



Q1 2021 Tenant First Update

Item 10

May 4, 2021

Tenant Services Committee

Report: TSC:2021-43

To: Tenant Services Committee (“TSC”)

From: Director, Strategic Planning & Stakeholder Relations and
General Manager, Seniors Housing Unit

Date: April 6, 2021

PURPOSE:

The purpose of this report to provide the TSC with the Q1 2021 update on the City’s Tenants First initiatives, which will align with the City’s report for the Executive Committee meeting on April 29th.

RECOMMENDATION:

It is recommended that the TSC receive this report for information.

BACKGROUND:

Reporting History:

Management and City staff reported to the TSC at its November 24, 2020 meeting and provided an overview of Council’s most recent report, [EX17.2 – Implementing Tenants First: 2020 Action Updates](#).

Management reported to the TSC at its January 25, 2021 meeting (TSC:2021-13) and provided the Committee with an update on the work that took place in Q4 2020 related to the Tenants First initiative.

Overall TCHC-City Coordination Process

Toronto Community Housing (“TCHC”) Management and the City’s Tenants First team continue to work closely together on this project. The Executive Oversight Table continues to meet monthly, chaired jointly by Acting CEO Sheila Penny and City Manager Chris Murray. This table oversees progress and works with staff to remove barriers to project success.

UPDATES:

Seniors Housing Corporation Timeline

City staff and TCHC staff are meeting regularly to complete the work required for the creation of the Seniors Housing Corporation (“SHC”). A report will be going to Executive Committee on April 29, 2021 and City Council on May 5, 2021 to secure approval on this key Tenants First initiative. Key recommendations are that Council direct:

- the City Solicitor to establish a corporation on behalf of the City;
- TCHC to negotiate with the SHC to take over the operations of the 83 senior-designated buildings, including the establishment of a Shared Services Agreement, with a target date of Q2 2022; and
- the Office of the Commissioner of Housing Equity, as part of the negotiated Shared Services Agreement, provide the services of the Office to the tenants in the SHC.

Updated Shareholder Direction for TCHC

Staff from the City’s Tenants First Team, City Legal, Shelter Support and Housing Administration and the City Manager’s Office have been meeting regularly with staff from TCHC to review and revise the current Shareholder Direction, per Council’s direction. A draft is currently under review and will be finalized in the coming months, with a target date to bring it to Council by July 2021. This review adopts practices in good governance, and ensures that the corporation’s current practices and values are reflected more accurately, including TCHC’s tenant culture.

Scattered Properties Request For Proposals (“RFP”)

Pursuant to the RFP, the City and TCHC have jointly identified the top-ranked non-profit proponents to whom the Scattered Houses are to be conveyed, subject to successful negotiations. Negotiations of the agreement of purchase and sale are ongoing and are expected to be executed and signed by TCHC and the proponents in early May.

At the February 26, 2021 Board Meeting, the Board provided staff the authority to execute the Agreement of Purchase and Sale (“APS”). Following the signing of the agreement, the selected proponents will have a 180 day period of due diligence to satisfy themselves with respect to the condition of the properties. As part of the due diligence process, TCHC will provide the selected proponents access to TCHC’s records relating to the properties, but will ensure that the privacy of tenants is protected. The updated agreement will ensure that tenants are minimally impacted and that COVID-19 provisions are in place.

Integrated Service Model (“ISM”) Implementation

The ISM's key features include increased staff to tenant ratios, better coordinated access to health services and supports through the Local Health Integration Network and community partners, and seniors health and wellness hubs.

As part of Phase 1, in late 2020 the ISM rollout began in 18 buildings in the South East Region. In early 2021, various roles, including the Seniors Services Coordinators and Tenant Service Administrators, were on-boarded and have begun to deliver an integrated approach to supporting senior tenants. As well, the Seniors Housing Unit has continued the review of partnership agreements and is working with partners to develop specific programs and services under the ISM. As part of the ISM Phase 1, a partnership with Woodgreen Community Services to establish a Seniors Health & Wellness Hub at 145 Strathmore/Greenwood Towers is being established and will meet a variety of needs for senior tenants in the building and community. It is expected that the ISM Phase 2 will be implemented in Q3-Q4 of 2021, and the ISM Phase 3 in 2022.

SIGNATURE:

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