



**Toronto Community Housing (TCHC)**

**Tenant Advisory Committee**

**Monday, April 13<sup>th</sup>, 2026**

**6:00 p.m. – 8:00 p.m.**

**Location: City Hall, Committee Room 1 – 100 Queen Street West**

**MEETING MINUTES**

Organization	Participants
TAC members	<p><b>Present online:</b> Esther Adjei, Nasra Ahmed, Jorry Cross, Tabitha David, Petra Jeffers, Debbie Menezes, Karlene Nation, Nasser Naoshad, Charmaine Roye, Beisa El-Tawashy</p> <p><b>Present in-person:</b> Robert Benzanson, Ghassan Fayad, Ines Gracia, Doug Maybank, Shazzeneiy Mohamed Nair</p> <p><b>Not present:</b> Peggy L. Ernest, Samuel K Kisitu</p> <p><b>Regrets:</b> Virginia Alexander</p>
Non-voting members	<p><b>Present online:</b> Marcel Charlebois, Tenant Director</p> <p>Dan Macintyre, Tenant Director</p> <p><b>Not Present:</b> Ubah Farah, Tenant Director</p>
TCHC staff	<p><b>Present in-person:</b> Libin Ali, Program Coordinator, Tenant Engagement</p>

	<p>Sean Baird, President and Chief Executive Officer; (Co-Chair)</p> <p>Neil Carter, Manager, Stakeholder Relations</p> <p>Nadia Gouveia, Chief Operating Officer</p> <p>Pablo Vivanco, Director Tenant Engagement and Community Development</p> <p><b>Present online:</b> Joseph Greer, Manager, Community Safety and Support</p> <p>Gail Johnson, Manager, Community Safety and Support</p>
City of Toronto staff	<p><b>Present in-person:</b> Emily Gaus, Manager, Housing Stability Services</p> <p>Zanib Habib, Programs Coordinator, City Housing Corporations Relationship Unit</p> <p>Jenn St. Louis, Acting Director, Housing Stability Services (Co-Chair)</p> <p>Anna Nguyen, Housing Consultant, Housing Secretariat</p>

**Welcome, Introductions, Land, and African Ancestral Acknowledgments**

- TCHC’s CEO, Sean Baird started the meeting by reading the Land Acknowledgement and African Ancestral Acknowledgment.
- Pablo Vivanco reviewed Safe Meeting Space Guidelines with TAC members.
- Pablo Vivanco introduced TCHC staff followed by Jenn St. Louis who introduced the City of Toronto staff.
- Sean welcomed TAC Members and they introduced themselves.

## **Review of the TCHC Tenant Advisory Committee's agenda, minutes, and action items:**

- Motion to approve the March 9<sup>th</sup> meeting minutes. Approved.

### **2026 TAC workplan overview**

Pablo Vivanco, Director of Tenant Engagement, provided a brief overview of the 2026 TAC workplan.

**TAC member:** Stated that the current complaints process is not working. It lacks transparency, accountability, and quality. Tenants don't feel heard, and this has been an issue since TAC started. I'm formally asking that we prioritize this. Can we add TCHC's Complaint's Procedure to the workplan sooner than later.

**TAC member:** I completely agree. This has been brought up multiple times and hasn't been addressed. It needs to be on the agenda.

**TAC member:** It feels like we're in our second term, and the workplan still doesn't reflect what tenants are actually dealing with.

**TAC member:** I strongly support fast-tracking this. The current system doesn't provide real solutions. The complaints go nowhere or come back with responses that do not make sense.

**TCHC staff:** The agenda is shaped by TAC input, and this is clearly important. We'll look at accelerating this item for a future meeting.

**Tenant Director:** Be careful of doing things in haste. Let's review the complaints process fully, see what works and what doesn't, so we can make meaningful improvements.

**TAC member:** I understand that, but I'd still like to see this started as soon as possible. Also, can we include updates on staff retraining and sensitivity training?

**TAC member:** If the process improves, we also need to fix timelines. Complaints take too long to resolve.

**TCHC staff:** Understood. We'll work with staff to see how we can bring this back to TAC sooner.

**TAC member:** I want to be very clear. When we talk about respect, it's not happening outside of this room. I filed a human rights complaint, and it backfired on me and my daughter. Tenants are afraid to complain because they feel they'll be punished or even threatened with eviction.

**TAC member:** I agree. Tenants are scared. I know a family with five kids who needed a proper stove. They accepted something unsafe because they didn't want to complain. That's the reality.

**TCHC staff:** When this discussion item comes to the table, we can include how to create a space for tenants to feel more comfortable bringing concerns forward.

## **Election Policy**

Neil Carter, Manager of Stakeholder Relations, provided an overview of the Election Policy. Neil explained that the policy establishes guidelines for Federal, Provincial, and Municipal election-related activities on TCHC properties to ensure compliance with legislation and City by-laws while maintaining a non-partisan approach.

He highlighted that the policy outlines rules regarding:

1. election signage
2. campaigning

The update also includes additional equity and compliance considerations, as well as clearer guidance on tenant and staff responsibilities during election periods.

**TAC member:** Overall, the policy is clear, but there should be something added about events. If someone hosts an event, they shouldn't be able to invite one candidate and exclude others.

**TCHC staff:** That's a good point. We do have guidelines around that, and we'll share that section of the policy with TAC.

**TAC member:** The policy is good. Passing flyers to all tenants to help them understand the policy may be useful. Tenant reps should not be using their position to favor candidates. It can bring up conflicts when tenants have different political views.

**TCHC staff:** In past elections, the City works with TCHC to get materials out to tenant reps to disseminate the information; non tenant reps may also support sending the info out.

**TAC member:** I don't fully understand the signage rules. If signs are only allowed in windows, how is that helpful? Why can't we show all candidates? Especially for newcomers who need more information. And is it true that it is up to TCHC to request to have polling stations?

**TCHC staff:** To address the first point of the comment, signage is limited due to building rules and safety and fire code regulations.

**TCHC staff:** To clarify, polling stations are not decided by TCHC; anyone can request one, but the final decision is made by Elections Toronto.

**TAC member:** Can we have volunteers to help with tenants that may have a language barrier at polling stations?

**TCHC staff:** I'll take that back and follow up.

**TAC member:** The signage rules need to be clearer. The window rules are confusing. Also, in common areas, it sometimes feels like only one or two candidates are represented.

**TCHC staff:** Signage in common areas is not allowed and should be removed. Staff are instructed to do so.

**TAC member:** If I'm friends with a candidate, can I bring them into the building to talk to people?

**TCHC staff:** Yes, as long as it follows the rules. But you can't use TCHC resources to give them an advantage.

**TAC member:** I'm confused, it feels like tenants are restricted from participating in the electoral process. Why do townhomes have more flexibility than buildings?

**TCHC staff:** The policy is not intended to infringe on anyone's rights on how they participate in the political process; it's meant to do the opposite. Tenants may put signs in the windows.

**TCHC staff:** There are by-laws and other rules that restrict tenants; for example, the Fire Code doesn't permit putting signage on doors.

**TAC member:** But do tenants actually know these rules? People put things on their doors all the time.

**TCHC staff:** We do put up reminders, especially during holidays, but we'll follow up again in specific communities.

**TAC member:** It would help if the policy was translated into plain language and different languages. Tenants need to understand their rights.

**TCHC Staff:** Closed the meeting and thanked everyone for their time

### **Wrap-up and action items**

1. TCHC to provide an update on the timeline of implementing fines for tampering with life-safety systems.
2. Update the TAC workplan to include TCHC's complaints procedure at the June 8 TAC meeting.
3. TAC members to receive:
  - a. Information on the new elections policy which speaks to rules related to hosting events with candidates
  - b. Confirmation whether there is the ability to provide language supports at polling sites
4. Nadia to follow up with a TAC member's building signage information (Gordonridge) and concerns regarding buildings with no elevators.

