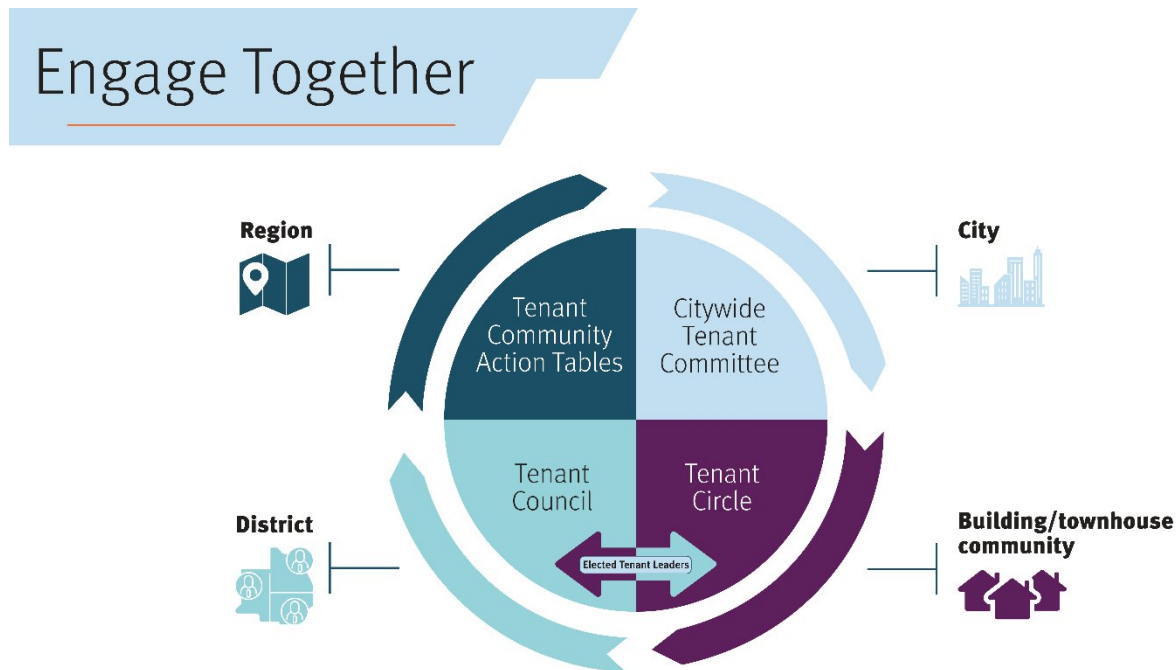


Engage Together: Tenant Circles

Tenant questions & answers | March 2025

Toronto Community Housing (TCHC) is actively working to implement the components of Engage Together, the engagement model approved by the Board of Directors in December 2024. As part of the transition to this new system, Tenant Circles will begin meeting locally.

We have developed this resource to answer questions tenants may have about this part of the new Engage Together model.



What are Tenant Circles?

Tenant Circles are one of the four components of TCHC’s Engage Together (Tenant Engagement System). They take place at the building and townhouse community level. Tenant Circles are open to all tenants in a building and/or townhouse community. Members will work together to set

community development/engagement priorities and support tenant-led initiatives.

Are Tenant Circles going to exist alongside Building and Townhouse Committees?

In the formal Engage Together system, there are no Building or Townhouse committees. Any tenants who were part of previous Building or Townhouse Committees are encouraged to participate in Tenant Circles.

Tenant Circles are open to all tenants in a building or townhouse community. We are doing this to encourage a more inclusive and representative forum for engagement. Engagement Community Services Coordinators (CSCs) can give you guidance on how existing discussions and programs can be brought over to the new model.

Do the roles of Community Representative and Building Committee members officially still exist within the Tenant Circles?

No. With the approval of the new Engage Together model, the Community Representative and Building Committee roles have now been retired.

Our building or townhouse community does not have an appropriate space for Tenant Circle meetings. What should we do?

If there is no suitable meeting space within your building or townhouse community, the Engagement CSCs will work with tenants and management to find an accessible and appropriate alternative.

Tenants from townhouses do not have fob access to the building's community room. How can they participate in meetings?

On the day of the meeting, staff will make sure entry processes are in place so that townhouse tenants can access the space. Directional signage will also be put up.

Should buildings and townhouses have separate Tenant Circles, or can they be combined?

Tenant Circles will be organized based on existing tenant communities as a starting point. In some cases, a building and townhouse community will share a single Tenant Circle. In other cases, separate circles may be formed. If tenants express strong preferences for a combined or separate model, this can be reviewed and addressed with the Tenant Engagement team as the Engage Together system evolves.

How will Tenant Circles decide on community development priorities?

Each Tenant Circle will make a Community Development Priority Plan that will focus only on actions, tasks, and community building activities, and tenant engagement.

- Maintenance-related issues (like repairs, pest control, common area concerns) should be reported through the existing maintenance request process.
- Safety concerns (like security, lighting, trespassing) should be escalated through the appropriate safety and security channels.

This change makes sure Tenant Circles remain focused on community-building efforts, while operational issues are directed to the appropriate teams.

What is the role of Tenant Circles in decision-making?

Tenant Circles serve as a collaborative space where tenants can discuss community priorities, initiatives, and tenant-driven projects. Once tenants have established their Community Development Priority Plans, they can allocate tenant directed funding dollars towards these priorities.

Will meetings be facilitated by staff, or are tenants responsible for organizing them?

Tenant Circles are tenant-driven, meaning tenants will play a central role in organizing and leading discussions. However, Engagement CSCs will



organize meetings and be present to provide support to help facilitate meetings.

How frequently will Tenant Circles meet?

Tenant Circle meetings will happen a minimum of four (4) times per year.

Where can I go for more information?

For more information about Engage Together, please contact your Engagement CSC for information on new opportunities to stay involved, including participating in your Tenant Circle.

If you aren't sure who your Engagement CSC is, contact the Client Care Centre at **416-981-5500** or help@torontohousing.ca. They will direct you.

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