

Toronto
Community
Housing



Event report

Tenant Community Action Table (TCAT)

West Region
2195 Jane Street

September 2024

torontohousing.ca/tes



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Primary theme and objective

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

Primary theme

The TCAT event focused on presenting the proposed changes to the Tenant Engagement System Model. These changes are based on recommendations from a recent review. Event activities aimed to make sure the model represents all tenants and remains effective, particularly those living in townhouses and high-rises. There was also an emphasis on bridging communication gaps between tenants and TCHC staff, especially Community Services Coordinators (CSCs).

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

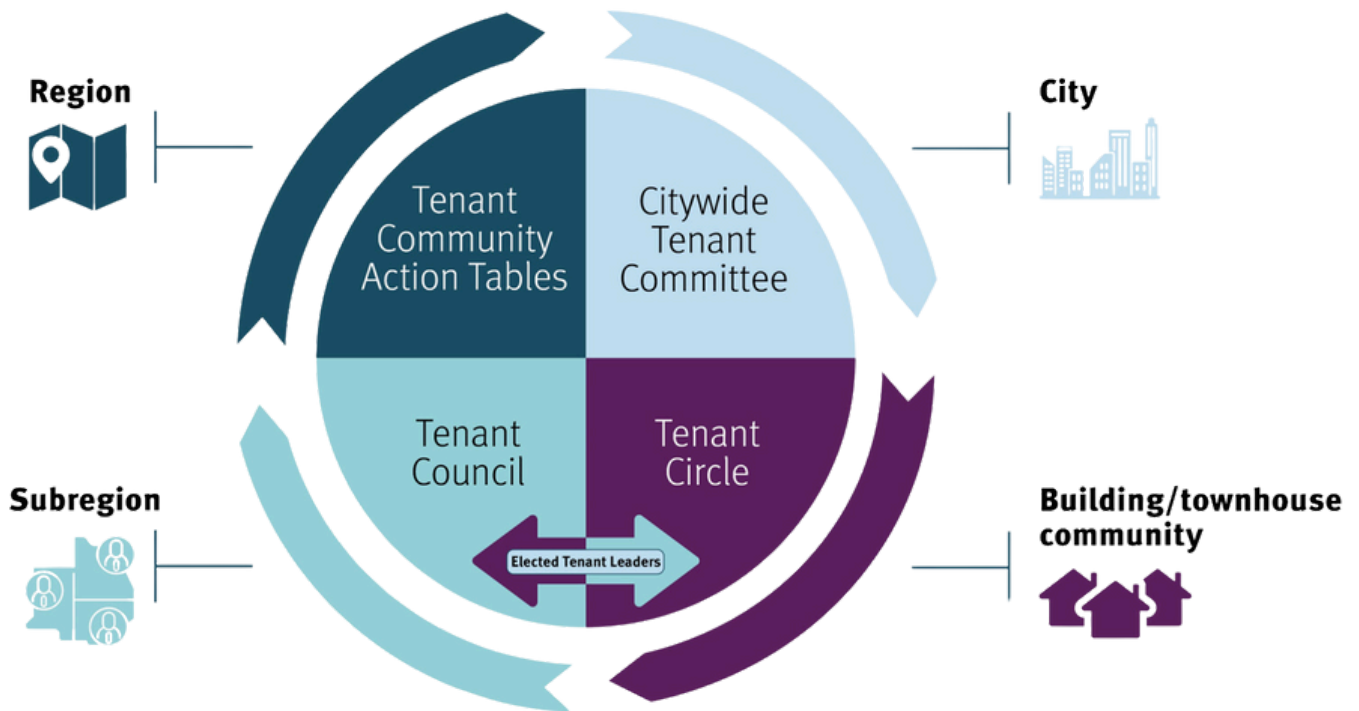
Recap of the main themes from the 2024 September TCAT event.

- We spoke about the Tenant Engagement System review and recommended changes.
- We presented the enhanced Tenant Engagement System Model.
- The four levels of the new model: building/townhouse Tenant Circles, district Tenant Councils, regional Tenant Community Action Tables, and a city-wide Tenant Committee.
- We outlined the new geographical realignment that would change how some TCHC staff are organized under a District-based model.
- We also held a marketplace where tenants could visit different booths and learn/give feedback about translation and interpretation services at TCHC, the crisis transfer process, and renters' insurance.



Engage Together

The proposed model for the Tenant Engagement System





Community priorities identified

Overview of community priorities previously identified by Community Representatives.

What feedback and solutions did we hear from Community Representatives?

Tenants are still concerned about maintenance, cleaning, and improving communication with TCHC. They were also frustrated with the limited information about the geographical realignment/District-model. Tenants wanted to know more about how it would affect them and their building staff.



Record of attendance

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

Twenty-five tenant leaders attended. This attendance was down from the previous event. This could reflect the ongoing frustration tenants feel about the lack of feedback from past meetings.



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 and Committee Member Representatives are encouraged to use this forum to compare notes with other leaders on 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.

- Question and answer session was held to clarify any questions.
- The idea of returning to something like the former “OU” model was positive. Tenants felt encouraged that they will have direct communication with the District Managers and have direct one-on-one contact with key decision makers.
- Selection of the tenant Council leaders was not clear. TCHC will have further information in 2025 on elections and the roles and responsibilities of Tenant Circles and the Tenant Council.



How we are achieving the objectives of the TCAT

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

Capacity building and resource sharing

The meetings are in a status quo position. Tenants want more interaction with staff and training opportunities. They would also like more resources to support their community, including maintenance, cleaning, and pest control. They also wanted more community services and programs.

We held a marketplace so tenants could learn more about key topics and get more resources to help their communities.



Suggested action items

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

Suggestions?

Tenants suggested changing the venue. It was too hard to hear the presentation, even with a speaker system.

Tenants asked for more information about the geographical realignment and District-based model.



Next steps

You might be wondering “what’s next?”

Your next Tenant Community Action Table is happening in November!



Date

Thursday, November 28



Time

6 to 8 p.m.



Location

Montecassino Hotel, 3710 Chesswood Dr, Suite 220

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

Learn more and register at the link below.

torontohousing.ca/TCAT-reg

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



416-981-6641



Terence.Chen@torontohousing.ca



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