



**Toronto Community Housing Corporation (TCHC) Tenant Advisory
Committee**

Monday, February 9, 2026

6 to 8 p.m.

Location: City Hall, Committee Room 4 – 100 Queen Street West

MEETING MINUTES

Organization	Participants
TAC members	<p>Present online: Nasra Ahmed, Esther Adjei, Jorry Cross, Peggy L. Ernest, Doug Maybank, Debbie Menezes, Shazzaneiy Mohamed, Charmaine Roye</p> <p>Present in-person: Robert Bezanson, Ghassan Fayad, Nasser Noashad, Karlene Nation</p> <p>Not present: Tabitha David, Beisa El-Tawashy, Petra Jeffers, Samuel Kistu</p> <p>Regrets: Virginia Alexander, Ines Garcia</p>
YTAC members	<p>Present online: Umu Barrie, Vaishali Kaverimanian, Aiman Sajjad, Sami Shash,</p> <p>Present in-person: Fatma Karem</p> <p>Not present: Subere Houssein Ali, Jahiem Green, Illyas Ibrahim, Samreen Khan, Mishika Khurana, Treasure Lyons, Arthika Venukumar, Ilhan-Samia Yusuf, Feven Zewdu</p>
Non-voting members	<p>Present in-person:</p> <p>Dan Macintyre, Tenant Director</p>

	<p>Present online:</p> <p>Marcel Charlebois, Tenant Director</p> <p>Not present:</p> <p>Ubah Farah, Tenant Director</p> <p>Ziva Ferreira, Tenant Director</p>
TCHC staff	<p>Present in-person:</p> <p>Christine Aina, Manager, Data and Impact (Acting)</p> <p>Libin Ali, Program Coordinator, Tenant Engagement</p> <p>Vidal Chavannes, Senior Director, Community Safety Unit</p> <p>Nadia Gouveia, Chief Operating Officer</p> <p>Pablo Vivanco, Director, Tenant Engagement and Community Development</p> <p>Not present:</p> <p>Sean Baird, President and Chief Executive Officer (Co-Chair)</p>
City of Toronto staff	<p>Present in-person:</p> <p>Emily Gaus, Manager, Housing Stability Services</p> <p>Zanib Habib, Programs Coordinator, City Housing Corporations Relationship Unit</p> <p>Earl Phillips, Programs Coordinator, City Housing Corporations Relationship Unit</p> <p>Not present:</p> <p>Jag Sharma, Deputy City Manager (Co-Chair)</p>

Welcome, Introductions, Land and African Ancestral Acknowledgments

- TCHC's COO Nadia Gouveia started the meeting by reading the Land Acknowledgement and African Ancestral Acknowledgment.
- Pablo Vivanco reviewed Safe Meeting Space Guidelines.
- Pablo Vivanco introduced TCHC Staff followed by Emily Gaus who introduced the City of Toronto Staff.
- Nadia welcomed TAC Members and they introduced themselves.

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

- Motion to approve the December 15th meeting minutes, approved.

Community Safety and Wellbeing Strategy

Vidal Chavannes, Senior Director, Community Safety Unit (CSU), presented TCHC's Community Safety & Wellbeing Strategy, developed in response to declining tenant perceptions of safety and the city-led review of CSU.

Strategy introduces a new definition of safety centered on inclusion, connection, and responsive support, and proposes a revised CSU mandate built around an integrated model of service.

It outlines five priority areas:

- integrating tenant-facing roles with CSU services
- tenant involvement in safety planning
- equity and anti-racism
- strengthened partnerships
- improved operational effectiveness, with phased implementation beginning in 2026

Implementation will occur over multiple years, beginning in 2026. It will include ongoing consultation, reporting, and phased operational improvements to align safety work with TCHC's broader wellbeing mandate.

TAC member: Thank you for the overview. In our downtown community, we deal with violence regularly. When we call CSU, sometimes it takes three or four hours for someone to respond. And if we call back for an update, we're told no information can be shared. During shift changes, there's no update at all. So realistically, how long should we expect to wait? And should we just bypass CSU and call **9-1-1**?

TCHC staff: If you feel you are in immediate danger, your first call should absolutely be **9-1-1**. Last year CSU received 141,000 calls, and the most common complaint was noise. CSU cannot enforce noise bylaws, but they can request compliance. We know delays are frustrating. One goal is to introduce an afternoon shift to address gaps caused by shift changes, especially since 6 p.m. is a peak period.

TAC member: As this strategy rolls out, what concrete changes will tenants actually see on the ground?

TCHC staff: You should see three things: tenant-led conflict strategies, a stronger response model, and added afternoon staffing. The implementation plan is still within the early stages.

TAC member: There's no mention of police in this presentation. Organized crime is a real issue in some communities. How is that addressed?

TCHC staff: Toronto Police are a primary partner. Organized crime falls under their jurisdiction, but we work closely with them.

TAC member: The presentation says 46 per cent of tenants feel safe. I need to see that data. Also, some CSU reports don't seem to be tracked properly. And we're seeing increased attacks on 2SLGBTQ+ tenants. That needs to be named and addressed directly.

TCHC staff: I hear your frustration. We can strengthen the language in the plan to explicitly recognize communities like 2SLGBTQ+. We're also looking at better tracking and reporting.

YTAC member: How will you measure if this strategy is working? And how will tenants be updated on progress?

TCHC staff: We'll measure both physical safety and perceived safety. Reports go to the Board twice a year, and we're aiming to create a public-facing dashboard so tenants can see updates.

TAC member: This document is too long and tenants can't absorb that. We need something distilled into one page, summarizing what's new, what's changing and what tenants should expect.

TCHC staff: Fair point. We can create simplified summaries, though we don't want to oversimplify meaningful changes. The implementation plan will help to clarify expectations.

TAC member: How will this document become tangible for tenants? How will you deal with gang activity and local leaders connected to crime?

TCHC staff: Organized crime is the domain of Toronto Police. Our role is partnership, information sharing, and coordinated support.

TCHC staff: From your lived experience, what would need to change in your community for you to genuinely feel safer and more supported, beyond faster response times?

TAC member: Remove the ODSP offices from our building and bring in Peace Keeping Circles.

TAC member: Having notices posted can help enforce good behaviour and inform community members that certain behaviors won't be tolerated. It also shows that both staff and tenants are aware of the complaints coming through.

TAC member: Cameras still haven't been installed on many floors in my 41-floor building. Fire alarms go off constantly. Security shifts were reduced. Guards aren't patrolling properly. Our tenants are frustrated and not satisfied with the current security we have now.

TCHC staff: Camera installation isn't CSU's responsibility, but we advise on placement. Security contracts are under review and third-party security expectations are being reassessed.

TAC member: In the early 2000s, CSU officers were based on-site in our community. That deterred antisocial behaviour immediately. I want CSU officers back on-site, even if it costs more.

YTAC member: How are you integrating mental health and wellbeing? Prevention is critical. How do we create spaces that prevent criminal activity before it happens? And how are frontline staff being trained in mental health awareness?

TCHC staff: The strategy is about safety and wellbeing. Under an integrated model, CSU can connect tenants to supports instead of defaulting to enforcement. We don't want to criminalize vulnerability.

TCHC staff: How would you like tenants to be involved in shaping and delivering safety initiatives? What does meaningful involvement look like?

TAC member: We need transparency on how feedback changes decisions, engagement can't feel symbolic.

YTAC member: CSU needs to market themselves better. Many tenants don't know what they actually do.

TCHC staff: The strategy includes these communication improvements and we hope to grow the team and increase more tenant-facing communication.

YTAC member: Use newsletters and social media to share best practices and safety updates, especially to reach youth.

YTAC member: Engage youth through sports and activities, meet them where they already are.

TAC member: Focus on the demographics of the tenants in the area and make it accessible to everyone. Some tenants may not have childcare; if the timing doesn't work, they can't participate. Childcare options and family dynamics need to be considered.

TAC member: Get interns to go door-to-door and gather feedback directly.

TCHC staff: What's the best way to ensure two-way communication?

TAC member: Small focus groups outside the formal advisory committees.

TCHC staff: What would help build trust between tenants and Community Safety staff, especially for communities that have experienced discrimination or over-policing?

TAC member We need assurance that current issues are being addressed now, not just future strategies.

YTAC member: CSU should embody community, by maintaining a visible presence, providing faster response, and doing outreach in schools like TDSB and TCDSB.

TCHC staff: Closed the meeting and thanked everyone for their time.

Wrap-up and action items

- No action items