

Toronto
Community
Housing



**Engage
Together**
at TCHC

Tenant Council Meeting District 1

February 10, 2026

torontohousing.ca/

Agenda

Time	Activity	Lead
6:00PM-6:15PM	Welcome, Land African Ancestral Acknowledgement	Tenant Council Members
6:15PM – 6:30PM	Introductions	All
6:30PM – 6:45PM	Terms of Reference- Report back to Tenant Council	Nadein
6:45PM – 7:30PM	Tenant Service Office Review presentation	Abdulle
7:30PM – 7:35PM	Who to contact	Nadein
7:35PM – 7:45PM	Co-Chairing Discussion/Vacancies	Joseph
7:45PM– 8:00PM	Questions and Answers	All

Land Acknowledgement

We acknowledge that Toronto Community Housing is on the traditional territory of many Nations, including the **Mississauga's of the Credit**, the **Anishinaabeg** [AH-nish-NAW-bay], the **Chippewa**, the **Haudenosaunee** [HUD-ne-SHOW-knee], and the **Wendat** and is now home to many diverse **First Nations**, **Inuit**, and **Métis** [may-TEE] peoples. We also acknowledge that

Toronto is covered by **Treaty 13** with the **Mississauga's of the Credit**.

We respectfully acknowledge those First Peoples who have been stewards and caretakers of these lands and waters, and that today remain vigilant over their health and integrity for generations to come.

In the spirit of truth and reconciliation, we acknowledge that these treaties have not always been **honored**, and often they have been broken. We also acknowledge that we are all a part of building good relations. We **endeavor** to go beyond land acknowledgments to material support and advocacy to forward Indigenous people's interests.

We are all a Treaty people.

African Ancestral Acknowledgement

Speaker: We acknowledge all Treaty people: including those who came here as settlers and immigrants, either in this generation or in generations past.

All: And we recognize those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery.

Speaker: We pay tribute to those ancestors of African origin and descent.

All: We honour their enduring legacy, resilience, and contributions to this land.

Introductions

Terms of Reference vs. Report Back

Understanding Your Role as a Tenant Council Member

Terms of Reference

- Outlines how the Tenant Council works
- Defines roles and responsibilities
- Sets expectations for participation
- Guides how meetings and decisions are made

Report Back

- One key responsibility within the Terms of Reference
- Share updates from your building or community
- Bring forward concerns raised by tenants
- Communicate actions or decisions from previous meetings
- Ensure information flows between tenants and the council

Tenant Council: Tenant Service Offices



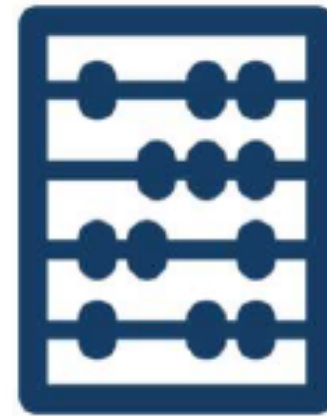
Background

- Tenant Service Hub (“Hubs”) model was originally proposed in 2019 to provide tenants with a **“one-stop shop”** bringing services closer to tenants.
- 134 locations and three Regional Offices would **replace** the existing **13 OUs** locations. The model was implemented between 2019 - 2022.
- The model **fell short** of both the organizations and tenant’s expectations with 64 locations opened, ~50% of the target offices.
- Between 2023 – 2025, TCHC conducted extensive reviews of the model and found **three gaps**.



Stakeholder Buy-In

Staff and tenants were not properly consulted.



Staff Shortage

Staffing shortages created inconsistent services for tenants.



Strategic Goal

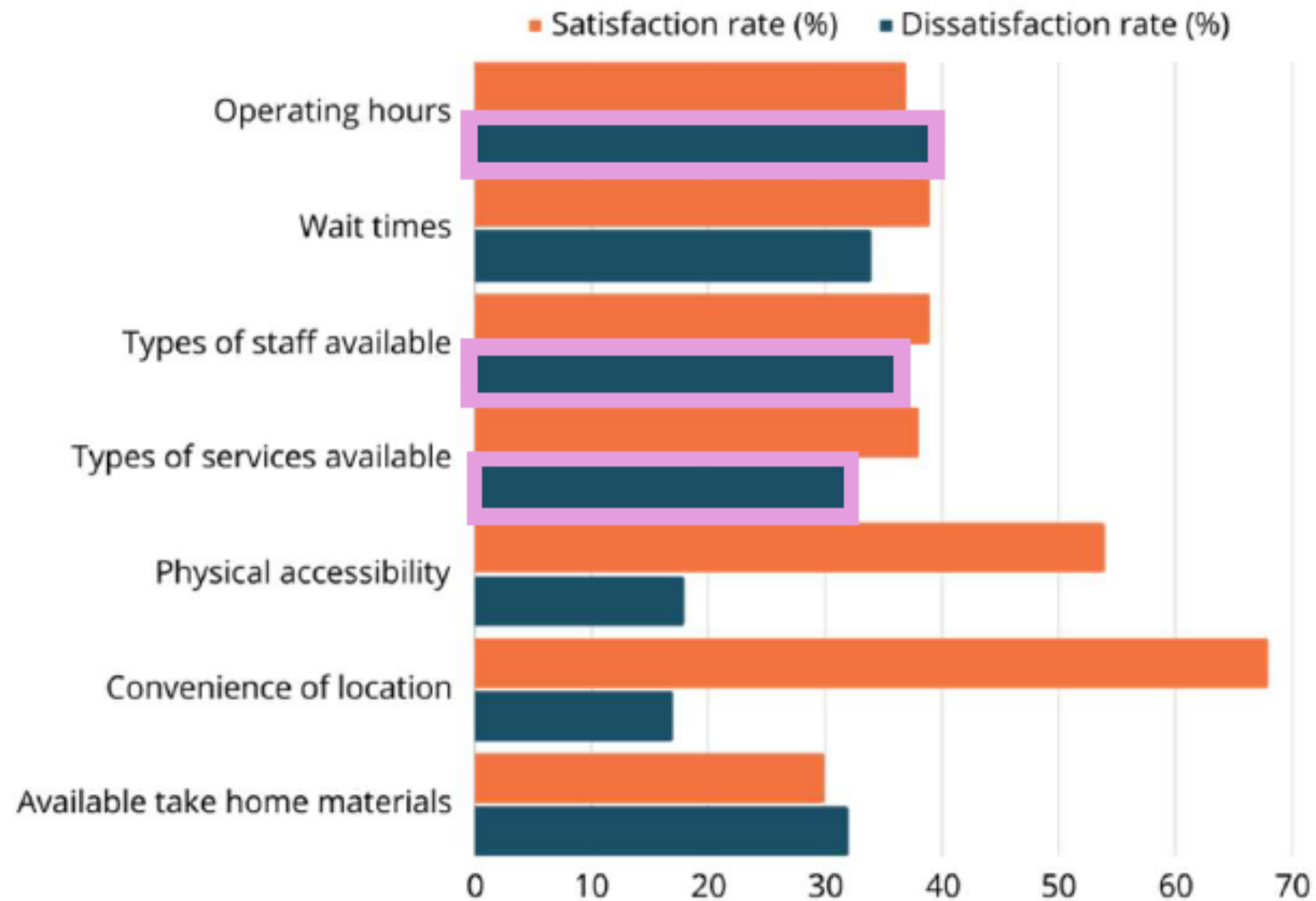
**“One Stop Shop”
or
Integrated Teams
or
Day-to-Day Service
Delivery**

Your Survey Responses



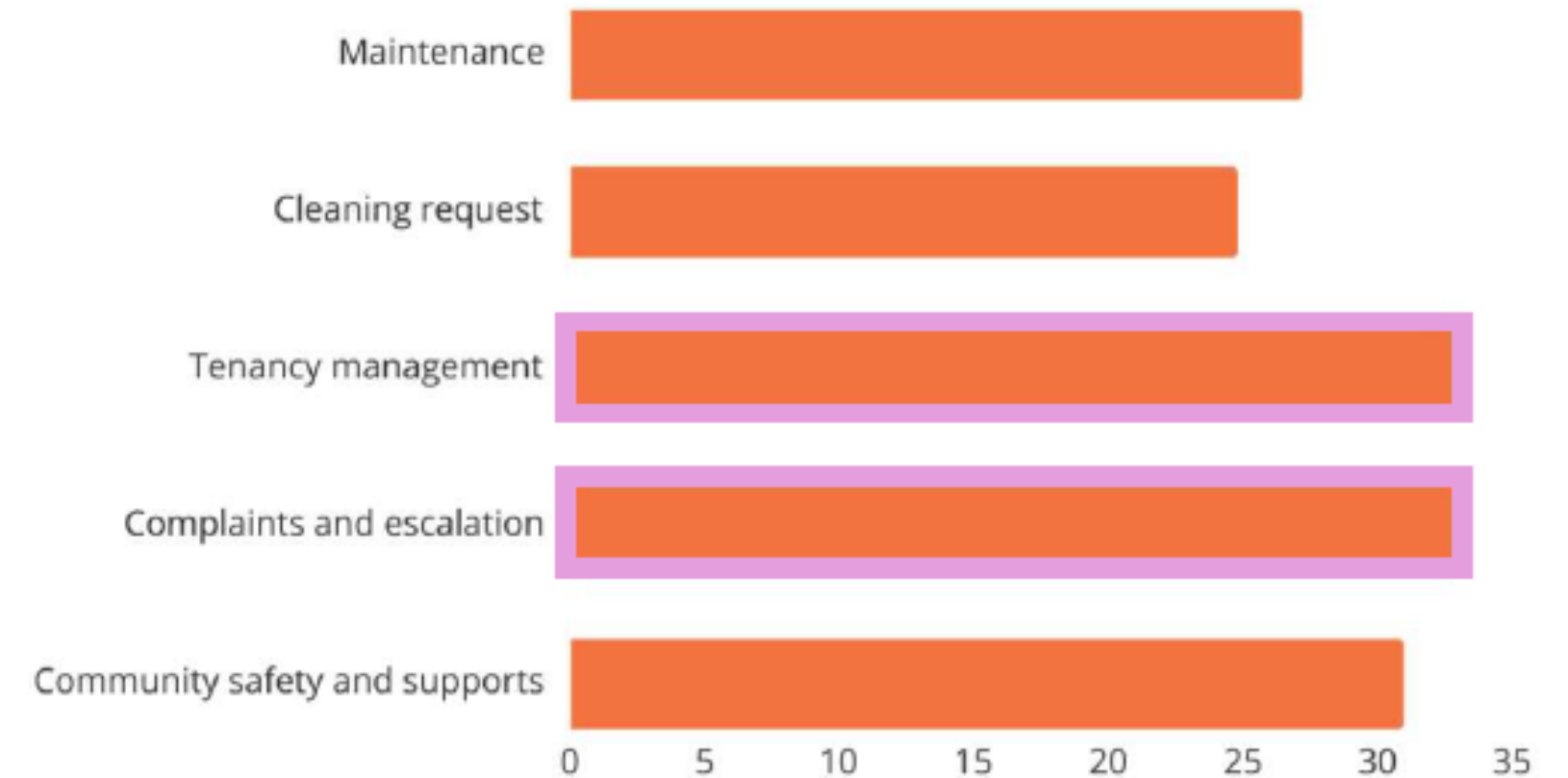
Dissatisfaction

Least satisfied with “Operating Hours”, “Types of Staff Available”, and “Types of Services Available”.



Services

“Tenancy Management” inquiries and “Complaints and Escalation” were identified as the top reasons tenants visit their local Service Office.



Proposed Success Factors

Talk to Staff & Tenants

- Consult tenants and staff.
- Record feedback and include as a part of the TSO service standards.
- Communicate future actions with staff and tenants.



Clear
Communications



Prioritizing
Needs

Balanced Staffing

- Every office will have enough staff, an average of 5-6 core staff per office.
- Offices will be safe for staff and tenants.



Staff
Morale



Facility
Safety

Consistent Services

- All offices will be available for walk-ins to support tenants.
- Services will be consistent between offices and across Regions.
- Service standards and operational practices will be clearly outlined as part of the service model.



High-Quality
Services

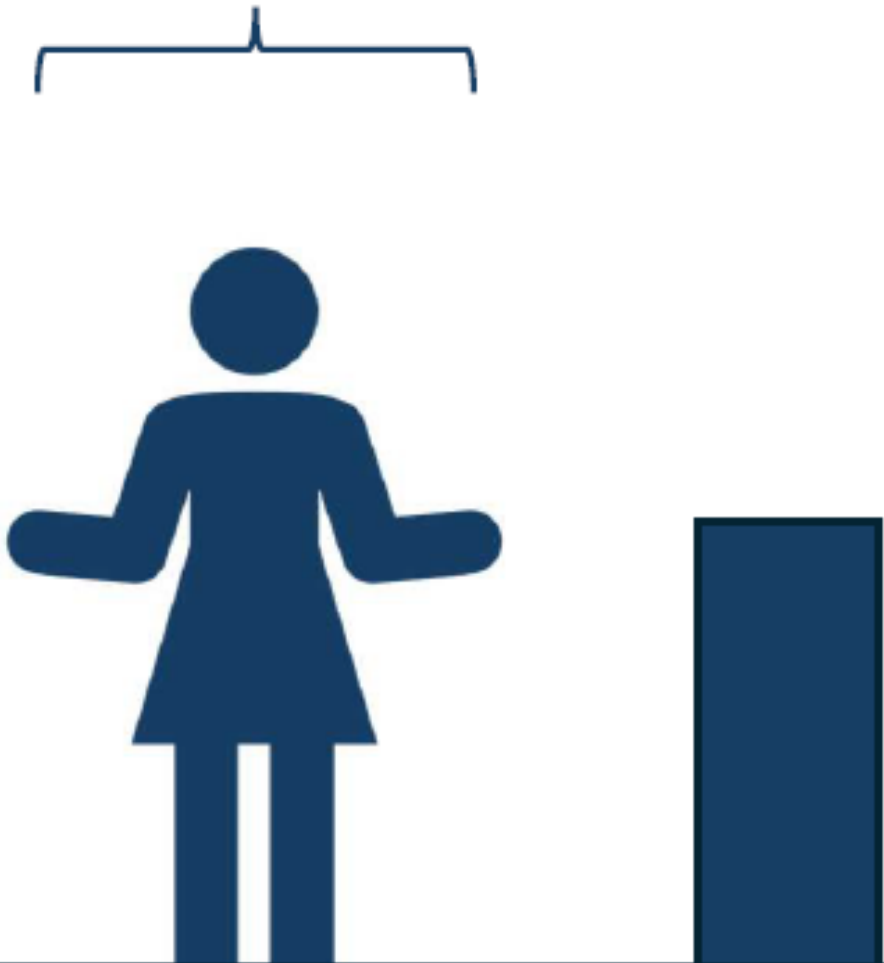


Service
Availability

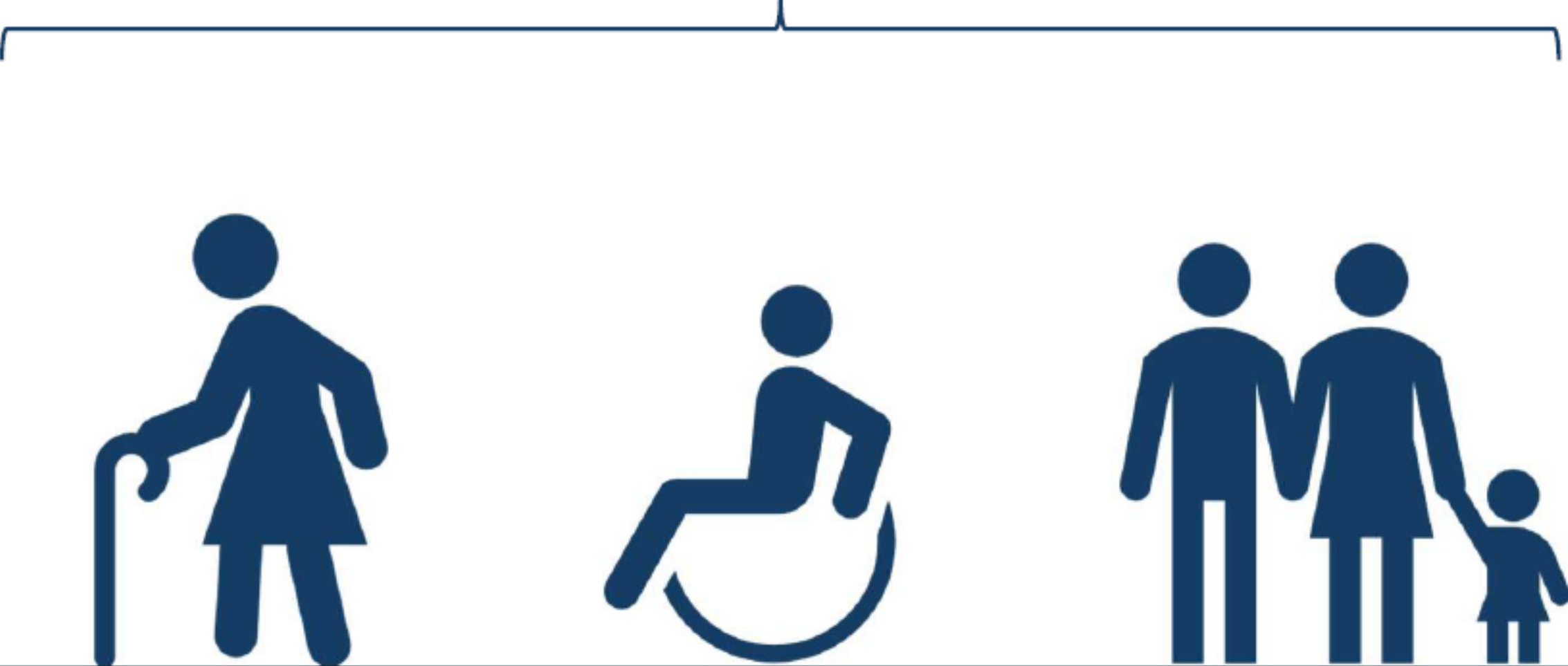
Tenant Service Office Experience

The Staff experience is the Tenant experience.

Staff Experience



Tenant Experience





1. When you visit your local office for tenancy issues or to resolve a complaint, **what would make that experience feel more helpful and supportive for you?”**
2. Thinking about operating hours, the types of staff available, and the services offered today, **what changes would make the office more accessible and useful for you** and your household?

Next Steps

- February – March:** Tenant Consultations (Tenant Councils)
 - West Region
 - Central Region
 - East Region
 - Consolidate Feedback

- April – May:**
 - Update – Tenants

- June:** Board Report

Who To Contact

Maintenance Issues in unit or in building

- **Contact your Superintendent or Client Care Centre (416-981-5500)**
- If the super can not resolve the problem, contact District Supervisor
- If the District Supervisor cannot resolve the issue, contact District Manager

Rent, lease, parking, arrears, neighbour complaints, accessibility requests, private rental of rooms, referrals to supports and services

- **Contact your Tenant Services Coordinator**
- If the TSC cannot resolve the problem, contact Tenancy Management Supervisor

Tenant Engagement and Advocacy , supporting tenant leadership, Access to community resources including Use of Space

- **Contact your Community Services Coordinator of Engagement**
- The CSC may connect you with our CSC of Community Economic Development (Employment support, scholarships, youth mentoring) or
- Active Living Team (children and youth programs)

All staff can be reached through:
Client care Centre at 416-981-5500 or help@torontohousing.ca

Who To Contact-District 1

Maintenance

Marlon Rooms-Manager District 1

Phone:(416) 981-6869

Email: marlon.roomes@torontohousing.ca

Joe Magalhaes- Supervisor District 1

Phone:(416) 981-4208

Email: joe.magalhaes@torontohousing.ca

Agostino Mancuso- Supervisor District 1

Phone:(416) 981-6835

Email: agostino.mancuso@torontohousing.ca

Tenancy Management

Charlett Taylor-Manager

Phone:(416) 981-4801

Email: charlett.taylor@torontohousing.ca

Shawn Wang-Supervisor District 1

Phone:(416) 981-6963

Email: shawn.wang@torontohousing.ca

Tenant Council Co-Chair

Question: Does anyone know what is a co-chair?

What the Role Is & How It Works

What is a Co-Chair?

A Co-Chair is a tenant council volunteer who helps guide Tenant Council meetings alongside the Part. It's a shared leadership role that makes meetings smoother, more organized, and more inclusive.

What Co-Chairs Do

- Help open and close the meeting
- Support the Participation Coordinator in guiding discussions
- Make sure everyone gets a chance to speak
- Help keep the meeting on track
- Bring forward ideas or concerns raised by tenants
- Work as a team. No one is doing this alone

What Co-Chairs *Don't* Have to Do

- They don't take minutes
- They don't solve problems on the spot
- They don't speak for the whole community
- They don't handle conflicts alone

What the Role Is & How It Works

Who Can Be a Co-Chair?

- Any representative on the tenant council

How Co-Chairs Will Be Chosen

- At Tenant Circle, we'll ask who would like to volunteer
- If more than two people volunteer, we'll use a simple, fair method (names in a hat or a quick vote)

Why This Matters

- It gives tenants real leadership opportunities
- It builds community ownership
- It makes meetings more balanced and inclusive
- It ensures no one person carries the whole load

Vacancies

- Albion Shendale
- Dufferin Wilson Heights
- East Mall
- Edgeley Village
- Driftwood
- Elm Ridge Dr.
- Finch Topcliffe
- Humber Acres
- Jane Firgrove
- Jane Milo
- Jane St. (2585)
- Kendleton Dr. (111)
- Mabelle Place
- Perth Ave. (136-152)
- Randolph Ave. (11)
- Roding Park Place
- Sentinel Road
- Sheppard Ave. W. (1900)
- Sheppard Magellan
- Tandridge Crescent 1
- West Mall
- Weston Bellevue
- York Square
- Zachary Crt. (20)

Questions and Answers

