



Governance, Communications and Human Resources Committee

931 Yonge Street,
Toronto, M4W 2H2

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The Governance, Communications and Human Resources Committee (“GCHRC”) of the Toronto Community Housing Corporation (“TCHC”) held a virtual Public meeting on May 14, 2026 via Webex, commencing at 9:01 a.m.

GCHRC Directors Present: Debbie Douglas (GCHRC Chair)
Marcel Charlebois
Mary Hogan
Ubah Farah
Vinita Jajware-Beatty
Dan McIntyre

GCHRC Directors Absent: Councillor Gord Perks
Brian Smith

Management Present: Sean Baird, President & Chief Executive Officer (“CEO”)
Nadia Gouveia, Chief Operating Officer (“COO”)
Lily Chen, Chief Financial Officer & Treasurer (“CFO”)
Barbara Shulman, Chief Corporate Services Officer
Yves Cheung, Chief Development Officer
Kirryn Hashmi, General Counsel
Noah Slater, Vice President, Facilities Management
Neil Carter, Manager, Stakeholder Relations
Katie Douglas, Legal Counsel and Director, Tenant Human Rights Program

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Ceilidh Wilson, Assistant Corporate Secretary
 Iman Haji-Jama, Committee Secretary

A quorum being present, Ms. Douglas, serving as Chair, called the meeting to order, and Ms. Haji-Jama served as recording secretary.

ITEM 1 CHAIR'S REMARKS

The Chair welcomed all to the meeting, noted the Land and African Ancestral Acknowledgements, and provided an overview of the reports on today's public agenda.

ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA

Motion carried **ON MOTION DULY MADE** by Ms. Jajware-Beatty, seconded by Ms. Hogan and carried, the GCHRC unanimously approved:

1. The Agenda for its Public meeting of May 14, 2026; and
2. All matters on the Agenda with the exception of:
 - Item 4 – Public Minutes of March 12, 2026 GCHRC Meeting;
 - Item 6 – Tenant Human Rights Complaint Procedure 2025 Annual Report; and
 - Item 7 – Elections Policy.

ITEM 3 CHAIR'S POLL RE: CONFLICT OF INTEREST

The Chair requested members of the GCHRC to indicate any agenda item with which they had a conflict of interest, together with the nature of interest.
No conflicts were declared.

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ITEM 4 CONFIRMATION OF GCHRC PUBLIC MEETING MINUTES OF MARCH 12, 2026

The above-captioned minutes was circulated to GCHRC members prior to the meeting.

- At the March 12, 2026 GCHRC meeting, the motion for the People and Culture 2025 Annual Report (GCHRC:2026-12) was revised during the public meeting to receive the report and forward it to the Board of Directors (the "Board") for information. The minutes will be revised to reflect that the report was forwarded to the Board for information.

Motion carried **ON MOTION DULY MADE** by Ms. Hogan, seconded by Ms. Jajware-Beatty and carried, the GCHRC confirmed the above-captioned minutes, as amended.

ITEM 5 BUSINESS ARISING FROM THE PUBLIC MEETING MINUTES AND ACTION ITEMS UPDATE

Motion carried **ON MOTION DULY MADE** by Ms. Jajware-Beatty, seconded by Ms. Hogan and carried, the GCHRC received the updates provided as Business Arising from the Public Meeting Minutes and Action Items Update as of March 12, 2026 for its information.

ITEM 6 TENANT HUMAN RIGHTS COMPLAINT PROCEDURE 2025 ANNUAL REPORT GCHRC:2026-15

The above-captioned report was circulated to GCHRC members prior to the meeting.

Ms. Katie Douglas and Mr. Baird were available to answer questions of the GCHRC. Highlights of the discussion include:

- If a complaint is substantiated after an investigation, staff provide a resolution to the tenant in the decision letter. Staff tailor the resolution depending on the nature of the complaint (e.g. reviewing a transfer application or opening a ticket for work in the unit).
- The Complaints Type chart on page 10 of Attachment 1 lists the types of complaints. The data is broken down into transfers, maintenance,

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harassment by staff, discrimination by staff, failure to accommodate, failure to investigate, tenant conflict, and TCHC action against a tenant.

- There were four substantiated complaints related to tenant conflicts; one substantiated complaint related to a transfer; three substantiated complaints related to an accommodation request; one substantiated complaint related to staff discrimination against a tenant; and one substantiated complaint related to maintenance.
- The data is not broken down by race other than anti-Black racism complaints built into the procedure. Staff do not ask tenants to identify their race and only give them the option to identify as Black to involve the Centre.
- The Committee suggested that staff disaggregate the data, including disaggregation of indigenous data based on First Nations, Métis, or Inuit identities, to give a better sense of which tenants experience difficulties or face discrimination.
- It was noted that there is significant work underway to disaggregate race-based data across different areas of the organization.
- There is significant work underway on corporate compliance across the organization, which includes regulatory obligations and oversight bodies such as the Ombudsman Toronto and the Auditor General, as well as TCHC's internal policies. The compliance function is still in early development.
- The intention of the compliance function is to create an internal management check against all requirements. They will provide regular reporting to the management team and the Board to give assurance that they have audited matters internally and are confident that they are compliant with requirements. This work will come forward for discussion at future GCHRC meetings.
- Receiving a report from an external body such as Ombudsman Toronto or the Auditor General means that the risk has already escalated to a significant level. This escalation is why the Board wants to see proactive measures in place.

Action Item: Management to consider whether future iterations of this report can incorporate disaggregated race-based data.

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Motion carried **ON MOTION DULY MADE** by Ms. Hogan, seconded by Mr. McIntyre and carried, the GCHRC received Report GCHRC:2026-15, being the 2025 Annual Report on TCHC's Tenant Human Rights Complaint Procedure, for information.

ITEM 7 ELECTIONS POLICY

GCHRC:2026-16

The above-captioned report was circulated to GCHRC members prior to the meeting.

Ms. Shulman, Mr. Carter, Mr. Baird, and Ms. Hashmi were available to answer questions of the GCHRC. Highlights of the discussion include:

- The Committee noted that the restrictions related to placing election signs on balconies or exterior windows feel contrary to tenants' freedoms of expression because tenants have exclusive use of their rental unit, including balconies and windows. This rule appears in TCHC's standard lease agreements and has been in place for a long time. The rationale relates to safety concerns with buildings located near major roads and sidewalks where signs may blow off and hit someone or land on a car windshield and cause an accident. There are also concerns with duct tape being used on exterior surfaces, which can cause damage.
- TCHC's policy states that the City's Municipal Code provides rules and regulations regarding election signage, which may be higher than two meters above the ground level if displayed indoors and signs cannot be attached to the outside of a balcony or terrace. Staff interpret these requirements as complying with the City's rules.
- It was suggested that when staff bring the policy to the Board, that it be clarified as to whether TCHC is bound by the rules of the City.
- Concern was raised as it relates to the rule about balconies as a sign could still be displayed if it is not attached to the exterior of the balcony or terrace. TCHC's wording is slightly more restrictive than the City's wording and it may be helpful for consistency to align the wording with the City's Municipal Code.

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- The Board needs to consider what precedent they set with this policy in terms of the type of signage that is permissible for display and how it may affect other related tenant-facing policies.
- TCHC needs to be careful not to violate the City's By-laws because TCHC could face fines for doing so. The policy was drafted with the City's By-laws and guidelines in mind. Allowing signs inside windows is safer and avoids risk of signs blowing off and causing injuries or disruptions.
- Management will review the policy in relation to the Committee's recommended amendments to reflect the City's requirements in relation to section 4.2 prior to forwarding it to the Board for its June 23 meeting.

Action Item: Consider whether to update the language in the Elections Policy to mirror the applicable City of Toronto By-laws and Municipal Code when presented to the Board at its June 23, 2026 meeting.

Motion carried **ON MOTION DULY MADE** by Ms. Hogan, seconded by Ms. Jajware-Beatty and carried, the GCHRC approved the Elections Policy as set out in Attachment 1 to Report GCHRC:2026-16, with recommended amendments to reflect the same language included in the City of Toronto By-Laws and Municipal Code regarding the display of elections signs on balconies and terraces, and forwarded it to the Board of Directors for approval.

	CITY	COUNCIL	DIRECTIONS
ITEM 8	REQUIRING BOARD ATTENTION		GCHRC:2026-17

The above-captioned report was circulated to GCHRC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Ms. Jajware-Beatty, seconded by Ms. Hogan and carried, the GCHRC received Report GCHRC:2026-17, being the City Council Directions Requiring Board Attention report, for information and forwarded it to the Board of Directors for its information.

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TERMINATION

A motion to adjourn the meeting was moved by Ms. Jajware-Beatty, seconded by Mr. Charlebois. The GCHRC resolved to terminate the public meeting at 9:34 a.m.

Secretary

Chair, Governance,
Communications and Human
Resources Committee