



Appendix E: Tenant Engagement Refresh Update

At its meeting of September 3, 2020, the TSC received its most recent update regarding the implementation of the Tenant Engagement System Refresh.

<https://www.torontohousing.ca/events/Documents/TSC/2020%20TSC/Sep%203%202020%20TSC/Item%208E%20-%20Tenant%20Engagement%20System%20Refresh%20Update%20-%20TSC%20Report%20v2%20cw%20sf%20clean.pdf>

Prior to the September TSC meeting, the Board of Directors received an update at its July 30, 2020 meeting, which included the additional information requested by the GCHRC on July 21, 2020, and directed Management to provide regular updates to the TSC on the implementation of the Tenant Engagement System.

<https://www.torontohousing.ca/events/Documents/Board/2020%20Board%20Meetings/July%2030%202020%20Board%20Meeting/Item%207%20-%20Tenant%20Engagement%20System%20Refresh%20Update-%20Board%20Report.pdf>

TENANT ENGAGEMENT SYSTEM IMPLEMENTATION UPDATE:

As of September 2020, TCHC resumed the tenant elections process. Tenant leadership is expected to be established in the 57 communities included in phase one implementation (Attachment 1) by the end of November 2020.

With the health and safety of tenants and staff as our top priority, we safely continue our efforts to successfully establish tenant leadership across communities. TCHC has consulted with the CUPE Local 79 leadership team, our frontline teams as well as Toronto Public Health in order to establish procedures to deliver safe elections.

Tenant meetings are happening remotely. Detailed procedures for community meetings and polling stations were developed to ensure all in-person tenant engagement activities follow the Toronto Public Health guidelines, including:

- adhering to meeting capacity limits,
- observing proper physical distancing,
- wearing of masks and face coverings,
- providing contact details at registration for contact tracing,
- answering COVID-19 screening questions,
- hand sanitizing, etc.

On Election Day, in-person polling stations will only be required in communities where the Community Representative Model was selected, and there are more candidates than positions available. In these scenarios, voting on Election Day will be facilitated through pre-reserved time slots.

For communities that chose the Building/Townhouse Committee Model, committee members will meet remotely or in-person, if needed, to select their two community representatives. TCHC will continue to monitor all updates from the provincial and municipal government, and will adapt safety protocols as needed.

To ensure an equitable opportunity for tenants to participate in the upcoming Tenant Elections, TCHC consulted with R-PATH to develop a process for accommodating tenants with physical disabilities, visual impairments, as well as tenants in isolation due to quarantine. Tenants requiring translation/interpretation services will also be accommodated upon request.

Staff contacted a total of 307 tenants that have previously expressed interest in participating in the Tenant Engagement System. Through further outreach and engagement, local teams were able to confirm a total of 346 tenant members of local building/townhouse committees and 30 tenants interested in becoming a community representative candidate (community representative model only). A total of 114 community representative nominations were submitted for staff to confirm tenants' eligibility criteria and tenancy in good standing.

Local engagement teams are currently working on bringing committee members together and supporting Community Representative Candidates with their campaign.

NEXT STEPS:

All building/townhouse committee members and Community Representatives from phase one implementation will be identified by the end

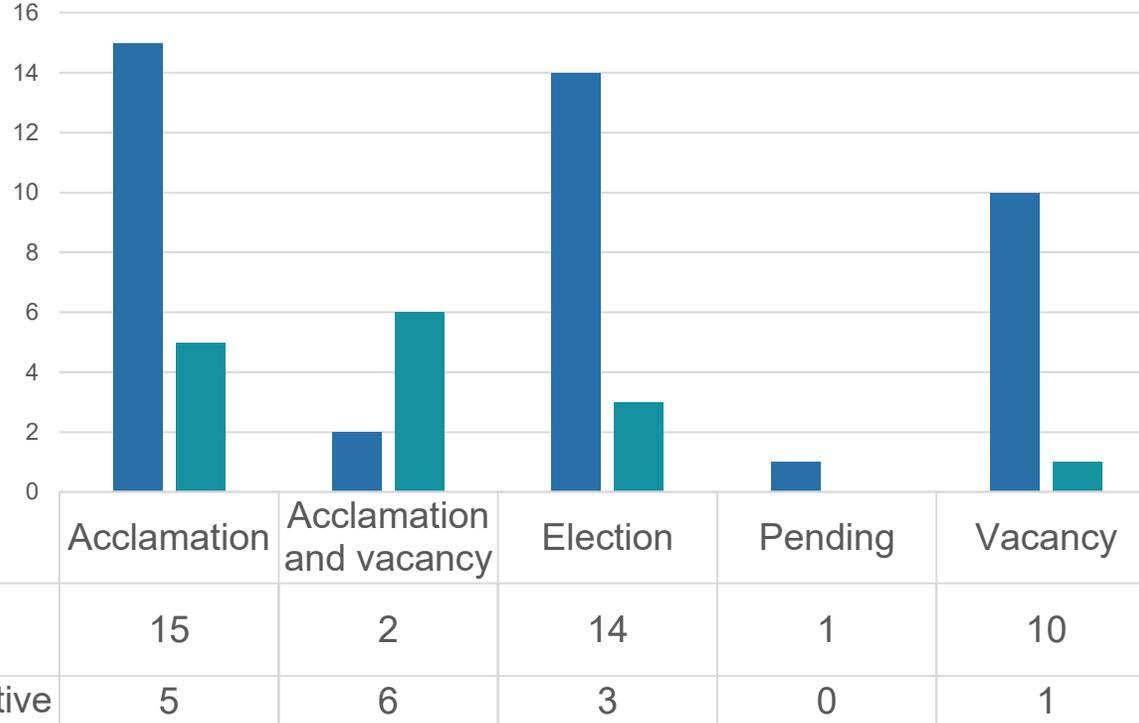
of November 2020. All names will be posted in common areas in communities and disseminated through our website and social media channels.

The project team will initiate a lessons learned process to evaluate phase one implementation to determine achievements and areas for improvements for phase two and three implementation.

To ensure tenants are informed, local teams will engage tenants in phases two and three that have previously expressed interest in participating in the Tenant Engagement System to ensure they are provided with up to date information regarding the elections process.



Anticipated Election results*

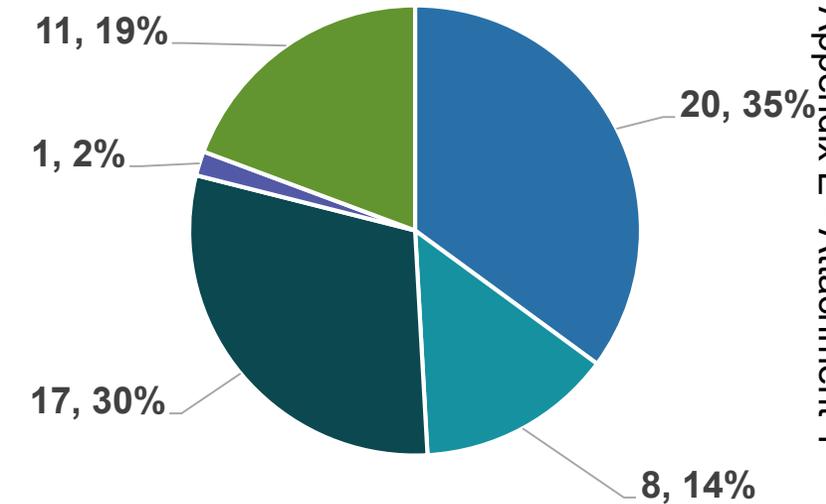


*Before tenancy in good standing confirmed

■ Building/townhouse committee
■ Community Representative

Total	20	8	17	1	11
Region					
Central	10	3	6	0	4
East	0	1	4	0	4
West	4	2	2	1	2
Seniors	6	2	5	0	1

Anticipated Election results* (Percentage breakdown)*

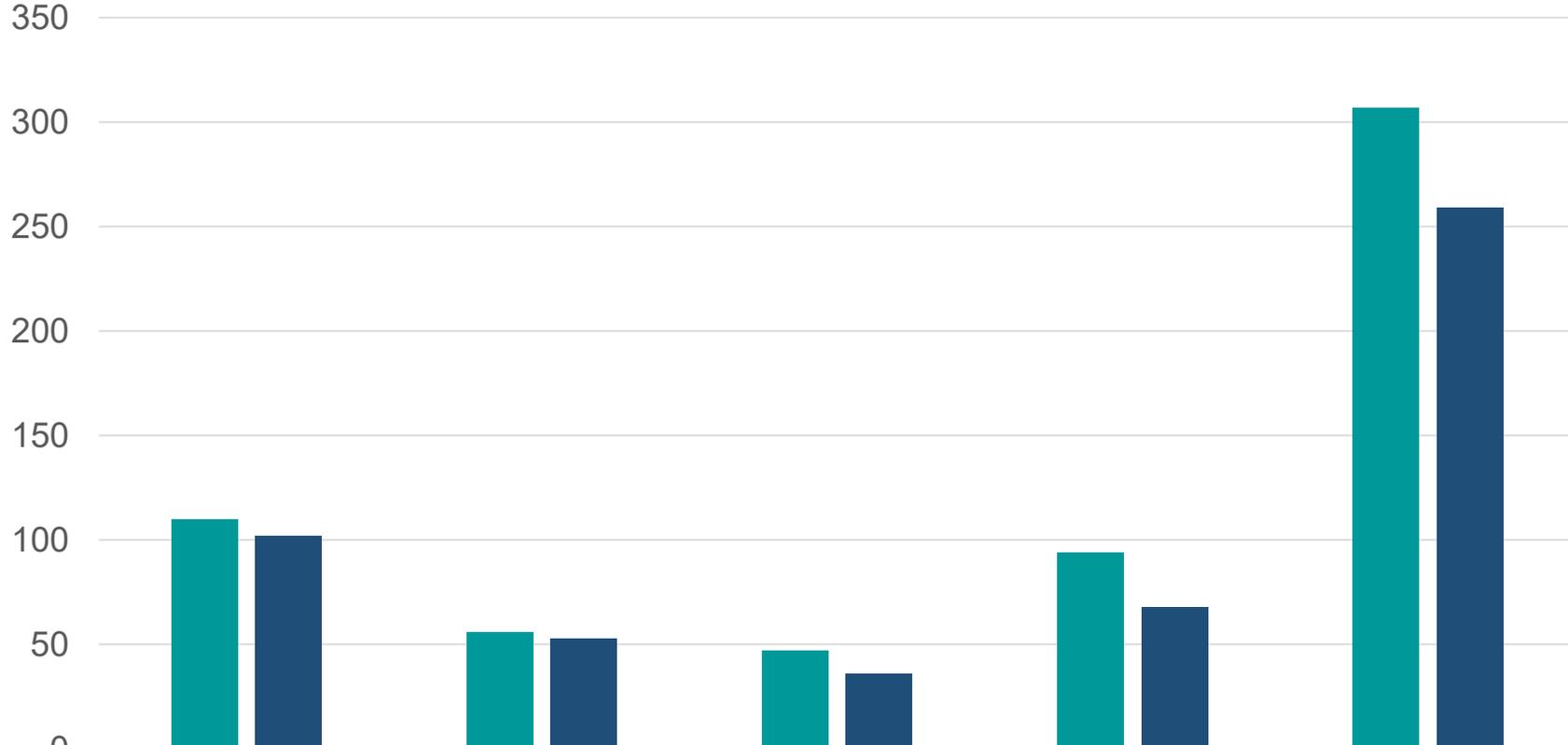


- Acclamation
- Acclamation and vacancy
- Election
- Pending
- Vacancy



Number of tenants contacted to confirm interest and contact outcome

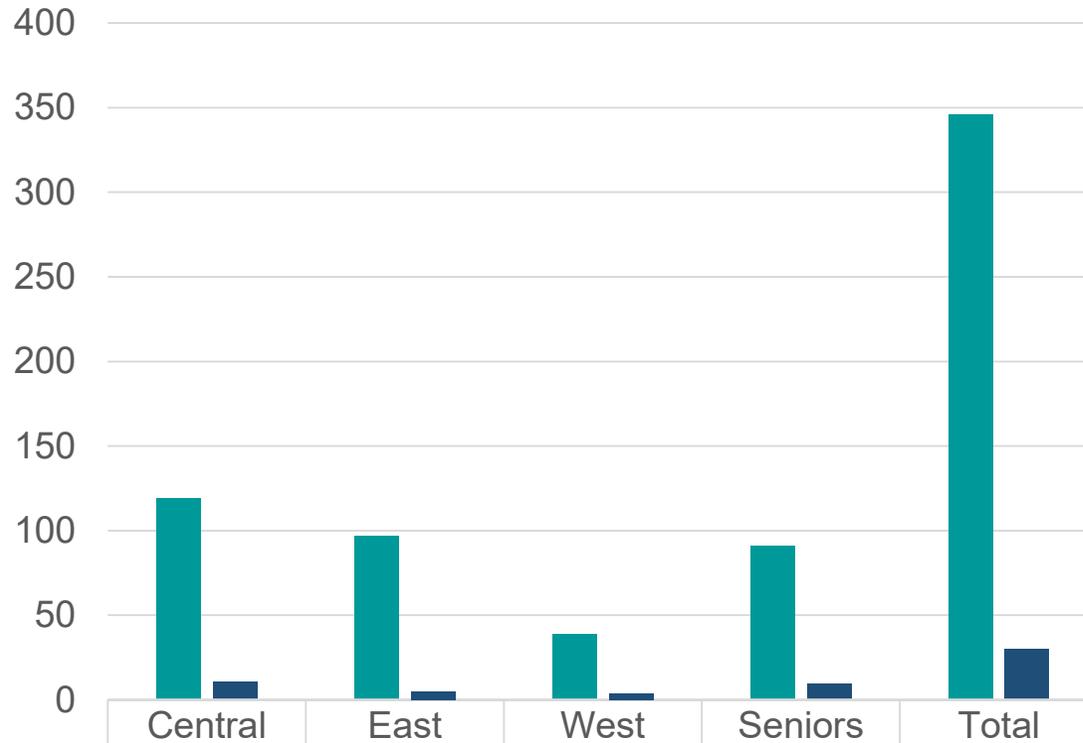
57
 Total number of communities in phase one implementation



	Central	East	West	Seniors	Total
■ Number of tenants contacted to confirm interest	110	56	47	94	307
■ Number of tenants confirmed interest after contact	102	53	36	68	259



Number of tenants involved



■ Number of tenants involved in the building/townhouse committee engagement model

■ Number of tenants involved in the community representative engagement model

376
Total number of tenants involved

114
Total number of nomination forms received

Number of communities that chose model	
Building/townhouse committee model	42
Community Representative model	15

Phase 1 Communities: Family Portfolio

FAMILY PORTFOLIO						
Region	DevName	Model Selected	Community Representative positions	Tenants confirmed interest	Nomination forms received	Tenants involved
CENTRAL	1400 BATHURST	B/TC	2	16	2	16
	11 SULLIVAN	B/TC	2	5	3	5
	22 MCCAUL	B/TC	2	8	0	8
	FRANKEL LAMBERT TOWNHOUSES/ COURT	B/TC	2	2	2	5
	SENATOR DAVID A. CROLL APARTMENT	B/TC	2	0	2	19
	ASQUITH PARK	B/TC	2	5	5	5
	BATHURST/ADELAIDE	B/TC	2	9	2	9
	BLAKE/BOULTBEE	B/TC	2	6	2	6
	GERRARD RIVER	B/TC	2	5	5	5
	RIVERDALE MEWS	B/TC	2	4	4	7
	29 LOUVAIN AVE.	B/TC	2	0	0	0
	WELLESLEY/JARVIS PLACE	B/TC	2	8	2	8
	MOSS PARK	B/TC	2	3	3	6
	145 MUTUAL ST	B/TC	2	0	0	0
	BLAKE TOWERS	CR	2	1	1	1
	PENDRITH PARK	CR	2	2	2	2
	SIMCOE ST. PATRICK	CR	2	1	1	1
	190 JOHN STREET	CR	2	1	1	1
	F/L II - 470 MELITA	B/TC	2	8	2	8
	2401 YONGE STREET	B/TC	2	12	2	12
	1275 DANFORTH AVE	CR	2	2	2	2
	ELM ST. (25)	CR	2	4	4	4
	EDGEWOOD AVENUE	CR	2	0	0	0
	WEST	DUNDAS/GOOCH	CR	4	3	3
DUNDAS MABELLE		B/TC	2	6	2	6
EAST MALL		B/TC	2	4	0	4
WILLOWRIDGE/RICHVIEW		B/TC	2	2	2	2
CAPRI ROAD (7)		B/TC	2	2	2	1
JANE/FALSTAFF (20, 30, 40		B/TC	2	2	2	13
NEPTUNE DRIVE		B/TC	2	5	0	5
ROSELAWN/MARLEE		CR	4	1	1	1
NORTHACRES APARTMENTS		CR	2	3	3	3
LAWRENCE HEIGHTS		B/TC	2	5	0	5
HUMBERLINE PLACE		B/TC	2	3	3	3
EAST	MIDLAND AVE (1201)	B/TC	2	6	0	6
	MCCLAIN PARK APARTMENTS	B/TC	2	4	4	25
	ROYWOOD DRIVE	B/TC	2	3	4	10
	VILLAGE APARTMENTS	B/TC	2	3	3	18
	ADANAC APARTMENTS	B/TC	2	7	0	7
	LAWRENCE/GALLOWAY	B/TC	2	8	0	8
	LAWRENCE/SUSAN	B/TC	2	10	1	10
	ST CLAIR/BIRCHMOUNT II	B/TC	2	10	0	13
VICTORIA PARK/SHEPPARD	CR	4	2	5	5	
			92	191	82	278

B/TC Building/Townhouse Committee

CR Community Representative

Phase 1 Communities: Seniors Portfolio

SENIORS PORTFOLIO						
Region	DevName	Model Selected	Community Representative positions	Tenants confirmed interest	Nomination forms received	Tenants involved
Seniors	EAST YORK ACRES	B/TC	2	6	4	17
	ST. GEORGES MANOR	B/TC	2	11	3	11
	NEILSON HALL APARTMENTS	B/TC	2	18	4	21
	MONTGOMERY PLACE	B/TC	2	10	2	10
	717 BROADVIEW	B/TC	2	1	0	1
	WEST DONLAND DEVELOPMENT	B/TC	2	0	2	4
	GLEN STEWART ACRES	B/TC	2	3	3	14
	WOODBINE ACRES	CR	2	1	1	1
	JANET MAGEE MANOR	CR	2	2	2	2
	FRANCES BEAVIS MANOR	CR	2	2	2	2
	252 SACKVILLE ST	B/TC	2	4	4	4
	WILLIAM DENNISON APARTMENTS	CR	2	1	2	2
	DOUG SAUNDERS	B/TC	2	2	1	2
	SARANAC APARTMENTS	B/TC	2	2	7	7
				28	68	32

B/TC Building/Townhouse Committee

CR Community Representative

Community Representative Model	Committee Model
A tenant, co-tenant or dependent of tenant(s), in the building or complex where they are running.	A tenant committee member and a tenant, co- tenant or dependent of tenant(s), in the building or complex where they are running.
Registered on the TCHC household lease	Registered on the TCHC household lease
Seconded by another tenant who lives in the same building or complex where the candidate is running	Seconded by another tenant committee member who lives in the same building or complex where the candidate is running.
16 years of age or over by the time the nomination form is submitted to be nominated or to nominate a candidate.	16 years of age or over by the time the nomination form is submitted to be nominated or to nominate a candidate.
The tenancy of the candidate must be in good standing	The tenancy of the candidate must be in good standing

Note: Permanent full-time staff of Toronto Community Housing, Resident Key Persons, Rooming House Representatives and any of their family members living within the same household cannot participate as a candidate.

Tenancy in Good Standing Criteria

- a) The tenant/household has no arrears on their lease with Toronto Community Housing or, if there are arrears, they have a signed agreement with Toronto Community Housing to repay the arrears and are in compliance with that agreement;
- b) Toronto Community Housing is not taking any legal action against the tenancy (for example, it has not filed an application against the tenancy at the Landlord and Tenant Board);
- c) There have been no reported acts by the tenant, their household or guests, on or in relation to TCHC property, that constitute a serious violation of a federal, provincial or municipal law; and
- d) There have been no reported anti-social behaviors, which constitute an ongoing a disturbance caused by the tenant, their household or guests that interferes with the reasonable enjoyment of the unit or complex for its reasonable uses by the landlord or tenants and which has not been resolved through tenancy management.



Positive tenant experience



Item 2D - Chief Operating Officer's Report on Tenant Services and Initiatives

TSC Public Meeting - January 25, 2021

Report:TSC:2021-04

Appendix E - Attachment 3 (Safe Elections Protocol Poster)



Toronto
Community
Housing

Item 2D - TSC:2021-04 - Appendix E - Attachment 3

Toronto Community Housing Tenant Elections

**Elections safety during
COVID-19 and what to expect**



Your
community,
your say



Before voting day



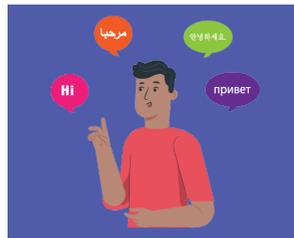
Pre-register to vote in your community.



Get to know your candidates.



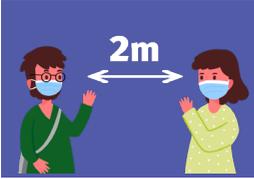
Questions? Talk to your CSC.



Ask about accommodation for self-isolation or translation/interpretation.

On voting day

What you will do



Keep at least two metres apart.



Wear a mask.



Answer COVID-19 screening questions.



Sanitize your hands.



Show ID.

What we will do to protect your safety



Clear signage with distance markers.



Single-use pencils to mark ballots.



One poll worker per desk. Poll workers will wear protective equipment.

Every poll will have supports so tenants with disabilities can vote safely.



After you vote



Cast your
ballot.



Leave through
marked exit.



Look out for
results.

More information



Talk to your local engagement Community Services Coordinator (CSC). If you don't know who your CSC is, call the Client Care Centre at **416-981-5500**.



Visit torontohousing.ca/tenantelections



Email EngagementRefresh@torontohousing.ca



To request this document in an accessible format or for a translated version, call **416-981-5500**.

PHASE 1 READY	PHASE 2 ALMOST READY	PHASE 3 NOT READY
<p>a) model selection completed;</p> <p>b) enough nominations to have an election (community representatives); or enough members to form committee (building/townhouse committee);</p> <p>c) high to moderate tenant participation throughout refresh process (priorities setting, action plan, model selection).</p>	<p>a) model selection completed;</p> <p>b) not enough nominations to have an election (community representatives); or not enough members to form committee (building/townhouse committee);</p> <p>c) moderate to low tenant participation throughout refresh process (priorities setting, action plan, model selection).</p>	<p>a) model selection not completed;</p> <p>b) not enough nominations to have an election (community representatives); or not enough members to form committee (building/townhouse committee);</p> <p>c) low to no tenant participation throughout refresh process (priorities setting, action plan, model selection).</p>
<p><u>Total # of Communities in Phase 1:</u></p> <p>57</p>	<p><u>Total # of Communities in Phase 2:</u></p> <p>170</p>	<p><u>Total # of Communities in Phase 3:</u></p> <p>104</p>
IMPLEMENTATION TIMELINES		
September 2020 to November 2020	November 2020 to April 2021	February 2021 to June 2021