



TCHC Tenant Advisory Committee
March 6th, 2024
6 p.m. – 8 p.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, Debbie Menezes, Catherine Wilkinson</p> <p>Present Online: Jorry Cross, Tabitha David, Samantha Mogent, Karlene Nation, Charmaine Roye, Abdul Rahman, Petra Jeffers, Doug Maybank, Shabnam Shekh.</p> <p>Not Present: Susel Munoz, Tameka Richards.</p>
Non-Voting Members	<p>Present Online: Marcel Charlebois Tenant Board Director, Tenant Board Director</p> <p>Not Present: Ubah Farah, Tenant Board Director, Tenant Board Director</p>
TCHC Staff	<p>Present In-Person: Tom Hunter, Chief Executive Officer (Acting); (Co-Chair) Nadia Gouveia, Chief Operating Officer (Acting) Jenelle Estwick Julio Rigores, Manager, Tenant Engagement Systems Christine Aina, Business Planner, Tenant Engagement</p>

	Alejandra Marulanda, Tenant Participation Coordinator Darragh Meagher, General Counsel, and Corporate Secretary
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 Mohamed – Toronto Formation Not present: Jag Sharma, Deputy City Manager (Co-Chair)

1. Welcome, Introductions, Land, and African Ancestral Acknowledgments

- Tom welcomed all members.
- Tom introduced Jenn St. Louis as the co-chair for this evening.
- Tom read the Land and African Ancestral Acknowledgements.

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

- TAC members to begin with agenda item two and review the agenda.
- TAC member asked Julio. if a specific agenda item that was requested would be a part of tonight's meeting.
- Julio ensured TAC members that they have received an update regarding the item, and it will be discussed although it is not listed on the agenda.
- Motion to approve the agenda, approved by all.

Review of the minutes

TAC member: Corrected their suggestion to install mailboxes at non-hub locations, as mailboxes at hub locations are already in place.
-Recommendation to reinstate TSC to physically visit buildings to provide services to seniors and tenants with disabilities.

TAC member: Request to update absent members' attendance to indicate if they were absent or absent with regrets.

-Motion to approve the minutes: All in favour.

Action Items: Reviewed By Julio

- Update quorum to be reflected in the committee's Terms of Reference
- Junior visited the TAC members community.

3. Update on the Tenant Engagement System Review

- Tom introduced Nadia and Geoffrey for the TES Review presentation.
- Nadia and Geoffrey presented the TES Review and highlighted the process of collecting the TES recommendations received by tenants and stakeholders.
- The top 3 recommendations have been combined into one.
- You will see the condensed top 10 recommendations In the April TSC.
- Nadia and Geoffrey proposed to reinstate tenant councils to discuss Hub or building-level issues this would be essentially one tier lower than the TCATS.
- TAC members were given the opportunity to provide feedback and suggestions and ask questions summarized as follows:
- TAC members questioned if the proposed tenant councils were above the integrated Hub meetings and if they were an addition to other tenant staff meetings.

Nadia confirmed these meetings would be with one-third of the region along with the general manager and members of their team.

Not all buildings have integrated team meetings that include tenants this will be new for some communities.

- Several TAC members mentioned there have not been tenant meetings within their communities and wish to reinstate them. Proposed tenant councils can provide a voice for communities that don't have one.
- TAC member received a call reporting no staff or superintended in the Hub. Agrees with a monthly tenant council meeting.

- TAC member sought clarification regarding Recommendation 10, board of Directors – reports and visits.

Nadia confirmed not all recommendations are TAC-specific. Board members have expressed interest in engaging further with tenants.

- TAC member suggested that directors be mindful and intentional when visiting tenant communities.
- TAC members: Stated the engagement model is too restrictive for tenants to voice their concerns/priorities. Tenant Councils allow more opportunities to voice concerns and action solutions with local staff.
- TAC member: Feels the additional tenant council is duplication. Tenants may feel intimidated to speak when they don't know tenants from other communities.
- TAC member: Would like for communities to have a choice on what system works best for them. Some communities may opt for a committee, as opposed to tenant reps.

Nadia thanked the TAC for their feedback and confirmed the next steps.

- Report to be presented in April at TSC. This includes all 10 recommendations as well as the top 3.
- Implementation plan to be presented to TAC before going to the board. Nadia and Geoffrey will return to TAC approximately in May or June.

4. Deputation Policy Presentation

- Darragh presented the Deputation Policy.
- Legal will be releasing a survey to all tenants and a survey for the board of directors.
- Legal will be hosting two focus groups with past deputants.
- TAC members were asked 3 questions to provide their feedback on the deputation policy. Question 1, what are the barriers that prevent tenants from providing their feedback to the board? Question 2, How can the deputation process be improved? Question 3, how can we improve communication with tenants to increase awareness?
- Many TAC members agreed that policy documentation is not reader-friendly. The policy documentation and procedure need to be simplified and include AODA requirements. Additionally

include translated documents to be available for tenants in multiple languages. Develop a worksheet or step-by-step YouTube video on how to depute. Suggestion to have one place where all TCHC information can be streamlined via a lobby channel. Post Info- Graphics and posters, in common areas such as lobbies and elevators.

- TAC member: Suggested providing technical support and education for tenants who have difficulty using and accessing technology to participate in the deputation.
- TAC member question: Deputations are 5 minutes, what are some items tenants can depute, and are tenants' privacy protected during deputation?

Darragh responded the deputation is a public process and may not be the best avenue for tenants who wish to remain anonymous. Tenants may only depute items listed on the agenda which will be posted on the TCHC website a week before the deputation.

- TAC members suggested evening meetings for working tenants and hosting them at a consistent central location.
- -Suggested a working group led by the TES to work with previous deputants, to develop guidelines on how to give a good deputation. Additionally include communications, to develop a deputation poster, to encourage tenants to depute with a link to the website.
- TAC member: Consider tenants to submit pre-recorded deputations if they are unable to attend in person.

Darragh mentioned tenants may lose the opportunity for board members to ask questions.

- TAC member: TCHC should connect with organizations like Pathways to Education to bring awareness to young people in our communities on deputation opportunities.
- A TAC member: "You may feel dismissed by the Board when bringing up items that are not on the deputation agenda". Suggestion for deputation workshops/info sessions to be held to educate tenants on the deputation process, hold mock deputation workshops.

Summary of Action Items and Wrap-Up & Honorarium T4 Update

- Tom thanked all the TAC members for their feedback and participation.
Before wrapping up Tom addressed the honorarium T4 miscommunication between the Tenant Engagement System and the Finance team.
- Christine will be supporting TAC members who may have already filed their income tax along with additional support regarding this issue.
- TAC members: Questioned how this could happen when they consistently requested clear honorarium instructions multiple times. TAC members were consistently advised that they would not receive a T4A unless they exceeded the honorarium amount of \$499 and would receive notice before exceeding the amount. The issue is why is TCHC issuing a T4A for \$400 when the CRA's requirement for issuing a T4A is to exceed \$500.
- Christine shared that TES was provided with misinformation despite their efforts. The finance team has retracted their statement and advised that moving forward TCHC will issue a T4A regardless of the honorarium amount. All honorarium income must be reported to the CRA as a part of the annual income tax.
- Christine and Tom apologized to the group have committed to rectifying the situation and will continue to work with the TAC through this matter.
- Julio reassured the TAC we will continue to work with you individually to resolve this issue.
- Marcel stated that miscommunication creates mistrust between tenants and TCHC.
- Tom has Committed to respond and update the TAC within 2 weeks regarding the matter.