

Toronto  
Community  
Housing



# Event report

## Tenant Community Action Table (TCAT)

East Region  
20 Gordonridge Pl.

September 2024

[torontohousing.ca/tes](https://torontohousing.ca/tes)



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# Primary theme and objective

Learn about the primary theme and objectives for the 2024 September TCAT event.

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## Primary theme

The TCAT event focused on presenting the proposed changes to the Tenant Engagement System Model and inform tenant leaders about how they can participate. These changes are based on recommendations from a recent review. Event activities aimed to make sure the model represents all tenants and remains effective.

A marketplace with information booths was on-site so that tenants could learn more about a variety of topics and give feedback. Topics included translation and interpretation services, the crisis transfer process, tenant insurance, and The Centre for Advancing the Interests of Black People.



## Objective

The event's key objective was to review the model. We asked for tenant leader feedback to make sure the model is fair, and tenants are represented based on building size.

The continuing goal of the TCAT is to improve collaboration between tenants and TCHC. This is done by encouraging leaders to act as effective liaisons between their communities and TCHC, making sure their voices are heard on important local issues.

Additionally, the event encouraged participants to bring meaningful feedback to the table.



# Summary of the main themes

Recap of the main themes from the 2024 September TCAT event.

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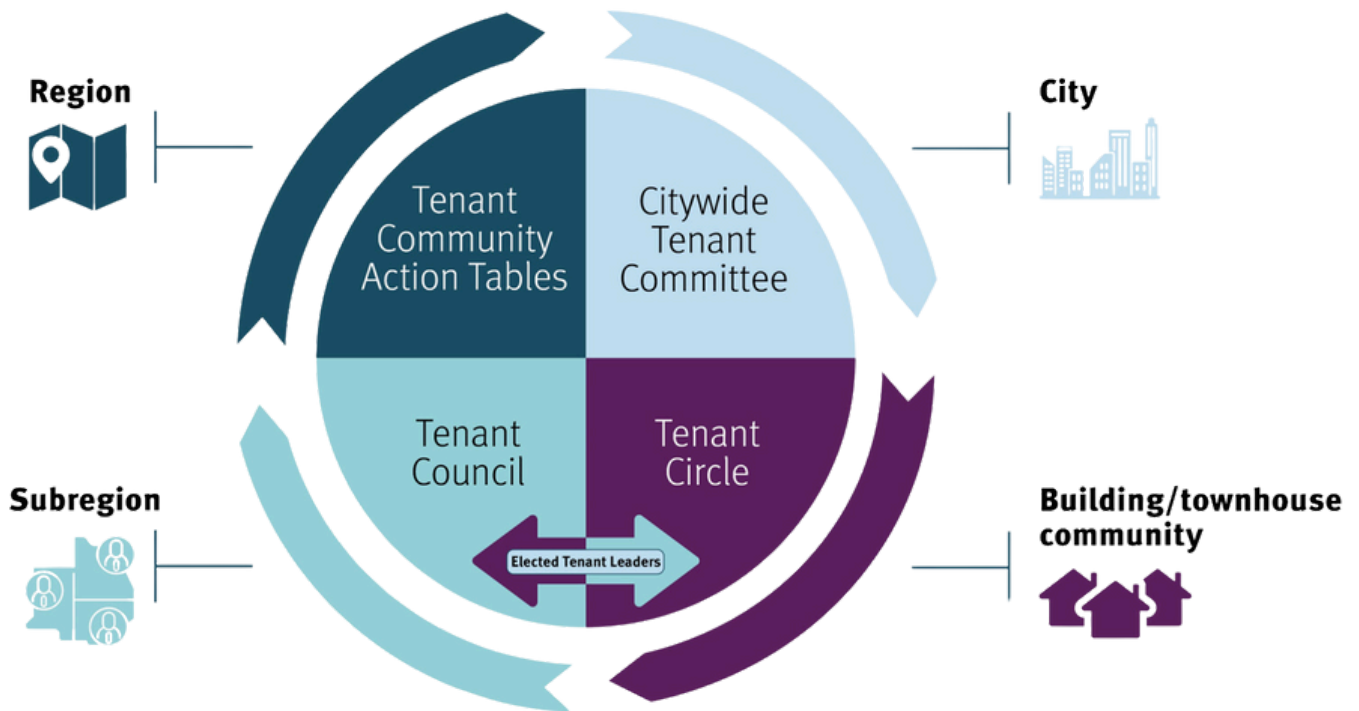
Presenters went through the proposed model, dotmocracy exercise and shared the following questions for discussion and feedback:

- a) Should we continue with proportional representation of community liaisons (currently called Community Representatives) based on building size?
  
- b) If we continue with proportional representation of community liaisons based on building size, how should buildings decide which one (1) of their community liaisons attends the tenant council meetings?



# Engage Together

The proposed model for the Tenant Engagement System





# Community priorities identified

Overview of community priorities previously identified by Community Representatives.

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## What feedback and solutions did we hear from Community Representatives?

- Smaller buildings get overlooked:
- Argument: Smaller buildings may face significant challenges, but their smaller representation leads to their needs being overlooked or deprioritized in favor of larger properties.
- Question: How can TCHC make sure smaller community concerns are heard, if representation remains based on size?

### Quality over quantity:

- Argument: The number of representatives may not mean better representation. It's more important to have effective, dedicated liaisons than to simply increase the number of representatives in larger buildings.
- Question: Could quality training for Community Representatives result in better tenant outcomes, regardless of building size?

### Creates a divide between communities:

- Argument: Proportional representation might unintentionally create a hierarchy where larger buildings receive more attention and resources, worsening inequalities between large and small communities.
- Question: Would a non-proportional system help encourage more fair distribution of attention and resources?



# Community priorities identified

Overview of community priorities previously identified by Community Representatives.

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## What feedback and solutions did we hear from Community Representatives?

- "I'm putting in all this effort, but it feels like there's no trust in TCHC."
- Argument: Tenants may feel this way despite their efforts to engage, TCHC doesn't seem to fully trust or value their input.
- Question: How can TCHC rebuild or strengthen trust with tenants who feel unheard or underappreciated?
- "How do you expect us to participate when we don't feel supported?"
- Argument: Without a sense of support, it becomes difficult to motivate tenants to attend events or engage with TCHC initiatives.
- Question: What steps can TCHC take to create a more supportive environment that encourages participation?





# Community priorities identified

Overview of community priorities previously identified by Community Representatives.

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## What feedback and solutions did we hear from Community Representatives?

### Funding and resource allocation

- "What is TCHC's funding based on, and how is it allocated across communities?"
- Argument: Tenants often feel left out of conversations about how resources are distributed, especially in comparison to larger or higher-profile buildings.
- Question: Can TCHC provide transparency on how funding decisions are made, to make sure all communities, regardless of size, receive fair resources?
- "Why do larger buildings seem to get more attention or funding?"
- Argument: There's a perception that larger TCHC properties or higher-density areas get prioritized over smaller or less visible communities.
- Question: How does TCHC balance the needs of larger buildings with smaller properties to make sure equity in support and services?



# Record of attendance

The number of tenants that attended the event, comparing the numbers to the last TCAT.

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Attendance increased to 49 representatives from the last meeting.



# Why are TCATs important?

## What are TCATs?

Tenant Community Action Tables are held quarterly. One meeting is held per region, and Community Representatives gather with TCHC staff to achieve the following objectives: resource sharing, capacity building, and addressing local priorities.

Community Representatives and Committee Members are encouraged to use this forum to compare notes with other leaders on how they are addressing top priorities in their community and build a stronger network with other tenant leaders, staff and partners.

This year's set of TCAT meetings centred around a specific topic that guided the activities for the day:

- March: Maintenance processes
- June: Strategic Planning
- September: Future of the Tenant Engagement Model



# How event delivered on the objectives of the TCAT

Description of how the event delivered on TCAT objectives for the region and tenant feedback.

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Tenant leaders were able to get information on what they may expect in this new model being proposed. They were able to share their insights into some aspects of the new TES model.



# How we are achieving the objectives of the TCAT

The path to achieving resource sharing, capacity building, and addressing local priorities.

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## Capacity building and resource sharing

Leaders are able to gain knowledge and share ideas on processes that impact them directly and local priorities.

The marketplace did provide an opportunity for tenants to learn about different topics and bring resources back to their communities. Participants appreciated the marketplace and would like to see more of it in future, but with different topics.



# Suggested action items

Overview of suggested action items for Toronto Community Housing following the event.

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## Suggestions?

As the new Tenant Engagement System rolls out, it is important to have opportunities for Community Representatives to ask questions about the system. TCHC may need to schedule meetings so the tenants can learn more and give suggestions about the details of the system.



# Next steps

You might be wondering “what’s next?”

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**Your next Tenant Community Action Table is happening in November!**



**Date**

Saturday, November 30



**Time**

1 to 4 p.m.



**Location**

Centennial College Event Centre, 937 Progress Ave

Registration closes on **Monday, November 25 at 11:59 p.m.**

Learn more and register at the link below.

[torontohousing.ca/TCAT-reg](https://torontohousing.ca/TCAT-reg)

**You can also contact your  
Tenant Participation  
Coordinator to register.**



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[torontohousing.ca/TCAT-reg](https://torontohousing.ca/TCAT-reg)