

Item 9D – Tenant Engagement Refresh Update
Public Board of Directors Meeting – April 24, 2023
Report #: TCHC:2023-22
Attachment 3

TCHC TENANT ENGAGEMENT SYSTEM END-OF-YEAR REGIONAL FORUM SURVEY RESULTS – EAST REGION

March 28, 2023

The East region forum was held on November 26, 2022, at JC's Banquet & Convention Centre, 1686 Ellesmere Road in Scarborough. Some of the major issues brought up by tenants included the following:

- Poor quality repair work and lack of follow-up from staff;
- Frequent elevator breakdowns;
- Lack of resources to support programs except for those with a high rate of violence; and
- Lack of programs including after-school and tutoring programs that support elementary age children.

During the Q&A session, one of the tenant leaders expressed their gratitude to TCHC staff for the timely and overwhelming support during a fire incident that caused significant damage in their unit. The tenant also commended staff for the repair work that was done to fix the apartment unit.

After 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 follow:

- On implementing the Community Action Plan, 15% of respondents said were very satisfied, 18% were satisfied, 15% were dissatisfied, 32% were very dissatisfied and 21% were neutral.
- In addition, 45% of respondents believe that the Community Action Plan activities will address their community's priorities. 55% of respondents disagreed.
- On Tenant Action Fund implementation, 45% were aware of TAF, while 55.9% were unaware. However, 68% of respondents stated they have never accessed Tenant Action Funds to address priorities in their communities.

- In 2022, \$58,328 in TAF funding was approved for various community projects in East region. 63 out of 66 applications from tenants were approved.
- Overall, 7% of respondents said they were very satisfied with the refreshed Tenant Engagement System, 20% were satisfied, 19% were dissatisfied, and 20% were very dissatisfied. 34% are neutral.

Three capacity-building workshops were organized to ensure that tenant leaders are empowered with the right skills and knowledge to serve their communities better. The first workshop, titled "Whose home?" engaged tenants over the problem of unit takeovers in TCHC communities. The participants were taught signs to look out for and what tenant leader can do about it. The second workshop, "Going Beyond the BBQ" focused on brainstorming ideas and activities that will promote tenant participation in their community development, not limited to just summer events like community BBQs. The third workshop, "You Don't Say," provided tenant leaders with communication tips and tools to help them effectively carry out their roles and responsibilities in their communities.

SURVEY RESULTS – EAST REGION

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

	Percent
Very Satisfied	7%
Satisfied	20%
Neutral	34%
Dissatisfied	19%
Very Dissatisfied	20.34%
Total:	100%

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

	Percent
Very Satisfied	21%
Satisfied	13%
Neutral	25%
Dissatisfied	18%
Very Dissatisfied	23%
Total:	100%

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

	Percent
Very Satisfied	23%
Satisfied	15%
Neutral	26%
Dissatisfied	8%
Very Dissatisfied	28%
Total:	100%

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

	Percent
Very Likely	18%
Likely	12%
Neutral	19%
Unlikely	25%
Very Unlikely	26%
Total:	100%

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

	Percent
Very Satisfied	14.52%
Satisfied	17.74%
Neutral	20.97%
Dissatisfied	14.52%
Very Dissatisfied	32.26%
Total:	100%

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

	Percent
Very Satisfied	14.52%
Satisfied	17.74%
Neutral	20.97%
Dissatisfied	14.52%
Very Dissatisfied	32.26%
Total:	100%

7. Having two community reps allows for:

	Percent
Shared responsibilities	10%
Peer-to-peer learning	0%
More interaction	5%
Better advocacy	6%
All of the above	56%
None of the above	23%
Total:	100%

8. Having several building committee members allows for:

	Percent
Shared responsibilities	6%
Peer-to-peer learning	2%
More interaction	0%
Better advocacy	5%
All of the above	73%
None of the above	14%
Total:	100%

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

	Percent
Very Satisfied	8%
Satisfied	18%
Neutral	21%
Dissatisfied	12%
Very Dissatisfied	41%
Total:	100%

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

	Percent
Approve the Community Action Plan	9.68%
Improving communication among all tenant	14.52%
Ensuring fair access and allocation of space	4.84%
The design	34.00%
The design	19.35%
Tenant-led community safety activities (youth) identifying activities that build inclusiveness positive relationships for tenants	17.74%
Total:	100%

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

	Percent
Community Representative,	42.86%
Building Committee Member	25.40%
TAF member	0.00%
Program/ Community Leader	14.29%
Other	17.46%
Total:	100%

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

	Percent
Yes	58%
No	42%
Total:	100%

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

	Percent
Yes	45%
No	55%
Total:	100%

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

	Percent
Quarterly (4 times a year)	45.61%
Thrice in a year (3 times a year)	14.04%
Twice in a year (2 times a year)	10.53%
By-monthly (6 Times a year)	29.82%
Total:	100%

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

	Percent
Quarterly (4 times a year)	60%
Thrice in a year (3 times a year)	5%
Twice in a year (2 times a year)	7%
By-monthly (6 Times a year)	28%
Total:	100%

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

	Percent
Yes	45%
No	55%
Total:	100%

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

	Percent
3 months	19%
6 months	3%
1 year	8%
2 year	2%
Never	68%
Total:	100%

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

	Percent
Yes	27%
No	73%
Total:	100%