



Tenant Services Committee

931 Yonge Street,
Toronto, M4W 2H2

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The Tenant Services Committee (“TSC”) of the Toronto Community Housing Corporation (“TCHC”) held a virtual Public meeting on February 9, 2022, via WebEx, commencing at 9:00 a.m.

TSC Directors Present: John Campbell, Chair
Marcel Charlebois
Ubah Farah
Councillor Paula Fletcher (9:00 a.m. – 10:02 a.m.)
Councillor Frances Nunziata

TSC Directors Absent: Debbie Douglas

Management Present: Jag Sharma, President & Chief Executive Officer (“CEO”)
Sheila Penny, Chief Operating Officer (“COO”)
Darragh Meagher, General Counsel & Corporate Secretary
Rose-Ann Lee, Chief Financial Officer & Treasurer (“CFO”)
Kelly Skeith, Acting Chief Development Officer (“CDO”)
Barbara Shulman, Interim Vice President, Human Resources
Paula Knight, Vice President, Strategic Planning & Communications
Cynthia Summers, Commissioner of Housing Equity
Allen Murray, Vice President, Facilities Management
Grant Coffey, General Manager, Seniors Housing Unit

Lindsay Viets, Director, Strategic Planning
John Angkaw, Senior Director, Business
Operations
Richard Grotsch, Tenant Resolution Officer
Christine Yan, Acting Assistant Corporate
Secretary

Guests Present: Brian Smith, Chair, Governance,
Communications and Human Resources
Committee

A quorum being present, Mr. Campbell, serving as Chair, called the meeting to order, and Ms. Yan served as recording secretary.

ITEM 1 CHAIR'S REMARKS

The Chair welcomed everyone to the TSC meeting, noted the Acknowledgement of the Land, and notified everyone that due to the need for social distancing to limit the spread of COVID-19, TCHC is holding this TSC meeting virtually.

DEPUTATIONS

The Chair polled for any deputations to be heard at the meeting. The following verbal deputations were presented:

- Item 6 – Board and Committee Meeting Rules of Procedures (*Catherine Wilkinson, Cathy Birch and Susan Gapka*)
- Item 8A – Tenant Engagement Refresh Update (*Jacqueline Yu and Catherine Wilkinson*)
- Item 8B – Update: Participatory Budget Program Review (*Catherine Wilkinson and Cathy Birch*)

The following written deputation was received in relation to the following items:

- Item 6 – Board and Committee Meeting Rules of Procedures (*Miguel*)

Avila-Velarde)

ITEM 2A APPROVAL OF PUBLIC MEETING AGENDA

The TSC resolved that Item 8B – Update: Participatory Budget Program Review be prioritized for discussion before Item 4.

Motion carried **ON MOTION DULY MADE** by Councillor Fletcher, seconded by Ms. Farah and carried, the TSC approved the Public meeting agenda of the February 9, 2022 meeting, as amended.

ITEM 2B CHAIR’S POLL RE: CONFLICT OF INTEREST

The Chair requested members of the TSC to indicate any agenda item in which they had a conflict of interest, together with the nature of the interest.
No conflicts were declared.

ITEM 2C CONFIRMATION OF MINUTES OF THE PUBLIC TSC MEETING OF NOVEMBER 18, 2021

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC confirmed the above-captioned minutes without amendments.

ITEM 2D Q4 2021 TENANTS FIRST UPDATE TSC:2022-02

The above-captioned report (TSC:2022-02) was circulated to TSC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC received Report TSC:2022-02, being the Q4 2021 Tenants First Update report, for its information.

ITEM 2E 2022 PUBLIC TSC WORK PLAN **TSC:2022-03**

The above-captioned report (TSC:2022-03) was circulated to TSC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC unanimously approved the 2022 Public TSC Work Plan as provided in Attachment 1 of Report TSC:2022-03.

ITEM 3 BUSINESS ARISING FROM THE PUBLIC MEETING MINUTES AND ACTION ITEMS UPDATE

Motion carried **ON MOTION DULY MADE** by Ms. Farah, seconded by Mr. Charlebois and carried, the TSC received the matters reported as Business Arising from the Public Meeting Minutes and Action Items Update as of November 18, 2021 for its information.

ITEM 8B UPDATE: PARTICIPATORY BUDGET PROGRAM REVIEW **TSC:2022-08**

Verbal deputations were received from Catherine Wilkinson and Cathy Birch with respect to this item.

The above-captioned report (TSC:2022-08) was circulated to TSC members prior to the meeting.

Ms. Penny provided an overview of the report and was available to answer questions of the TSC. Highlights of the discussion include:

- The TSC held a discussion on a few issues flagged in the Participatory Budget Program, including:
 - formal communication to tenants around the suspension of the Participatory Budget Program;

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- items approved under the former program that have not been delivered; and
 - inconsistent pricing information in the program catalogues.
 - Action item: management to provide a Briefing Note before the June TSC meeting on:
 - formal communication to tenants regarding the discontinuance of the Participatory Budget program;
 - items ordered under the former program but not delivered;
 - review of the procurement and pricing approach; and
 - the program name with a direction to appropriately rename the program.

Motion carried

ON MOTION DULY MADE by Councillor Fletcher, seconded by Mr. Charlebois and carried, the TSC received Report TSC:2022-08, being the Participatory Budget Program Review Update report, for its information and referred the matter back to the CEO to report, in a Briefing Note for not later than the June TSC meeting on:

1. formal communication to tenants regarding the discontinuance of the Participatory Budget program;
2. items ordered under the former program but not delivered;
3. review of the procurement and pricing approach; and
4. the program name with a direction to appropriately rename the program.

**SENIORS HOUSING UNIT SOUTH EAST
REGION TENANT EXPERIENCE SURVEY
RESULTS**

ITEM 4

TSC:2021-80D

The above-captioned report (TSC:2021-80D) was circulated to TSC members prior to the meeting.

Mr. Coffey was available to answer questions of the TSC. Highlights of the discussion include:

- Mr. Coffey addressed questions regarding the response rate, methods staff have implemented to reach out to tenants and promote the survey, and consideration of allowing multiple responses from the same

household.

- An update was provided on a motion recently approved at the City Council where the Seniors Tenants Advisory Committee (the “STAC”) transitions to being led by the City of Toronto (the “City”) going forward. It was recommended that the STAC be engaged in tenant communication and tenant engagement during the seniors housing transition.

Motion carried

ON MOTION DULY MADE by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC received Report TSC:2021-80D, being the Seniors Housing Unit South East Region Tenant Experience Survey Results report, for its information.

ITEM 5 COMMUNITY SAFETY ADVISORY SUB-COMMITTEE CHAIR’S REPORT Verbal Report

The Chair of the Community Safety Advisory Sub-Committee (“CSAC”) updated that the CSAC met on November 15, 2022 and has been working with staff to refine the reports.

ITEM 6 BOARD AND COMMITTEE MEETING RULES OF PROCEDURES TSC:2022-04

Verbal deputations from Catherine Wilkinson, Cathy Birch and Susan Gapka were received with respect to this item.

A written deputation from Miguel Avila-Velarde was received with respect to this item and was circulated to the TSC.

The above-captioned report (TSC:2022-04) was circulated to TSC members prior to the meeting.

Mr. Meagher provided an overview of the report and was available to answer questions of the TSC. Highlights of the discussion include:

- As directed by the Governance, Communications and Human Resources Committee (“GCHRC”), TCHC has consulted former

deputants regarding the proposed changes to the Board's deputation procedure that would impact the deputation process.

- The three specific proposed changes and key themes that participants discussed in the focus groups were shared.
- In accordance with the direction from GCHRC, TCHC management will bring forward revisions to the draft Rules of Procedure informed by the input of former deputants for GCHRC's further consideration.
- It was recommended that management engage the City's Tenants First team and Tenant Directors in relation to proposed changes to the Board and Committee Meeting Rules of Procedures.
- While the Committee was of opinion that the Board and Committees should hear from more and a wider range of deputants, members also stressed that procedural rules are necessary for Board and Committee meetings.
- Action item: management to engage the City's Tenants First team and Tenant Directors in relation to proposed changes to the Rules of Procedures, impacting tenants.

*Motion
carried*

ON MOTION DULY MADE by Councillor Fletcher, seconded by Ms. Farah and carried, the TSC received for its information Report TSC:2022-04, being the Board and Committee Meeting Rules of Procedures report, and directed management to engage the City's Tenants First team and Tenant Directors in relation to proposed changes to the Rules of Procedures, impacting tenants.

**OFFICE OF THE COMMISSIONER OF
HOUSING EQUITY (OCHE) BI-ANNUAL
ITEM 7A UPDATE – JULY TO DECEMBER 2021 TSC:2022-05**

The above-captioned report (TSC:2022-05) was circulated to TSC members prior to the meeting.

Ms. Summers provided an overview of the report and was available to answer questions of the TSC. Highlights of the discussion include:

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- The report noted the average time of referral to the OCHE after arrears started accumulating in Q3/Q4 2021 was 17 months. It was identified that initial steps not being taken was one of the factors contributing to the delay. With the introduction of the new Arrears Collection Process, and staff training and upgrades to the system associated with the new process, the turnaround time is expected to be shortened, together with other positive changes brought by the new process.
 - Improvements in the quality of service were shared, one of the highlights being staff proactively reach out to tenants early in the process to identify additional supports tenants may require in order to sustain their tenancies.

*Motion
carried*

ON MOTION DULY MADE by Councillor Nunziata, seconded by Mr. Charlebois and carried, the TSC received the Office of the Commissioner of Housing Equity (OCHE) Bi-Annual Update – July to December 2021 report for its information and forwarded it to the Board for its information.

**OFFICE OF THE COMMISSIONER OF
HOUSING EQUITY (OCHE) 2021 WORK
ITEM 7B PLAN PERFORMANCE APPRAISAL TSC:2022-06**

The above-captioned report (TSC:2022-06) was circulated to TSC members prior to the meeting.

Ms. Summers provided an overview of the report and was available to answer questions of the TSC. Highlights of the discussion include:

- Questions were raised around the governing structure of the Commissioner of Housing Equity (“Commissioner”) and the authorities that TCHC management has over the Office of the Commissioner of Housing Equity (“OCHE”), including the oversight of the OCHE’s budget.
- The OCHE Terms of Reference was elaborated, which stipulates that the Commissioner reports to the TCHC Board of Directors, through the TSC; the OCHE is an independent office that operates at arms-length

from TCHC operations and management; and the Commissioner carries out the functions and responsibilities of the role in an independent manner.

- It was provided that currently OCHE submits its budget to TCHC as part of the annual budgeting process, and TCHC does not have influence over the OCHE's budget, however, this approach can be reviewed in the future.

Motion carried

ON MOTION DULY MADE by Ms. Farah, seconded by Mr. Charlebois and carried, the TSC unanimously approved the Office of the Commissioner of Housing Equity (OCHE) 2021 Work Plan Performance Appraisal and forwarded it to the Board of Directors for its approval.

ITEM 8A TENANT ENGAGEMENT REFRESH UPDATE TSC:2022-07

The above-captioned report (TSC:2022-07) was circulated to TSC members prior to the meeting.

Verbal deputations from Jacqueline Yu and Catherine Wilkinson were received with respect to this item.

Ms. Penny provided an overview of the report and was available to answer questions of the TSC. Highlights of the discussion include:

- Management further elaborated the process in which tenant leadership was established through acclamation.

Motion carried

ON MOTION DULY MADE by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC received Report TSC:2022-07, being the Tenant Engagement Refresh Update report, for its information.

TERMINATION

A Motion to adjourn the meeting was moved by Ms. Farah and seconded by Councillor Nunziata.

The public meeting terminated at 11:02 a.m.

Secretary

Chair, Tenant Services Committee