

Item 9D – Tenant Engagement Refresh Update
Public Board of Directors Meeting – April 24, 2023
Report #: TCHC:2023-22
Attachment 4

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

March 28, 2023

The West region Forum was held on December 3, 2022 at Montecassino Hotel, 3710 Chesswood Drive in North York. The Question and Answer session was challenging for staff and tenants, as tenants expressed dissatisfaction on various issues including the following:

- Poor tenant communications;
- Lack of adequate safety and security;
- Slow response to maintenance requests;
- Low quality in-unit repairs by contractors and vendors; and
- General disregard for tenant complaints.

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

- On implementing Community Action Plan, 3.7% of respondents said they were very satisfied, 9% were satisfied, 16.9% were dissatisfied, 62% were very dissatisfied, and 7.5% were neutral.
- In addition, only 20.7% of respondents believed that the Community Action Plan activities would address their community's priorities, and 79% disagreed.
- On Tenant Action Fund (TAF) implementation, 40.7% were aware of TAF, while 59% were unaware. Likewise, 54.5% of respondents stated they have never accessed Tenant Action Funds to address priorities in their communities.
- In 2022, \$68,864.16 in TAF funding was approved for various community projects in the West region. All 73 applications from tenants were approved.

- Overall, 3.7% of respondents said they were very satisfied with the refreshed Tenant Engagement System, 7.5 % were satisfied, 37.7% were dissatisfied, and 39.6% were very dissatisfied. 11% were neutral.

Lastly, a series of workshops were also organized for tenant leaders to enhance their capacity leadership capacity. The first workshop focused on community safety and allowed tenant leaders to share experience and knowledge on improving community safety and security. The second workshop focused on Community Development. Tenants learned about using skills and assets to attract resources to their community, including accessing the Tenant Action Fund to address top community priorities. The third workshop focused on ways TCHC can improve tenant communications and client care services, promote transparency between tenants and staff, and effectively use frontline staff to engage tenants and get them involved in community decision-making.

SURVEY RESULTS – WEST REGION

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

	Percent
Very Satisfied	3.77%
Satisfied	7.55%
Neutral	11.32%
Dissatisfied	37.74%
Very Dissatisfied	39.62%
Total:	100%

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

	Percent
Very Satisfied	5.45%
Satisfied	12.73%
Neutral	25.45%
Dissatisfied	18.18%
Very Dissatisfied	38.18%
Total:	100%

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

	Percent
Very Satisfied	9.26%
Satisfied	12.96%
Neutral	14.81%
Dissatisfied	25.93%
Very Dissatisfied	37.04%
Total:	100%

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

	Percent
Very Likely	12.73%
Likely	10.91%
Neutral	16.36%
Unlikely	23.64%
Very Unlikely	36.36%
Total:	100%

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

	Percent
Very Satisfied	3.77%
Satisfied	9.43%
Neutral	7.55%
Dissatisfied	16.98%
Very Dissatisfied	62.26%
Total:	100%

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

	Percent
Very Satisfied	3.77%
Satisfied	7.55%
Neutral	16.98%
Dissatisfied	26.42%
Very Dissatisfied	45.28%
Total:	100%

7. Having two community reps allows for:

	Percent
Shared responsibilities	7.41%
Peer-to-peer learning	0.00%
More interaction	3.70%
Better advocacy	11.11%
All of the above	72.22%
None of the above	5.56%
Total:	100%

8. Having several building committee members allows for:

	Percent
Shared responsibilities	3.70%
Peer-to-peer learning	0.00%
More interaction	0.00%
Better advocacy	3.70%
All of the above	85.19%
None of the above	7.41%
Total:	3.70%

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

	Percent
Very Satisfied	23.08%
Satisfied	3.85%
Neutral	17.31%
Dissatisfied	7.69%
Very Dissatisfied	48.08%
Total:	100%

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

	Percent
Approve the Community Action Plan	1.92%
Improving communication among all tenants	0.00%
Ensuring fair access and allocation of space	1.92%
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.)	3.85%
The design, implementation and evaluation of fully inclusive programs and services with regards to tenants from specific demographics age groups, gender, ethnicity	0.00%
Tenant-led community safety activities (youth)	0.00%
Identifying activities that build inclusiveness positive relationships for tenants	1.92%
All of the above	90.38%
Total:	100%

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

	Percent
Community Representative,	50.00%
Building Committee Member	22.92%
TAF member	4.17%
Program/ Community Leader	14.58%
Other	8.33%
Total:	100%

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

	Percent
Yes	42.86%
No	57.14%
Total:	100%

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

	Percent
Yes	20.75%
No	79.25%
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)	30.43%
Thrice in a year (3 times a year)	6.52%
Twice in a year (2 times a year)	2.17%
By-monthly (6 Times a year)	60.87%
Total:	100%

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

	Percent
Quarterly (4 times a year)	28.89%
Thrice in a year (3 times a year)	6.67%
Twice in a year (2 times a year)	4.44%
By-monthly (6 Times a year)	60.00%
Total:	100%

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

	Percent
Yes	40.74%
No	59.26%
Total:	100%

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

	Percent
3 months	27.27%
6 months	4.55%
1 year	6.82%
2 year	6.82%
Never	54.55%
Total:	100%

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

	Percent
Yes	22.22%
No	77.78%
Total:	100%