

Tenant Council & Toronto Community Housing (TCHC) Reference Guide

Tenant Council Members Roles & Responsibilities

Tenant Council members play an important role in strengthening tenant engagement through the Engage Together model.

Their purpose is to amplify tenant voices and improve participation in engagement activities. They will:

- Attend quarterly tenant council meetings.
- Share tenant feedback, highlight successes, and identify barriers that tenants experience in their communities.
- Focus on broader community matters, such as capacity-building, vendor concerns, community gardens, Tenant Circles, the tenant funding program LIFT, and tenant communications.
- Join local events and Tenant Circles in your district to stay connected and support community engagement. Attend events when you're able, so you can stay informed and represent your community effectively.
- Continue to co-create the scope and operations of the Tenant Council, alongside TCHC staff.

Tenant Council Members **do not** replace existing supports or address unit-specific issues including:

- Repairs and maintenance.
- Individual complaints (e.g. transfers).

Below are TCHC resources tenants can connect with to address these concerns.

Maintenance:

Superintendent: Day-to-day maintenance & service requests.

- Contact info posted in the building or call Client Care Centre.

Client Care Centre: Repairs, complaints, parking information, rent or lease questions, service disruptions, community events.

- Phone: 416-981-5500, Email: help@torontohousing.ca (non-urgent).
 - Always request a reference number.
 - Interpretation is available in 170 languages.

Tenancy Management:

Tenant Services Coordinator (TSC): Lease signing, rent calculation, arrears, parking, complaints.

- Contact information posted in building or call Client Care Centre.

Community Services Coordinator, Access & Support: Connects tenants to services/supports.

- Contact information posted in building or call Client Care Centre.
- Community Services Coordinator Engagement: Supports community programs, tenant leadership, community development, access to community resources.
- For general information, email: tenantengagement@torontohousing.ca.

Complaints:

Client Care Centre:

- Phone: 416-981-5500, Email: help@torontohousing.ca (non-urgent).
 - Always request a **reference number**
 - Interpretation is available in 170 languages

Solutions Team: Handles unresolved complaints and service compliments

- **416-981-6000** or solutions@torontohousing.ca.

Safety:

- **Community Safety Unit (CSU):** 24/7 response for illegal activity, trespassing, noise, parking violations.
- **416-921-2323**

Community Safety Advisor (CSA)

- Supports tenant-led safety councils.
- Contact information posted in building or call Client Care Centre.

Emergency: Always call **9-1-1** for fire, violent crime, or life-threatening medical emergencies.