



Tenant Engagement Refresh Update

Item 7C

March 29, 2022

Tenant Services Committee

Report: TSC:2022-15

To: Tenant Services Committee (“TSC”)

From: Chief Operating Officer

Date: March 10, 2022

PURPOSE:

The purpose of this report is to provide the TSC with an update on the implementation of the Tenant Engagement System Refresh.

RECOMMENDATIONS:

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

BACKGROUND:

In July 2019, the Toronto Community Housing (“TCHC”) Board of Directors approved the tenant election process as part of the tenant engagement system. The implementation consisted of three phases with the following participating communities:

- Phase 1: 57 communities;
- Phase 2A/B: 170 communities; and
- Phase 3: 103 communities.

As elections progressed through its implementation, the number of communities participating in each phase of the elections has been amended as needed in response to the impact of the COVID-19 pandemic and public health restrictions on engagement at the community level. The following outlines the total number of communities by leadership status.

Phase 3 By-elections

In January 2022, we launched Phase 3 By-elections in 166 communities, including communities with partial (51) and full vacancies (115). All outreach efforts to engage tenants participating in elections have been conducted in adherence to the COVID-19 guideline.

To ensure an improved tenants participation, the Tenant Engagement team are consulting regional and frontline staff to review some of the issues impacting the nominations of candidates to fill vacant positions and to agree on a new deadline for nominations.

NEXT STEPS

Onboarding of Community Representatives elected/acclaimed due to Phase 3 elections completed in December 2021.

Completion of Phase 3 by-elections to fill 245 leadership positions Q2 2022.

IMPLICATIONS AND RISKS

The City's Shareholder Direction requires TCHC to maintain a democratic system of active tenant participation and involvement that will:

- Provide a Tenant council structure or similar organization;
- Provide for Tenant input into decisions at the corporate and local levels;
- Provide for Tenant input for setting local spending priorities and service levels; and
- Include Tenant representation on the Board.

SIGNATURES:

"Sheila Penny"

Sheila Penny
Chief Operating Officer

ATTACHMENTS

1. Seniors Housing Phase 3 By-Elections Dataset
2. Family Buildings Phase 3 By-Elections Dataset

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**ATTACHEMENT 1: TENANT ELECTIONS PROGRESS UPDATES – PHASE 3 BY-ELECTIONS
 SENIORS HOUSING UNITS WITH VACANCIES**

February 25, 2022

This report provides the status of tenant elections in Seniors Housing portfolios. The lists are organized by region (east, west, central).

EAST REGION

Region	Dev ID	Dev Name	Address	Model Selected	Community Rep Position Filled in Phase 3	Number of vacant positions
East	107	BRIMLEY ACRES	2950 Lawrence Ave. E.	Community Representative	1	1
East	146	BYNG TOWERS	3330 Danforth Ave.	Community Representative	1	1
East	103	SCARBOROUGH ACRES	575 Danforth Rd.	Community Representative	0	2
East	148	ST. GEORGES MANOR	17 Brimley Rd.	Building/townhouse committee	0	2

WEST REGION

Region	Dev ID	Dev Name	Address	Model Selected	Community Rep Position Filled in Phase 3	Number of vacant positions
West	121	Alexandra Park Apartments	91 Augusta Ave.	Pending		
West	131	ARLETA MANOR	7, 11 Arleta Avenue (2)	Building/townhouse committee	0	2
West	153	BEVERLEY MANOR	168 John St.	Building/townhouse committee	0	2
West	132	EDWARDS MANOR	340 Royal York Road	Community Representative	0	2
West	142	Griggs Manor 1	100 Cavell Avenue	Building/townhouse committee	0	0
West	194	Griggs Manor 2	98 Cavell Avenue	Pending		
West	155	Islington Manor	41 Mabelle Avenue	Pending		
West	150	KENSINGTON MANOR	34 Oxford St.	Community Representative	0	2
West	110	KING HIGH ACRES	12 King High Avenue	Pending		
West	850	Lawrence Avenue W. (650)	650 Lawrence Avenue W.	Pending		
West	181	Leonardo Court	72 Clinton St.	Pending		
West	141	LOUISE TOWERS	130 Vaughn Road	Community Representative	1	1
West	163	MARJORY CARTON APARTMENTS	193 Wilson Avenue	Building/townhouse committee	1	1
West	104	MAY ROBINSON APARTMENTS	20 West Lodge Avenue (2)	Building/townhouse committee	0	2

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West	149	MCMURRICH PLACE	18 Davenport Rd.	Building/townhouse committee	0	2
West	147	OUTLOOK MANOR	55 Outlook Avenue	Community Representative	0	2
West	152	SHEPPARD PLACE	4455 Bathurst Street	Community Representative	2	2
West	195	SILVERTHORN PLACE	600 Rogers Road	Building/townhouse committee	0	2
West	189	Springhurst Manor	1447 King Street W.	Pending		
West	169	THE KEMPFORD	5430 Yonge Street	Community Representative	1	1
West	196	THE RANKIN APARTMENTS	55, 77 Rankin Crescent (2)	Community Representative	1	1
West	130	WEST DON APARTMENTS	6250 Bathurst Street	Community Representative	2	2
West	156	Woods Manor	2835 Lakeshore Boulevard W.	Pending		

CENTRAL REGION

Region	Dev ID	Dev Name	Address	Model Selected	Community Rep Position Filled in Phase 3	Number of vacant positions
Central	118	BEACHES LIONS CENTENNIAL APARTMENTS	50 Norway Ave.	Community Representative	1	1
Central	363	BROADVIEW	717 Broadview Ave.	Building/townhouse committee	0	2
Central	128	COLLEGE VIEW APARTMENTS	423 Yonge St.	Community Representative	0	4
Central	170	DONVALE MANOR	330 Gerrard St. E.	Community Representative	1	1
Central	166	EDNA DIXON APARTMENTS	540 Queen St. E.	Community Representative	1	1
Central	203	GEORGE BARKER MANOR	384 Mount Pleasant Rd.	Building/townhouse committee	1	1
Central	204	HANSON HOUSE	7 Coatsworth Cr.	Building/townhouse committee	0	2
Central	117	KINSMEN MANOR	2287 Gerrard St. E.	Building/townhouse committee	1	1
Central	133	MAY BIRCHARD APARTMENTS	859 Dundas St. E.	Community Representative	0	2
Central	168	THE SHERWOOD	2567 Yonge St.	Building/townhouse committee	0	2

**ATTACHMENT 2: TENANT ELECTIONS PROGRESS UPDATES – PHASE 3 BY-ELECTIONS
 FAMILY BUILDINGS WITH VACANCIES**

February 25, 2022

This report provides the status of tenant elections in family buildings portfolios. The lists are organized by region (east, west, central).

EAST REGION

Region	HUB #	Dev ID	Dev Name	Dev address	Model Selected	Community Rep Position Filled in Phase 3	Number of vacant positions (by-elections)
East	72	1	O CONNOR DRIVE	Multiple addresses on Parma Crt and Wakunda Place	Building/townhouse committee	0	2
East	69	120	CENTENNIAL APARTMENTS	5 Wakunda Place	Community Representative	0	2
East	108	119	FLEMINGDON PARK	61 Grenoble Dr. Units 1, 3, 5, 7	Building/townhouse committee	0	2
East	114	75	MORNINGSIDE/CORONATION	221-229 Danzig St.	Building/townhouse committee	0	2
East	114	213	MORNINGSIDE/LING	225 Morningside Ave.	Building/townhouse committee	0	2
East	115	6	MORNELLE/ELLESMERE	110 Mornelle Crt.	Building/townhouse committee	1	1
East	115	212	MORNELLE/MORNINGSIDE	90 Mornelle Crt.	Building/townhouse committee	1	1
East	75	28	SHAUGHNESSY BLVD	169 Shaughnessy Blvd.	Community Representative	1	1
East	83	178	EMPRINGHAM MEWS	92-106 Empringham Dr.	Building/townhouse committee	0	2
East	#N/A	#N/A	MCCOWAN RD I & II	400 & 410 McCowan Rd. 1-14	Building/townhouse committee	0	2
East	91	119	WOODLAND ACRES (FIRVALLEY)	40 Firvalley Court	Community Representative	0	2
East	91	208	WARDEN WOODS	9-17 Catarauqui Cres. L	Building/townhouse committee	0	2
East	107	21	KINGSTON ROAD (3190)	3190 Kingston Rd. 87-92 Blk 3	Building/townhouse committee	0	2
East	107	60	EGLINTON/MARKHAM	3181, 3171 Eglinton Ave. E.	Building/townhouse committee	0	2
East	117	69	ST CLAIR/BIRCHMOUNT I	3485 St. Clair Ave. E.	Community Representative	1	1
East	55	86	PHIN PARK	2 Phin Ave. Units 8-12	Community Representative	0	2
East	55	304	GREENWOOD/WALPOLE	66 Walpole Ave. Units 1-8	Community Representative	1	1

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East	55	311	NEWBOLD AVENUE	11 Newbold Ave.	Community Representative	1	1
East	55	315	QUEEN VICTORIA	40-44 Queen Victoria St. 40, 42, 44	Building/townhouse committee	0	2
East	55	364	33 COATSWORTH	33 Coatsworth Cres.	Community Representative	0	2
East	55	302	CHATHAM/OAKVALE	195-203 Chatham Ave. 195, 197A, 197B, 197C, 197D, 199, 199A, 201A, 201B, 201C, 201D, 203	Community Representative	1	1
East	61	303	98 ELMER AVE	98 Elmer Ave.	Community Representative	1	1
East	61	310	331-333 KINGSTON RD	331 Kingston Rd.	Community Representative	1	1
East	61	358	320 KINGSTON RD	320 Kingston Rd.	Community Representative	1	1
East	61	372	520 KINGSTON RD	520 Kingston Rd.	Community Representative	1	1
East	62	91	DON SUMMERVILLE	1555 Queen St. E.	Building/townhouse committee	0	2
East	62	93	EASTVIEW PARK	1080 Eastern Ave.	Building/townhouse committee	0	2
East	78	7	MIDLAND AVE (1201)	1201 Midland Ave.	Building/townhouse committee	0	2
East	87	126	ADANAC APARTMENTS	140 Adanac Dr.	Building/townhouse committee	0	2
East	112	23	LAWRENCE/GALLOWAY	4100 Lawrence Ave. E.	Building/townhouse committee	0	2
East	113	81	LAWRENCE/SUSAN	3847 Lawrence Ave. E.	Building/townhouse committee	1	1
East	91	113	WOODLAND ACRES (WARDEN)	682 Warden Ave.	Building/townhouse committee	0	2
East	109	144	CEDARBRAE MANOR	65 Greencrest Circuit	Community Representative	2	2

WEST REGION

Region	HUB #	Dev ID	Dev Name	Dev address	Model Selected	Number of Community Representatives positions filled in phase 3	Number of vacant positions
West	93	45	KIPLING/MOUNT OLIVE	1-11, 15-27 Mount Olive Drive	Community Representative	1	1
West	5	13	LIGHTWOOD SANAGAN	1-3 Sanagan Road	Building/townhouse committee	0	2
West	4	58	FINCH/ARDWICK	1, 5, 9, 15 Ardwick Boulevard	Building/townhouse committee	1	1
West	4	217	ISLINGTON/SATTERLY	2-18 San Antonio Way	Building/townhouse committee	0	2
West	93	220	MARTINGROVE/ALBION	1674-1680 Albion Road	Building/townhouse committee	0	2
West	7	26	THISTLETOWN II	6455 Finch Avenue W.	Building/townhouse committee	0	2
West	96	901	QUEENS PLATE	900 Queen's Plate Drive	Building/townhouse committee	0	2
West	24	71	JANE/WOOLNER	190 Woolner Avenue	Building/townhouse committee	1	1
West	23	122	MOUNT DENNIS APARTMENTS	101 Humber Boulevard	Building/townhouse committee	0	2
West	1	219	ISLINGTON/ST ANDREWS	2063, 2067 Islington Avenue	Building/townhouse committee	1	1
West	2	98	WESTON/BELLEVUE	5 Bellevue Crescent	Building/townhouse committee	0	2
West	3	111	HUMBER ACRES	1 Scarletwood Court	Community Representative		2
West	1	37	DIXINGTON CRESCENT	42-44, 50 Dixington Crescent	Building/townhouse committee	0	2
West	8	101	WESTACRES	2 Arbordell Road	Building/townhouse committee	0	2

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West	8	106	WESTACRES EXTENSION	9 Arbordell Road	Building/townhouse committee	0	2
West	12	84	JANE/FALSTAFF	10, 20, 30, 40 Falstaff Avenue	Building/townhouse committee	1	1
West	9	17	2265 JANE STREET	2265 Jane Street	Building/townhouse committee	0	2
West	9	116	DOWNSVIEW ACRES	2195 Jane Street	Building/townhouse committee	1	1
West	94	40	DE MARCO BLVD	2 DeMarco Boulevard / 1620-1622 Lawrence	Building/townhouse committee	0	2
West	94	224	TRETHEWAY/TEDDER	710, 720 Trethewey Drive	Building/townhouse committee	0	4
West	98	187	YORK SQUARE	2468 Eglinton Avenue W.	Building/townhouse committee	1	1
West	11	4	FINCH/TOPCLIFF	20 Yellowstone Street	Building/townhouse committee	0	2
West	11	51	SENTINEL ROAD	182, 192, 202 Sentinel Road	Building/townhouse committee	0	2
West	15	11	2585 JANE STREET	2585 Jane Street	Building/townhouse committee	1	1
West	18	408	44-58 KEELE ST	44 Keele Street	Community Representative	0	2
West	27	493	136-150 PERTH AVENUE	136 Perth Avenue	Building/townhouse committee	0	2
West	27	494	11 RANDOLPH AVENUE	11 Randolph Ave.	Building/townhouse committee	0	2
West	27	196	THE RANKIN APARTMENTS	77 Rankin Crescent	Community Representative	1	1
West	28	695	331 BARTLETT	331 Bartlett Avenue	Community Representative	1	1
West	95	14	THE EAST MALL	607-617, 635 The East Mall	Building/townhouse committee	0	2
West	21	173	COOPER MILLS	4020 Dundas St W	Building/townhouse committee	0	2
West	95	62	WEST MALL	516-559 West Mall, 445 Rathburn	Building/townhouse committee	0	2
West	25	172	MABELLE PLACE	49 Mabelle Avenue	Building/townhouse committee	0	2

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West	31	216	NEPTUNE DRIVE	135, 145, 155 Neptune Drive	Building/townhouse committee	1	1
West	34	890	20 ZACHARY COURT	20 ZACHARY COURT	Building/townhouse committee	0	2
West	30	185	FAYWOOD PLACE	2 Faywood Blvd	Building/townhouse committee	0	2
West	30	196	OVERBROOK PLACE	750 Wilson Heights Blvd	Building/townhouse committee	0	2
West	34	891	20 NEW HEIGHTS COURT	20 New Heights Court	Building/townhouse committee	0	2

CENTRAL REGION

Region	HUB #	DEV ID	DevName	Dev address	Model Selected	Community Rep Position Filled in Phase 3	Number of vacant positions (by-elections)
Central	36	405	BATHURST/EGLINTON	790 Eglinton Ave. W.	Building/townhouse committee	0	2
Central	54	740	HOLLY PARK	70 Dunfield Ave.	Building/townhouse committee	1	1
Central	60	306	CAVELL/HARCOURT building	39 Harcourt Ave	Community Representative	1	1
Central	66	938	50 REGENT PARK BLVD	205 SACKVILLE ST	Building/townhouse committee	0	2
Central	60	309	JONES/CURZON	7 Jones Ave.	Community Representative	1	1
Central	100	66	BLEECKER STREET	275, 325, 375 Bleecker St.	Building/townhouse committee	1	1
Central	101	802	92 CARLTON ST	88-92 Carlton St., 246-254 Mutual St.	Community Representative	1	1
Central	104	375	261 JARVIS STREET	261 Jarvis St.	Building/townhouse committee	0	2
Central	60	374	29 LOUVAIN AVE.	29 Louvain Ave.	Building/townhouse committee	1	1
Central	104	718	145 MUTUAL ST	145 Mutual St.	Building/townhouse committee	1	1
Central	9	89	GREENWOOD PARK	1615 Dundas St. E.	Building/townhouse committee	0	2
Central	94	495	LARCH STREET	15 Larch, 76 Grange and 6-16; 32 Larch St.	Building/townhouse committee	1	1
Central	94	420	DUNDAS/BEVERLEY	137 Beverley St.	Community Representative	0	2
Central	38	466	QUEEN/VANAULEY	21-23A Augusta Ave. 21, 21A, 23, 23A	Building/townhouse committee	1	1

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Central	11	479	61 WALES AVE	15-23A Casimir St. 15, 15A, 17, 17A, 19, 19A, 21, 21A, 23, 23A	Community Representative	0	2
Central	13	709	ST. LAWRENCE TOWNHOUSES	13 Aitken Place	Building/townhouse committee	0	2
Central	11	714	176 THE ESPLANADE	176 The Esplanade	Building/townhouse committee	1	1
Central	15	727	55 THE ESPLANADE	55 The Esplanade	Building/townhouse committee	1	1
Central	97	401	25 BISHOP TUTU	17-25 Bishop Tutu Blvd. 17, 19, 21, 23, 25	Building/townhouse committee	1	1
Central	15	480	63 MITCHELL	63 Mitchell Ave.	Building/townhouse committee	0	2
Central	97	380	Trefann Court	440-450B Queen St. E. 440, 440A,440B, 442, 442A, 442B, 444, 444A, 444B, 446, 446A, 446B, 448, 448A, 448B, 450, 450A, 450B	Building/townhouse committee	0	2
Central	97	383	123 SACKVILLE	123 Sackville St.	Building/townhouse committee	0	2
Central	17	937	25 WYATT AVENUE	25 WYATT AVE	Building/townhouse committee	0	2
Central	18	201	SOUTH WEST BLDGS - South Regent Park	356-362 Shuter St., 31 Sutton	Building/townhouse committee	1	1
Central	18	360	Logan Avenue (195-201)	195-201 Logan Ave	pending	0	2
Central	28	935	180 SACKVILLE ST(Apartment)	170 SACKVILLE ST	Building/townhouse committee	0	2
Central	29	936	180 Sackville St (Townhouses)	180 Sackville St (Townhouses)	Building/townhouse committee	0	2
Central	28	811	501 ADELAIDE	501 Adelaide St. E.	Building/townhouse committee	1	1
Central	47	191	GEORGE STREET SINGLES	291 George St.	Building/townhouse committee	1	1
Central	49	94	SHERBOURNE/SHUTER	155 Sherbourne St.	Building/townhouse committee	0	2
Central	52	313	PEMBROKE MEWS	200 Sherbourne St.	Building/townhouse committee	0	2
Central	25	852	40 LOWER RIVER STREET	37-49 St. Lawrence St	Building/townhouse committee	1	1

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Central	25	724	25 MUTUAL ST	25 Mutual St.	Building/townhouse committee	0	2
Central	31	92	BESSIE LUFFMAN	320 Seaton St.	Community Representative	0	2
Central	34	209	CARLTON/JARVIS SITE	330 Jarvis St.	Building/townhouse committee	0	2
Central	30	355	188 SHERBOURNE	188 Sherbourne St.	Building/townhouse committee	0	2
Central	30	356	21-25 PEMBROKE ST	21-25 Pembroke St. 21, 23, 25	No show	0	2
Central	19	416	Dufferin Gwynne	300 Dufferin St + 9-23A,15 A Gwynne	pending	1	1
Central	19	465	Laxton Ave (3)	3 Laxton Ave	Community Representative	1	1
Central	19	469	Springhurst Dowling	75 Dowling Ave	Community Representative	0	2
Central	19	90	McCormick Park	1525 Dundas St. W	Building/townhouse committee	0	2
Central	39	476	Davenport Rd. (1087)	1087 Davenport Rd.	pending?	0	2