



Tenant communications focus group report

Second session: Community support and services

July 2025

Toronto
Community
Housing



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Background

In 2025, Toronto Community Housing (TCHC) began a series of focus groups with tenants. The second focus group took place in July 2025, and the topic was community supports and services. You can find the report from the first session on the TCHC website at torontohousing.ca/focus-group-report-1.

The purpose of these focus groups is to help improve the way TCHC shares information. Through these sessions, tenants can share their experience and provide ideas or solutions.

Goals

- Learn how tenants currently find out about community supports, services, and programs.
- Discover how tenants would like to receive this information.
- Learn what types of programs, services, and supports tenants would like to see in their communities.
- Share feedback from these sessions with staff to help improve outreach efforts.

Tenant participation

- One hundred and twenty-four tenants registered.
- Thirty-three tenants attended online sessions.
- Twenty-eight responses to online survey (sent to all registered tenants).



What we did

- Registered tenants got a survey before the focus group. The survey included four questions with multiple choice answers or open-ended responses.
- TCHC presented survey results for each question. Tenants gave more feedback and examples from their lived experiences.
- Interpretation was available for tenants who asked for this service when registering.
- We also re-sent the survey after the sessions. This meant that people who missed the session could share feedback.



What we heard

Key themes

More support and more awareness

Tenants shared that some programs and services are available. They would like to see more in their communities. Tenants would also like to receive more information from TCHC about available programs.

Different types of support and programs

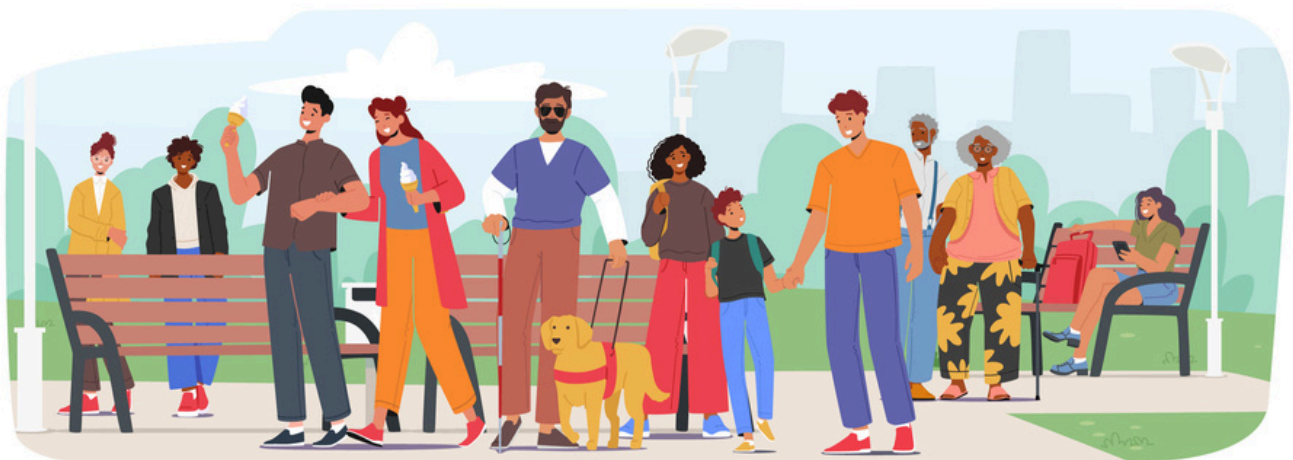
Food security and youth programs are the most common types of programs available. Tenants said they would like to see different types of programs and services. This includes health and wellness programs like exercise classes and yoga. Tenants would also like to see programs for complex needs. This includes services for addiction and homelessness.

Access to programs and support

It can be challenging to find the right type of support or program. It can also be difficult to find out if these programs are available nearby.

Use all available communication channels

People like to get information in different ways. TCHC should continue to share information in many ways. This includes posters, website, email, SMS, and more.



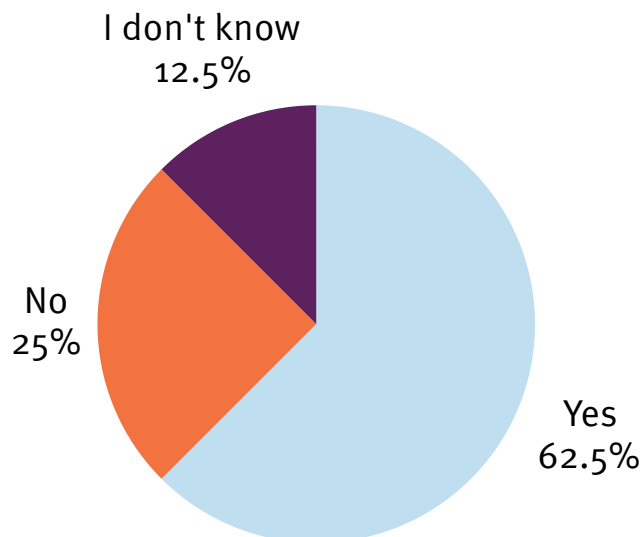
Overview of feedback

Current programs, services and supports

- Most tenants are aware of programs in their community, but would like to see more. This includes food security, health, and mental health supports.
- The most common types of programs are food banks/food security and youth programs.
- Tenant-led programming includes community events (like barbecues), youth programming, and seniors programming.
- In some communities, other organizations and community partners run programs. This includes help with taxes, employment services, life skills, and on-site medical resources like a visiting nurse.
- Tenants shared about the challenges they experience. For example, some communities do not have any community space for programs. Others may have space but are not able to use it or there is not an easy process to book the room. Sometimes community spaces are not accessible.

Discussion question:

Do you have support programs in your community? Examples include food banks, youth programs, crisis support, agencies, and more.



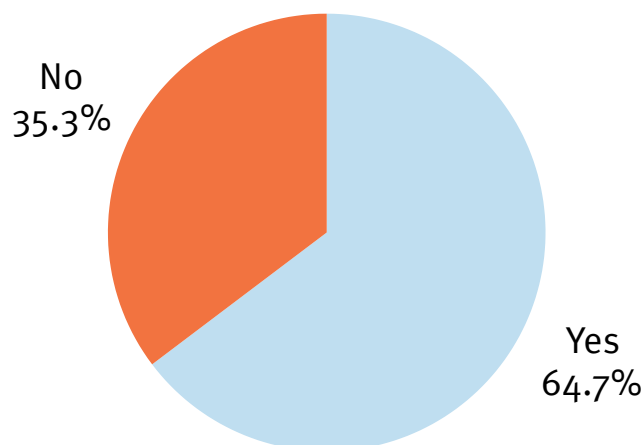
Overview of feedback

Current communication methods

- Tenants currently find out about programs and support through bulletin boards. Tenants may not always check the bulletin boards. For example, people who do not use the main entrance or exits may not see notices. People who live in townhouses may not have a community board. Some boards are not placed in an accessible location, or may have information that is out of date.
- Tenants use the website, monthly email (Community Corner), and print newsletter (Tenant LOOP).
- Tenants would like to see information posted in other areas of their buildings. This includes the laundry room, by the elevators, or by stairs. Townhouse communities would like access to community notice boards.
- Tenants suggested that printed materials like booklets or brochures would be helpful.

Discussion question:

Do you know where to find information about programs, services, and support in your neighbourhood?



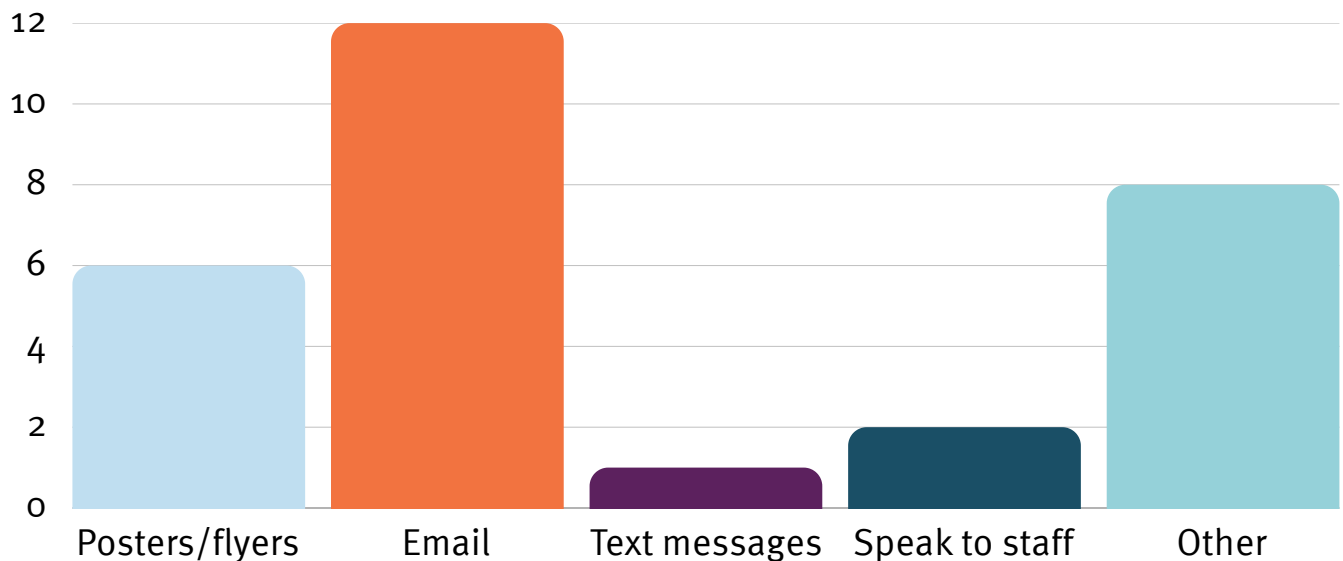
Overview of feedback

Sharing information about programs and services

- Tenants agreed that people like to get information in different ways.
- Tenants recommended putting posters and flyers in different areas of a building. This way more people will see them. Tenants would like digital screens in their buildings that are updated over time.
- Some tenants enjoy receiving information through the TCHC website, social media channels.
- Tenants also like to receive important information by mail.

Discussion question:

How would you like to find out about these programs, services, and supports?



Overview of feedback

Support and programs in your community

Discussion question:

What support or programs would you like to see in your community?

- Community safety (where to go if they have a safety concern).
- Safety walks and wellness checks.
- Garden programs during spring/summer for all ages.
- Funding and grants for programs and community ideas.
- Programming for young kids, after school programs, childcare for single parents.
- Programming like arts, education, social activities, and seniors programs.
- Drop-in food programs, soup kitchens, food banks, food delivery.
- Mental health support, suicide prevention, helplines for kids and adults.
- Exercise, breathing, yoga and wellness programs.
- Hiring events and help with job searches.
- Where to find other supports or services in your neighbourhood. For example, pools, basketball courts, and free community events and programs.



Next steps

We will continue to share information about programs and services offered by TCHC, community partners, and other organizations. This information will be available through posters, email, website, social media, and text messages.

TCHC will also take the following actions in the next 12 months:

Action checklist	How we'll make it happen	Notes
Providing updated resources for community services and supports	<ul style="list-style-type: none">• Update the Community Services and Supports directory on the TCHC website.• Providing printed materials for staff to distribute at local offices.• Create materials that are shared with new tenants at the same time as the leasing package.	Work with internal community-based teams to review existing materials and update where needed.
Sharing local events and supports	<ul style="list-style-type: none">• Work with local staff to make sure flyers/posters are shared in multiple areas, and in accessible placements.• Create template for staff to print out what's happening in the community.	For sharing monthly about upcoming local events

Contact information

For any questions or to share additional feedback, please email Zaira Shaal Hoeber, Acting Director of Digital, Content and Brand: **Zaira.Shaal-Hoeber@torontohousing.ca**.

Looking for information about programs, supports and services? You can find this information on TCHC's online channels.

Download resources on our website:

- Download a PDF copy of our current community services and supports directory at **torontohousing.ca/community-services**.
- See the latest building posters each month at **torontohousing.ca/building-posters**.

Sign up to receive emails or SMS updates:

- Visit **torontohousing.ca/emailupdates** to sign up.
- You can choose to receive TCHC's monthly email, Community Corner, or you can sign up to receive notifications about specific programs, news, or opportunities.

Follow us on social media:

f Facebook: **[Toronto Community Housing](https://www.facebook.com/TorontoCommunityHousing)**

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