



TCHC Tenant Advisory Committee Terms of Reference

Approved by Committee on September 28, 2023
Amended by Committee on February 13, 2024

The document below is the final draft Terms of Reference for the TCHC Tenant Advisory Committee (TAC), as worked on by the TAC members in collaboration with TCHC and City staff over four sessions in August and September 2023.

1. Mandate

- Advise TCHC on the implementation of the refreshed Tenant Engagement System
- Advise TCHC on corporate initiatives that advance tenant priorities

2. Objectives

The main goal of the TAC is to advise TCHC on improvements to the implementation of the refreshed Tenant Engagement System.

The Tenant Engagement System is the formal system to engage tenants who live in Toronto Community Housing, with the goal to increase tenant participation in local decision making. Recommendations from the TAC will support the Board in making informed decisions. The TAC's recommendations must be aligned with the vision and key objectives of the Tenant Engagement System which include:

- Diversity and inclusion
- Increase tenant participation in decision making
- Advance tenant priorities
- Foster good communication between tenants and TCHC

Specifically, the TAC's key objectives are:

- Make recommendations to further the implementation of the Tenant Engagement System
- Make recommendations to improve specific programs that are part of the Tenant Engagement System such as:
 - Community Action Plan (CAP)
 - Tenant Action Funds (TAF)
 - Tenant Community Action Tables (TCAT), and
 - Participatory Budgeting (PB)
- Make recommendations regarding the implementation of the city-wide layer of the Tenant Engagement System
- Provide advice and input on corporative initiatives that advance tenant priorities as identified by the Board, staff or through the TAC's agenda setting process

3. Reporting

- The TAC will report to the TCHC Board of Directors through TCHC staff
- Options to report out to tenants on TAC accomplishments include but are not limited to:
 - Share information through in-person events such as community building meetings, Tenant Community Action Tables, community BBQs
 - Share information through flyers, posters, quarterly “Tenant Loop” newsletter, and the monthly tenant email “Stories, Updates & Opportunities”
 - Social media and the TCHC website
- It is important to use plain English in communications to reduce barriers and maximize outreach

4. Values and Code of Conduct

Values

- TCHC Tenant Charter – Accessibility, Collaboration, Integrity, Accountability, Respect
- Transparency

Code of Conduct

- TAC members to provide feedback and perspectives, not critiques.

- Be respectful and kind to each other
- Everyone has a valuable and unique perspective to offer: participate with humility, keep an open mind, and look for what you can learn from others in the group
- Come with positive expectations and approach the meeting with a solutions-focused mindset
- Show up on time and be prepared - try to review the agenda and materials before the meeting
- Follow the agenda
- Be aware of how much time and space you take up in the meeting
- Be succinct and allow time and space for all members to speak
- Focus on one topic at a time and stay on topic
- While the situations in each member's building are an important reflection of what takes place, ask yourself how those situations apply to all of the buildings we represent
- Work cooperatively and respectfully, with each other and all partners, aim for common goals and effective outcomes
- Turn off cellphones and other distractions
- Have a wrap up at the end of the meeting
- The Chair/Facilitator may, on behalf of other members, interrupt a speaking member if needed, to ensure that all voices have an opportunity to be heard and that the agenda is adhered to
- Say 'thank you' when you are finished sharing ideas

In accordance with the City of Toronto's Human Rights and Anti-Harassment/Discrimination Policy, the committee has a zero-tolerance approach towards harassment, discrimination, exclusion, or negative attitudes/beliefs related to any of the following grounds: age, ancestry, citizenship, colour, religion, creed, disability or level of ability, economic status, ethnic origin, family status, gender expression, gender identity, level of literacy, marital status, place of origin, political affiliation, race, sex (including pregnancy, breast feeding), sexual orientation, and socio-economic class.

5. Roles and Responsibilities

a) Tenant Advisory Committee Members

- Commit to attend all meetings and communicate with staff in advance if you are unable to attend (see Section 6 – Attendance below)

- Please note that honorarium is paid only for meetings attended
- Review materials in advance to come prepared to the meeting
- Actively engage and participate in meetings, raise your hand to talk or make suggestions
- Stay on track in meetings by following the agenda so the Committee can complete its work
- Respond to communication in a timely manner
- Support an inclusive environment where the voices of all TAC members can be heard
- Matters that do not meet the mandate or the objectives of the TAC are out of scope and will not be discussed during the meeting

b) TCHC and City Staff

- The CEO of TCHC and Deputy City Manager will jointly co-chair the Tenant Advisory Committee on a transitional basis to provide leadership and establish an effective Committee
- Put in place a collaborative agenda setting process between staff and TAC members
- Share meeting materials at least three days in advance
- Have meeting space and logistics booked in advance
- Lead and mediate meetings as needed
- Collaborate with TAC members on discussion items
- Track action items and next steps related to discussion points and share them at the end of the meeting
- Create and distribute meeting minutes
- Staff will connect TAC members with the appropriate TCHC staff for matters that do not meet the mandate or objectives of the TAC

6. Attendance

- It is expected that all TAC members attend all meetings
- In person participation is preferred. A hybrid meeting option will be provided for those who require an accommodation and those unable to attend in person
- TAC members are expected to inform TCHC staff if they are unable to attend a meeting
- TAC members are responsible to RSVP within three business days of when they receive the meeting invitation and confirm if their attendance will be online or in person

- TAC members are responsible to inform staff of any absence at least 48 hours in advance of the scheduled meeting
- A minimum of nine meetings through out the calendar year must be attended
- No more than three meetings to be missed without proper notification in a calendar year

7. Quorum

- For the TAC meeting to be considered an official business meeting, quorum is required
- Quorum will consist of a minimum of 12 or a two-thirds majority of TAC members

8. Decision Making and Voting

- TAC members will strive for consensus, however, decisions will be made by vote
- TAC members need to be present at the meeting to participate in decision making
- Outline voting items before a vote
- For a decision to be finalised through voting, a majority of 60 per cent is needed
- Non-voting members (e.g., Tenant Directors, etc.) of the TAC will not vote during decision making processes

9. Voting Through Hybrid Participation

- If during an online vote a TAC member experiences technical difficulties and is disconnected, the TAC member will:
 - Attempt to reconnect to the meeting as quickly as possible.
 - If unable to reconnect, they will attempt to phone into the TAC meeting with the WebEx call-in information (i.e. WebEx phone number and meeting) provided as part of each meeting package
 - Once reconnected either online or over the phone, be provided the opportunity to go back and vote on the most recently concluded vote so as not to hold up the TAC's agenda.

10. Conflict Resolution

The Tenant Advisory Committee will:

- Put a progressive system in place to respond to membership violations of values or roles and responsibilities
- The process for reinforcing the TAC's values and roles and responsibilities will be led and reinforced by staff

Process Overview:

- Step One: Staff will have an informal conversation about membership expectations. If behaviour continues proceed to step two
- Step Two: Staff will send out written documentation about membership expectations. If behaviour continues proceed to step three
- Step Three: Staff will meet with individual(s). If behaviour continues it will result in removal from the committee

11. Meeting Frequency

- Meetings will be monthly however ad-hoc meetings may be required
- TCHC and City staff will strive to provide a schedule of meeting dates in advance to TAC members
- A hybrid meeting model will be available for those who require an accommodation

12. Honorarium

- Tenants who participate in the TAC will receive an honorarium of \$40 per meeting they attend
- TTC fare will be provided to those tenants who attend in person at their request
- Honorariums will be paid by TCHC either by cheque or through direct deposit
- Payments will be made once a month to TAC members after their attendance has been confirmed for that meeting
- If a TAC member's honorarium exceeds \$499 in a calendar year, they will be issued a T4 by TCHC
- Should a TAC member receive a T4 from TCHC, they will be required to claim that amount on their taxes as part of their income. Tenants' annual

rent review is based on their notice of assessment - an increase in income can impact the calculation of rent-geared-to-income

13. Filling Member Vacancies on the TAC

- TAC member vacancies created by reasons of removal or resignation may be filled through a recruitment process led by TCHC and City staff
- TCHC and City staff will conduct the recruitment process by screening a list of eligible applicants, conduct online interviews and prepare an orientation session for the new TAC member(s)
- If the previous recruitment process was less than six months ago, TCHC and City staff may fill a vacancy through use of the eligibility list from the previous application round
- A TAC member selected to fill a vacancy shall be in place for the remaining term of their predecessor

14. Term of Membership

- At the end of 2024, the City of Toronto and TCHC along with the TAC, will re-assess the TAC's role, goals, term and transition to the city-wide layer of the TCHC Tenant Engagement System
- In the event that the TAC continues beyond 2024, a new selection process will begin in January 2025

15. Key Contacts

- The TCHC staff designated to the TAC are:
 - Julio Rigores, Manager, Tenant Engagement System, telephone: **416-981-4271**, email: **Julio.Rigores@torontohousing.ca**
 - Christine Aina, Business Planner, Tenant Engagement, telephone: **416-803-6422**, email: **Christine.Aina@torontohousing.ca**
- The TCHC staff contact for the TAC on scheduled meeting days is Christine Aina (see contact information above)
- If a TAC member requires any regional or community-level tenant engagement support, they should contact their Community Services Coordinator, Engagement
- If a TAC member needs to discuss individual concerns regarding their tenancy or building, they should contact the TCHC Client Care Centre at **416-981-5500**