



20

25

Tenant Engagement



**Engage
Together**
at TCHC

Toronto
Community
Housing



This year was about showing up and shaping change together.

In 2025, tenants across Toronto Community Housing (TCHC) helped launch a new way of working together called Engage Together. This wasn't just a new model on paper. It was about creating more ways for tenants to speak up, lead, and help shape decisions that affect their homes and communities.

From building-level conversations to citywide tables, from funding local ideas to voting in tenant elections, tenants were at the centre of the work.

This report highlights what tenants helped make happen in 2025.



A new way to engage: Engage Together



In December 2024, the Board approved the new Engage Together model. By January 2025, tenants and staff across the city began putting it into action.

What this means for tenants:

- More ways to get involved
- Clearer paths to leadership roles
- Fair and more consistent processes
- Stronger tenant voices at every level

Engage Together supports tenant input locally (in buildings and communities) and citywide (through councils and advisory tables).

Getting ready together

Before rolling things out, staff from across TCHC took part in training and learning sessions so they could better support tenants.

These sessions focused on:

- How Engage Together works
- Tenant Circles
- Engagement system participants' roles and responsibilities
- Funding programs like LIFT
- Tenant elections

This preparation helped make sure tenants had the support they needed as the new system was launched.



Clear rules, fair processes

In 2025, new policies were approved to support tenant participation and funding in a clear and transparent way.

These included:

- Engagement system participant roles guidelines and code of conduct
- Clear rules for how tenant funds are shared and used

These policies help protect tenants, support fairness, and make participation more accessible.

The ways tenants get involved

Engage Together includes four connected ways tenants can participate:

1



Tenant Circles

Building and community conversations

2



Tenant Councils

Elected or acclaimed local leadership

3



Tenant Community Action Tables (TCATs)

Large, citywide gatherings

4

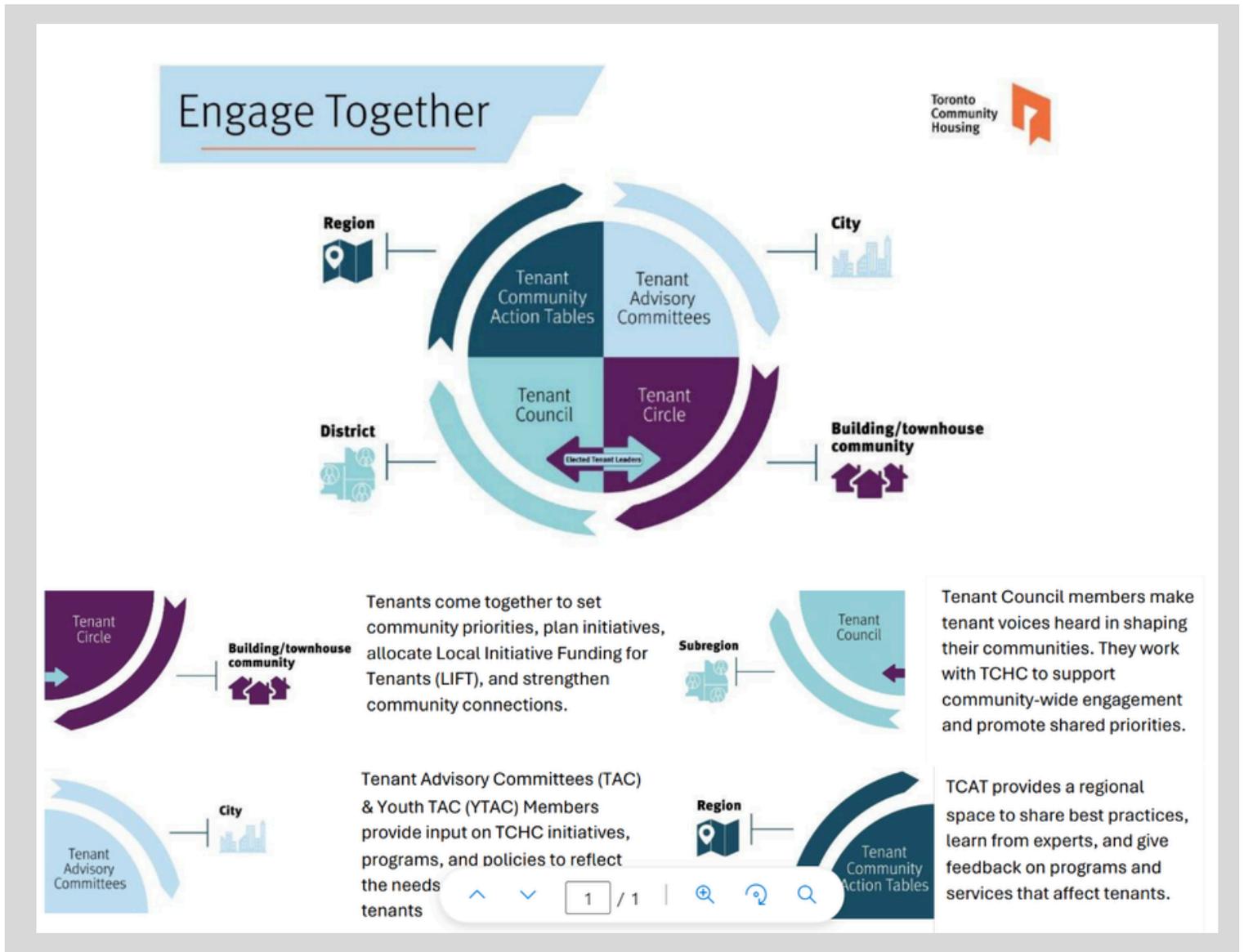


Tenant Advisory Committee

Advising the Board and leadership

The Engage Together model

Together, these spaces helped create stronger connections between tenants, staff, and decision-makers.



Tenant Advisory Committee (TAC):

Tenant voices at the table

In 2025, TAC continued to play a key role in bringing tenant perspectives directly to TCHC's Board.

Tenants applied in record numbers, showing strong interest in leadership and governance.

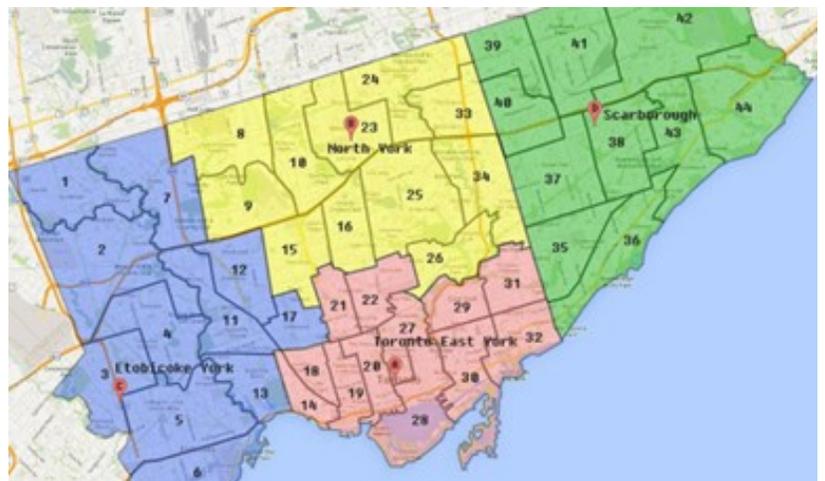
By the numbers



334 applications



18 members across the city





TAC members advised on topics that matter to tenants, including:

- Tenant funding programs
- Community safety and mobility
- Youth engagement
- Elections and voting
- Gardens and green spaces
- The TCHC Strategic Plan
- Improvements to tenant services

Their lived experience helped shape decisions and improve how policies work in real life.

Youth Tenant Advisory Committee (YTAC):

Youth leading the way



2025 marked the launch of the Youth Tenant Advisory Committee (YTAC) — a space created by and for young tenants ages 14–29.

Youth leaders met quarterly to share ideas, raise concerns, and help shape TCHC initiatives and the Youth Strategy.

Highlights:



70+ applications received

14 youth selected from communities city-wide

Youth built skills, formed connections, and strengthened community through leadership training, group outings, and shared experiences





Tenant Community Action Tables (TCATs):

Big conversations, real impact

TCATs brought tenants together across the city to share experiences, raise priorities, and connect directly with staff and City partners. 450+ tenants attended the 2025 TCAT's.

Spring TCATs:

- First TCATs under the new Engage Together model
- Mayor Olivia Chow joined to talk about the City budget and tenant feedback
- Tenants connected with experts in safety, planning, community economic development, and more



Year-end TCATs:

- Celebrated former tenant leaders
- Highlighted tenant-led projects
- Shared information across departments

These gatherings helped build relationships, celebrate leadership, and recognize the work tenants do every day.







Tenant Councils:

Local leadership in action

In Fall 2025, tenants voted in the first Tenant Council elections under the Engage Together model.

Tenant Council members now:

- Bring forth community priorities
- Engage in discussions that enhance services and spaces



Election highlights:

331

nominations

70

communities held elections

175

tenant council members elected or acclaimed



14 Senior Program Leaders were hired for election community outreach which included flyering, lobby intercepts and promotion at community events



3,792
votes cast

62%
of communities now
have representation



The first Tenant Council meetings were held in November and December, with both in-person and online options available to support access.

Tenant Funding

Tenant Action Funds



2025 marked the final year of TAF, supporting hundreds of tenant-led ideas such as:

- Community BBQs
- Mental health workshops
- First aid and CPR training
- Movie nights
- Back-to-school giveaways



LIFT

Local Initiatives Funding for Tenants

LIFT launched in July 2025 as the main tenant funding program going forward.

Tenants decided on priorities locally and brought their ideas to life.

Projects included youth programs, senior's activities, wellness classes, safety forums, leadership training, community gatherings, and more.



Tenant Circles

Building community, one conversation at a time

Tenant Circles launched in April 2025 and quickly became a key way that tenants connected with neighbors and staff.

These meetings happen in buildings and townhouse communities and are open to all tenants.

Highlights:

190

meetings held



2,108

tenants participated

Over half of communities held a circle by mid-year, exceeding targets

Tenant Circles helped set priorities, share information, and decide how funding should be used.



Community Gardens

Growing together



Tenants shared feedback to help improve the Community Gardens Policy.

What tenants told us:

- Gardens need more space
- Rules should be clearer and more flexible
- Better communication is needed
- Funding needs to arrive earlier
- Security and maintenance need support



85 tenants participated

6 sessions held

47 surveys completed

Tenant feedback will shape the new policy launching in 2026.

Training and learning together

Tenant training

Nearly 500 tenants shared feedback through the Tenant Leadership Survey, helping guide future training.

Tenants also joined workshops on:

- Tenant elections
- Public speaking
- Campaigning
- Governance and leadership
- Equity and inclusion

Thank you!

Thank you to every tenant who attended a meeting, applied for funding, voted, shared feedback, or stepped into leadership.

This work only happens because of you.



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