

**Toronto Community Housing (TCHC)**  
**Tenant Advisory Committee (TAC)**  
**Tuesday, July 22, 2025**  
**6 to 8 p.m.**  
**Toronto City Hall, Committee Room 2, Floor 2**  
**100 Queen Street West**

**Meeting Minutes**

Organization	Participants
TAC Members	<p><b>Present in-person:</b> Nasra Ahmed, Robert Bezanson, John Corso, Tabitha David, Ghassan Fayad, Ines Garcia, Karlene Nation, Charmaine Roye</p> <p><b>Present online:</b> Virginia Alexander, Jorry Cross, Peggy Ernest, Beisa El-Tawashy, Petra Jeffers, Shazzy Mohamed, Ijaabo Mohamed, Samuel K Kisitu, Nasser Naoshad, Kafiya Noor, Debbie Menezes, Tameka Richards</p> <p><b>Regrets:</b> Doug Maybank</p> <p><b>Not present:</b> Susel Munoz, Samantha Mogent, Abdul Rahman</p>
Non-Voting Members	<p><b>Not present:</b> Marcel Charlebois, Tenant Board Director</p> <p>Ubah Farah, Tenant Board Director</p>
TCHC Staff	<p><b>Present in-person:</b></p> <p>Pablo Vivanco, Director, Tenant Engagement and Community Development</p> <p>Nadia Gouveia, Chief Operating Officer (COO)</p> <p>Jenelle Estwick, Executive Assistant</p> <p>Christine Aina, Manager, Tenant Engagement (Acting)</p> <p>Alejandra Marulanda, Tenant Participation Coordinator, Tenant Engagement</p>

	<p>Libin Ali, Program Coordinator, Tenant Engagement</p> <p>Sanitra Henderson, Program Coordinator, Tenant and Community Services, Tenant Engagement</p> <p>Gail Johnson, Manager, Community Safety and Support (East region)</p> <p>Lisa Kileeg, Manager, Tenant Marketing &amp; Communications</p> <p><b>Not present:</b> Sean Baird, President &amp; Chief Executive Officer</p> <p>Junior Taylor, Manager, Community Safety and Support (Central region)</p> <p>Joseph Greer, Manager, Community Safety and Support (West region)</p>
City of Toronto Staff	<p><b>Present in-person:</b></p> <p>Emily Gaus, Housing Consultant, Housing Secretariat</p> <p>Natalie Wythe, Programs Coordinator, Housing Secretariat</p> <p>Anna Nguyen, Housing Consultant, Housing Secretariat,</p> <p>Zanib Habib, Programs Coordinator, Housing Secretariat,</p> <p><b>Not present:</b> Jag Sharma, City Deputy Manager</p>

## **Welcome, Introductions, Land, and African Ancestral Acknowledgments**

- TCHC's COO Nadia Gouveia started the meeting by reading the Land and African Ancestral Acknowledgements.

## **Review of the TCHC Tenant Advisory Committee's Agenda, Minutes, and Action Items:**

- TCHC's Tenant Engagement and Community Development Director, Pablo Vivanco, introduced the TCHC staff. The City of

Toronto staff introduced themselves, and Nadia opened the floor for TAC members to introduce themselves.

- TAC motioned for the June meeting minutes to be approved.
- City of Toronto Housing Consultant Emily Gaus reviewed the action items.

### **TAC recognition**

- TCHC staff gave an overview of the TAC's achievements.
- TCHC staff presented updates on the recruitment for both TAC and the new Youth Tenant Advisory Committee (YTAC). This included sharing statistics for TAC and YATC applications and demographic statistics.
- TAC members requested a quick overview of LIFT (Local Initiative Funding for Tenants), upcoming Tenant Elections, and an update on TAF (Tenant Action Funds).
- TCHC staff shared a brief overview of LIFT, which is currently live. They also shared that the nomination package for Tenant Council elections is being finalized.
- TCHC staff extended the invitation to TAC members to attend the remaining LIFT and Tenant Council information sessions for a detailed update.
- **TAC member:** When will registrations for Election information sessions be live?
- **TCHC staff:** Registrations are currently live.
- **TCHC staff:** Emails for registrations will be sent out on waves. Tonight, all tenants will receive registration emails.
- **TAC member:** I just got the email; however, the information in the email appears to be incorrect.
- **TCHC staff:** Thank you for letting us know. We will look into this right now.
- **TAC member:** Will there be accountability on TCHC's end regarding the LIFT funds tenants receive? Is there going to be transparency on how the funds are allocated/spent?

- **TCHC staff:** We are working on ensuring LIFT has a report-back component from the tenants and communities who access the LIFT funds. Once a community initiative has been selected at the Tenant Circle, the local engagement CSC will work on the poster that is displayed in the building, which clearly indicates the priority and the funding amount. The next step is after the event or initiative has been completed. Tenants/communities must report back by submitting photos of the events and proof that the event occurred, such as attendance, etc. This is mandatory and a key item to audit on how money is spent.
- **TAC member:** My concern is that with TAF, tenants were required to report back, but never did. How do we ensure tenants follow the steps?
- **TCHC staff:** Last year, when we did the consultations, tenants requested transparency on the allocation of funds. With LIFT, we will have a poster that states what the funds were used for and what the allocated funding amount is. Additionally, once an event is held, tenants must complete an impact report with a recap of the event/goods and services that were purchased with the LIFT funds, and pictures should be attached.
- **TCHC staff:** LIFT is new; we want to work with TAC today to improve LIFT as it continues. Our commitment is to get better as we go.
- **TAC member:** For communities that aren't using the LIFT funds, what happens to their funds?
- **TCHC staff:** Funds only get allocated through Tenant circles. There might be some communities that haven't met yet. If funds aren't used, we can use these funds toward the end of the year to re-purpose them to a community that hasn't completed all its priorities.
- **TAC member:** In my community, in the past, when we had tenant elections, individuals who ran were involved in illegal activities. What's the new Tenant Council Elections criteria?

- **TCHC staff:** We will be using the Tenant Engagement System Volunteer Code of Conduct to hold people accountable.

### **Action items and wrap up**

- LIFT feedback discussion with TAC will begin in the spring.
- TCHC communications will address the technical error with the LIFT and Elections info session registration email.
- Certificates and water bottles will be mailed to members who were unable to attend the July 22 meeting.
- Tenant Engagement team will share the LIFT webpage with TAC members via email.