Engagement System Review
 - A presentation and Q&A on TCHC's Deputation Policy

- April 16, 2024 meeting:
 - Human Rights Consultations

6.Summary of Action Items and Wrap-Up

- Jenn thanked TAC members for their participation and a successful first meeting in 2024.
- Action items arising from this meeting include:
 - Updating quorum section in Terms of Reference
 - Junior to follow up with member about visiting their building.