

Item 9D – Tenant Engagement Refresh Update  
Public Board of Directors Meeting – April 24, 2023  
Report #: TCHC:2023-22  
**Attachment 2**

## **TCHC TENANT ENGAGEMENT SYSTEM END-OF-YEAR REGIONAL FORUM SURVEY RESULTS – CENTRAL REGION**

March 28, 2023

The Central region forum was held on November 19, 2022 at the Toronto Reference Library, 789 Yonge Street, Toronto. Some of the major issues brought up by tenants included the following:

- Lack of adequate programs for seniors in TCHC family buildings;
- Lack of security patrol officers;
- Poor services from the Client Call Centre
- Delays in executing work orders
- Lack of cleaning staff;
- Lack of communication on staff changes
- Use of drugs in common spaces;
- Pest control; and
- Incessant violence in their communities.

Staff addressed all the questions and assigned relevant staff to follow up with tenants.

After completing the panel discussion, tenants participated in a live survey to provide feedback and rate Tenant Engagement System's program implementation in the communities. Highlights of the results from the survey are as follows:

- On implementing the Community Action Plan, 1.96% respondents said were very satisfied, 11.76% were satisfied, 25.49% were dissatisfied, 29.41% are very dissatisfied and 31.37% are neutral.
- In addition, only 29% of respondents believe that the Community Action Plan activities will address their community's priorities.
- On Tenant Action Fund implementation, 47.6% are aware of TAF while 52.9% aren't aware. Likewise, 55% of respondents stated they have never accessed Tenant Action Funds to address priorities in their communities.

- In 2022, \$17,077.42 in TAF funding was approved for various community projects in Central region. All 18 applications from tenants were approved.
- Overall, 3.85% of respondents said they were very satisfied with the refreshed Tenant Engagement System, 15.38% were satisfied, 15.38% were dissatisfied and 34.62% were very dissatisfied. 30.77% are neutral.

Staff organized three capacity-building workshops to ensure that tenant leaders are empowered with the right skills and knowledge to serve their communities better.

The first workshop, Conflict Resolution, focused on how tenant leaders can use their positions to promote peaceful resolution, and identify and reduce exacerbation conflict in their communities. The second workshop, Mental Health and Well-being for Community Leaders, explored how community leaders can help educate individuals and families about mental health, increase awareness of mental health issues and make it easier for people to seek help using local resources. The third workshop, Supporting Emergency Response, centered on what people need to be prepared for in an emergency, how to mobilize tenants safely and how tenant leaders can engage others and effectively respond to post-emergency incidents.

## SURVEY RESULTS – CENTRAL REGION

### 1. How satisfied are you with the overall refreshed tenant engagement system?

	Percent
Very Satisfied	3.85%
Satisfied	15.38%
Neutral	30.77%
Dissatisfied	15.38%
Very Dissatisfied	34.62%
<b>Total:</b>	<b>100%</b>

### 2. How satisfied are you with the current engagement model options available in your community?

	Percent
Very Satisfied	8.70%
Satisfied	21.74%
Neutral	30.43%
Dissatisfied	15.22%
Very Dissatisfied	23.91%
<b>Total:</b>	<b>100%</b>

### 3. How satisfied are you with the current engagement model selected in your community?

	Percent
Very Satisfied	6.00%
Satisfied	14.00%
Neutral	30.00%
Dissatisfied	20.00%
Very Dissatisfied	30.00%
<b>Total:</b>	<b>100%</b>

**4. How likely are you to recommend your community engagement model to another TCHC community?**

	<b>Percent</b>
Very Likely	4.17%
Likely	16.67%
Neutral	39.58%
Unlikely	20.83%
Very Unlikely	18.75%
<b>Total:</b>	<b>100%</b>

**5. How satisfied are you with the Community Action Plans in your community?**

	<b>Percent</b>
Very Satisfied	1.96%
Satisfied	11.76%
Neutral	31.37%
Dissatisfied	25.49%
Very Dissatisfied	29.41%
<b>Total:</b>	<b>100%</b>

**6. How satisfied are you with your overall engagement in the new Tenant Engagement System?**

	<b>Percent</b>
Very Satisfied	6.25%
Satisfied	18.75%
Neutral	29.17%
Dissatisfied	14.58%
Very Dissatisfied	31.25%
<b>Total:</b>	<b>100%</b>

**7. Having two community reps allows for:**

	<b>Percent</b>
Shared responsibilities	4.08%
Peer-to-peer learning	2.04%
More interaction	6.12%
Better advocacy	6.12%
All of the above	69.39%
None of the above	12.24%
<b>Total:</b>	<b>100%</b>

**8. Having several building committee members allows for:**

	<b>Percent</b>
Shared responsibilities	4.88%
Peer-to-peer learning	0.00%
More interaction	4.88%
Better advocacy	4.88%
All of the above	73.17%
None of the above	12.20%
<b>Total:</b>	<b>100%</b>

**9. How satisfied are you with the decision making in your community?**

	<b>Percent</b>
Very Satisfied	4.17%
Satisfied	14.58%
Neutral	25.00%
Dissatisfied	20.83%
Very Dissatisfied	35.42%
<b>Total:</b>	<b>100%</b>

**10. Please select the areas that tenants in the TCHC should be involved in decision making:**

	<b>Percent</b>
Approve the Community Action Plan	2.08%
Improving communication among all tenant	2.08%
Ensuring fair access and allocation of space	0.00%
The design, implementation and evaluation of programs and services in your community (education, life and job skills, employment facilitation, mental health, food security, recreation etc.)	6.25%
The design, implementation and evaluation of fully inclusive programs and services with regards to tenants from specific demographics age groups, gender, ethnicity	2.08%
Tenant-led community safety activities (youth)	0.00%
identifying activities that build inclusiveness positive relationships for tenants	0.00%
All of the above	87.50%
<b>Total:</b>	<b>100%</b>

**11. What is your current role in the Tenant Engagement System?**

	<b>Percent</b>
Community Representative,	40.43%
Building Committee Member	23.40%
TAF member	2.13%
Program/ Community Leader	4.26%
Other	29.79%
<b>Total:</b>	<b>100%</b>

**12. Are you aware of the identified priorities of your community?**

	<b>Percent</b>
Yes	54.35%
No	45.65%
<b>Total:</b>	<b>100%</b>

**13. Do you think the activities of your Community Action Plan will address the priorities of your community?**

	<b>Percent</b>
Yes	29.17%
No	70.83%
<b>Total:</b>	<b>100%</b>

**14. How often should Community Reps AND Building Committee Members meet to review the progress of the CAP?**

	<b>Percent</b>
Quarterly (4 times a year)	40.00%
Thrice in a year (3 times a year)	6.67%
Twice in a year (2 times a year)	6.67%
By-monthly (6 Times a year)	46.67%
<b>Total:</b>	<b>100%</b>

**15. How often should Community Reps AND staff meet to review the progress of the CAP?**

	<b>Percent</b>
Quarterly (4 times a year)	35.56%
Thrice in a year (3 times a year)	4.44%
Twice in a year (2 times a year)	11.11%
By-monthly (6 Times a year)	48.89%
<b>Total:</b>	<b>100%</b>

**16. Are you aware of the Tenant Action funds available to all tenants?**

	<b>Percent</b>
Yes	47.06%
No	52.94%
<b>Total:</b>	<b>100%</b>

**17. Have you accessed Tenant Action Funds to address the priorities of your community in the last:**

	<b>Percent</b>
3 months	17.78%
6 months	4.44%
1 year	11.11%
2 year	11.11%
Never	55.56%
<b>Total:</b>	<b>100%</b>

**18. Have you referred the Tenant Action Funds to another member of your community?**

	<b>Percent</b>
Yes	31.91%
No	68.09%
<b>Total:</b>	<b>100%</b>