



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 June 9, 2022, via WebEx, commencing at 10:18 a.m.

TSC Directors Present: John Campbell, Chair
Marcel Charlebois
Ubah Farah
Councillor Paula Fletcher
Councillor Frances Nunziata
Debbie Douglas (10:18 a.m. – 11:42 a.m.)
Mohammed Haque

TSC Directors Absent: N/A

Management Present: Jag Sharma, President & Chief Executive Officer (“CEO”)
Nadia Gouveia, Acting 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”)
Lindsay Viets, Director, Strategic Planning and Stakeholder Relations
Evelyn Amponsah, Director, Centre for Advancing the Interests of Black People
Cynthia Summers, Commissioner of Housing Equity
Richard Grotsch, Acting Senior Director, Business Operations

Likwa Nkala, Acting Director, Programs and Partnerships
William Mendes, Director, Program Delivery
Christine Yan, Acting Assistant Corporate Secretary

Guests Present: April Lim, Manager, Community Benefits Framework unit, Social Development, Finance & Administration, City of Toronto

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 – Review of TSC Charter (*Catherine Wilkinson*)
- Item 7A – Tenant Funds Distribution Policy and Procedures (*Catherine Wilkinson, Cathy Birch and Bill Lohman*)
- Item 7B – Annual Pest Control Report (Updated) (*Catherine Wilkinson*)
- Item 7D – TCHC's Operational Performance Measures (*Catherine Wilkinson*)
- Item 7F – Tenant Engagement Refresh Update (*Cathy Birch*)
- Item 8 – Q1 2022 Tenants First Update (*Cathy Birch*)

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

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- Item 7D – TCHC’s Operational Performance Measures (*Miguel Avila-Velarde*)
 - Item 7F – Tenant Engagement Refresh Update (*Miguel Avila-Velarde*)

ITEM 2 APPROVAL OF PUBLIC MEETING AGENDA

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Douglas and carried, the TSC approved the Public meeting agenda of the June 9, 2022 meeting.

ITEM 3 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 4 CONFIRMATION OF MINUTES OF THE PUBLIC TSC MEETING OF MARCH 29, 2022

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

ITEM 5 BUSINESS ARISING FROM THE PUBLIC MEETING MINUTES AND ACTION ITEMS UPDATE

Motion carried **ON MOTION DULY MADE** by Ms. Douglas, seconded by Councillor Nunziata and carried, the TSC received the matters reported as Business Arising from the Public Meeting Minutes and Action Items Update as of March 29, 2022 for its information.

ITEM 6 REVIEW OF TSC CHARTER

TSC:2022-24

A verbal deputation from Catherine Wilkinson was received with respect to this item.

The above-captioned report (TSC:2022-24) 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:

- It was provided that conversations have been held with the Commissioner of Housing Equity (“CHE”) in light of the role that she was asked to assume in relation to the Toronto Seniors Housing Corporation, the Terms of Reference that govern her relationship with the TCHC Board will be updated and brought forward to the Board of Directors for its consideration.
- It was recommended that Tenant Funds be streamlined through a single portal and related matters be reported to the TSC.
- With respect to the suggestion to provide the TSC with oversight of TCHC programs governing Tenant Funds, management will coordinate the work with the Building Investment, Finance and Audit Committee (“BIFAC”) who has the responsibility at this time. The recommended changes will be brought forward to the Board of Directors for its approval.

Motion carried

ON MOTION DULY MADE by Councillor Fletcher, seconded by Ms. Douglas and carried, the TSC approved the Tenant Services Committee Charter in the form set out in Attachment 1 to Report TSC:2022-24, and forwarded it to the Board of Directors for its approval, amended to reflect that the Tenant Services Committee would have oversight of TCHC programs governing the distribution of Tenant Funds.

ITEM 7A TENANT FUNDS DISTRIBUTION POLICY AND PROCEDURES

TSC:2022-25

The above-captioned report (TSC:2022-25) was circulated to TSC members prior to the meeting.

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

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

- It was suggested that management consider simplifying and streamlining the application process of Tenant Funds. It was provided that the process put forward today is an interim process while TCHC is going through the Tenant Engagement Refresh. A future state that would decentralize the funding through the hub model has been contemplated which will also ensure financial accountability and compliance measures are in place.
- It was clarified that the former Tenant Councils have been replaced by the Regional Tables, a centralized structure to ensure that tenants still have access to funds and are involved in decision making.
- Comments were shared around the complexity of the application package and the time it takes to approve an application. Management responded that staff have been working on streamlining and modifying the process and the application package with tenant input. The team will also work with the Finance team to determine if certain steps in the procedures could be simplified or expedited while still maintaining the financial controls and measures.
- After a thorough discussion, the TSC unanimously resolved to direct staff to engage in a tenant consultation process, including engaging members of the Senior Tenant Advisory Committee (“STAC”), tenant deputants, tenant elected representatives and current and former Tenant Directors and to implement a simplified application process, while ensuring that financial and procedural controls are appropriately addressed.

Motion carried **ON MOTION DULY MADE** by Councillor Fletcher, seconded by Mr. Charlebois and carried, the TSC unanimously:

1. Received the following documents for its information:

- a. The Tenant Action Funds Policy as set out in Attachment 1 to this Report;
 - b. The Tenant Action Funds Procedures as set out in Attachment 2 to this Report;
 - c. The Confronting Anti-Black Racism Centre Community Funds Procedures as set out in Attachment 3 to this Report;
 - d. The Tenant Action Funds application guide as set out in Attachment 4 to this Report;
 - e. The Confronting Anti-Black Racism Centre Funds application toolkit as set out in Attachment 5 to this Report;
 - f. The Tenant Action Funds Verification Checklist as set out in Attachment 6 to this Report;
 - g. The Tenant Action Funds Approved Funding List (2021) as set out in Attachment 7 to this Report;
 - h. The Confronting Anti-Black Racism Centre Community Funds verification checklist as set out in Attachment 8 to this Report; and
 - i. The Process Flow maps for controls and oversight as set out in Attachments 9 and 10 to this Report;
2. Authorized staff to engage in a tenant consultation process, including engaging members of the Senior Tenant Advisory Committee (“STAC”), tenant deputants, tenant elected representatives and current and former Tenant Directors and to implement a simplified application process, while ensuring that financial and procedural controls are appropriately addressed; and
 3. Authorized the appropriate staff to take necessary actions to give effect to the recommendations in this Report.

**ITEM 7B ANNUAL PEST CONTROL REPORT
(UPDATED)**

TSC:2022-18R

The above-captioned report (TSC:2022-18R) was circulated to TSC

members prior to the meeting.

A verbal deputation was received from Catherine Wilkinson with respect to this item.

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

- Action item: management to forward the report to the Toronto Seniors Housing Corporation Board for its consideration.
- A question was raised around refusals of unit entry in pest treatment work. It was provided that compliance is a major factor in pest control work. Regular notices of entry are provided for pest treatments. If compliance becomes an issue and leads to migration to adjacent units, warning letters are issued and legal notices may be served should non-compliance continue.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC received Report TSC:2022-18R, being the Annual Pest Control report, for its information and forwarded it to the Toronto Seniors Housing Corporation Board for its consideration.

ITEM 7C TCHC'S RESPONSES TO THE OFFICE OF THE COMMISSIONER OF HOUSING EQUITY (OCHE) BI-ANNUAL UPDATE TSC:2022-16

The above-captioned report (TSC:2022-16) was circulated to TSC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Ms. Douglas, seconded by Councillor Nunziata and carried, the TSC received Report TSC:2022-16, being the TCHC's Responses to the Office of the Commissioner of Housing Equity (OCHE) Bi-Annual Update report, for its information and forwarded it to the Board of Directors for its information.

TCHC'S OPERATIONAL PERFORMANCE
ITEM 7D MEASURES TSC:2022-26

The above-captioned report (TSC:2022-26) was circulated to TSC members prior to the meeting.

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

A verbal deputation was received from Catherine Wilkinson with respect to this item.

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

- Questions were raised and addressed in relation to the breakdown of the parking arrears, elevator service requests, staffing level of the Client Care Centre, vacancies of the Bachelor Units, and the restart of tenancy management activities.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Councillor Fletcher and carried, the TSC received Report TSC:2022-26, being the TCHC's Operational Performance Measures report, for its information.

ITEM 7E TENANT COMPLAINTS PROCESS UPDATE TSC:2022-27

The above-captioned report (TSC:2022-27) was circulated to TSC members prior to the meeting.

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

- It was suggested that management explore the introduction of an App for tenants to report issues.
- Management provided that the Solutions Team consists of one Manager and four members.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Ms. Farah and carried, the TSC received Report TSC:2022-27, being the Tenant Complaints Process Update report, for its information.

ITEM 7F TENANT ENGAGEMENT REFRESH UPDATE TSC:2022-28

The above-captioned report (TSC:2022-28) was circulated to TSC members prior to the meeting.

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

A verbal deputation was received from Cathy Birch with respect to this item.

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

- It was provided that 76% of the communities have established community representation, either through tenant elections or building committees. The team has heard feedback from some of the tenants as well as stakeholders which will inform the improvements of the system. A forum is planned in the fall to get more tenant input and the team is committed to revisiting the system based on tenant input.
- It was clarified that the new model contemplates electing tenant representatives through a similar voting process as the previous model, with additional tenant representative positions. Some positions were acclaimed because there was only one candidate interested in running for the position. Communities can also select the building committee model which does not require an election.
- With respect to engagement with former tenant representatives, it was provided that tenant representatives in the former model had been extended for one year beyond their term, at which point TCHC entered into the Tenant Engagement Refresh. At the end of their actual term, an annual volunteer appreciation dinner was organized to honour tenant representatives and an appreciation letter was sent out to thank tenant representatives for their contributions to the design of the tenant engagement system. Former tenant representatives were asked to

provide feedback on the current engagement system through a survey. A city-wide committee with heavy representation of former tenant representatives was set up to review the tenant engagement system and come up with recommendations. Six community forums were held in 2019 with participation of former tenant representatives. An election working group with significant participation of former tenant representatives was also established to finalize the election process.

- Key challenges impacting Tenant Engagement System implementation were shared, which include the apathy of participation, the outbreak of the COVID-19 pandemic and public health restrictions, the restructuring of TCHC operations, and staff turnover.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Mr. Charlebois and carried, the TSC received Report TSC:2022-28, being the Tenant Engagement Refresh Update report, for its information.

ITEM 7G CONTRACT MANAGEMENT UPDATE TSC:2022-29

The above-captioned report (TSC:2022-29) was circulated to TSC members prior to the meeting.

Motion carried **ON MOTION DULY MADE** by Councillor Nunziata, seconded by Mr. Charlebois and carried, the TSC received Report TSC:2022-29, being the Contract Management Update report, for its information and forwarded it to the Board of Directors for its information.

ITEM 8 Q1 2022 TENANTS FIRST UPDATE TSC:2022-30

The above-captioned report (TSC:2022-30) was circulated to TSC members prior to the meeting.

A verbal deputation was received from Cathy Birch with respect to this item.

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*Motion
carried*

ON MOTION DULY MADE by Councillor Fletcher, seconded by Mr. Charlebois and carried, the TSC received Report TSC:2022-30, being the Q1 2022 Tenants First Update report, for its information.

TERMINATION

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

The public meeting terminated at 12:23 p.m.

Secretary

Chair, Tenant Services Committee