

TORONTO COMMUNITY HOUSING CORPORATION
TENANT SERVICES COMMITTEE MEETING
FEBRUARY 5, 2024

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WRITTEN DEPUTATIONS

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Deputation – Catherine Wilkinson

Item 6 – Tenancy Management Protocols for Community Safety Incidents

TSC Public Meeting – February 5, 2024

ITEM 6. 2024 PUBLIC TSC WORK PLAN

DEPUTATION

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I would like to identify a couple of items, some tenant services not on the annual work plan. I encourage you to note these items as I speak to consider if they warrant consideration.

Call Centre – @ minimum, annual update including statistics, challenges etc. (*Beyond the snapshot in Operational Performance Report*).

Vendor Services – first time in TCH History, tenants will have the opportunity to provide feedback on services provided by Contractors – the initial report went through BIFAC, I believe the results of the pilot and next steps should be coming to TSC as it falls within their mandate.

Service Hubs – a brand new service delivery Model implemented, – update, challenges identified, how they will be addressed – impact on Call Centre, status updates on progress

CCTV Cameras – minimum annual discussion, status update, annual cost, maintenance response times, ROI to reduce vandalism and crimes

Community Safety – Status on City’s Review of CSU? Beyond the annual CSU report to the TPS, and the Operational Performance Report only speaks to Crimes against People & Property and Fire. We are not talking about the most common Community Safety issues that happen every single day in our communities – there is no opportunity for tenants to address Community Safety if it is never on an Agenda.

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ITEM 6. 2024 PUBLIC TSC WORK PLAN

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Window AC Replacement Strategy – Phase 3 –

3rd and Final Phase of the Window AC Exchange Program is scheduled to roll out this year. Management are required to keep the board apprised of changes in legislation, Bill 97 under the Housing Services Act, revised regulations permitting tenants to use Window ACs in Ontario within specific guidelines. There should be a discussion on how that legislation impacts TCHC Window AC Replacement Strategy prior to moving forward.

Tenant Policies – no Tenant policies on the Work Plan. While the Deputation Policy will go before the Governance Committee for governance compliance, it should also come through the TSC where the majority of tenants depute.

Catherine Wilkinson

TENANCY MANAGEMENT PROTOCOLS - COMMUNITY SAFETY INCIDENTS

WORK FLOW – Tenancy Management – ASB

No indication of referrals to TPS, where more serious incidents are criminal in nature and beyond the scope of work of CSU.

APPENDIX - INCIDENT CLASSIFICATIONS

These Isolated Incidents that take place in our communities are not being discussed at the TSC. CSAC is a temporary committee, primarily focusing on high needs communities within the Violence Reduction Program.

It would be helpful to provide statistics around the frequency of these Isolated incidents and how TCH responds to them – it is a tenancy letter, or does it require CSU to attend the incident in person?

Breach of lease # of files, by incident type referred to LTB and outcomes

This information would enable TSC to familiarize themselves with the issues our tenants face, and whether our current approach enables us to manage and reduce ASB in our communities.

The number of Vulnerable Tenants living in TCHC continues to grow, often a serious incident is what triggers TCHC in identifying a tenant who may be in need of additional supports.

TCH is slowly evolving into a Supportive Housing Provider as some tenants require ongoing assistance and supervision to maintain their tenancy, whereas Social Housing Tenants are expected to be able to live independently and comply with their lease obligations.

Timelines to address ASB with Tenants Vulnerable or otherwise is a lengthy process. As a result, other tenants are subjected to ongoing disruption, harassment and inappropriate behaviours, which is contrary to TCHC’s obligation to ensure peace and enjoyment for all tenants. Challenging to manage.

Not sure what “Soft Landing Supports” are, used to be a token and a phone number, perhaps the committee is aware of what they are.

Catherine Wilkinson

Deputation – Veronika Hering
Item 8B – Tenancy Management Protocols for Community Safety Incidents
TSC Public Meeting – February 5, 2024

From: Veronika Hering <[REDACTED]>
Sent: Sunday, February 4, 2024 2:05:26 PM
To: [REDACTED]
Subject: item 8b

Good morning,

I read Item 8B- this is why tenants are re-victims, over and over again. Assaults, robberies, and weapons offenses are all serious incidents. These tenants should be moved to another building. Victims should be notified as to what is been done about the incident.

What are doing about staff with anti-social behavior that makes tenant's lives difficult.

In the words of one supervisor, Why is there some much staff involved? it takes too long for the resolution.

We have been victimized for years.

The general manager should final say because some favor tenants and staff over others and that's not transparency.

General managers should submit quarterly reports to the tenant service committee

as to what has happened and what was done about it.

Police involvement is a must to resolve these types of issues.

We hope that you understand what tenants are going through and do things in a timely matter.

Thanks,
Veronika Hering

ITEM 8D. TENANT ENGAGEMENT REFRESH UPDATE

DEPUTATION
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The TSC’s Mandate & Charter includes oversight of “TES” ...

“Overseeing and ensuring the design, implementation, and reporting of policies, strategies and initiatives by Management on community relations, tenant communications and engagement, and reporting and making recommendations to the Board on these matters”

I understand the ELT removed the TES Tenant Volunteer Policy from the TSC 2024 Work Plan. It was on last year’s Work Plan to be presented at the June 2023 TSC Meeting.

It is disconcerting the ELT can remove items that were agreed upon by the Board members that are within the committee’s mandate.

At minimum, as a courtesy, the Policy and accompanying procedures should have been provided to this Committee for their information, as the TES Model is approved by the Board.

The optics that it’s for Management to manage and Tenants to live by, but not necessary for board members to see does not sit well.

For the first time in TCH history, we now have a Tenant Volunteer Policy that applies to the formal TES only. There are other areas of Tenant Engagement that fall outside the system.

I do not support the notion that Regions working with Tenant Volunteers “establish “divisional” specific policies/procedures to govern how they engage with Tenant Volunteers – outside of the established TES Volunteer Policy.

I am the first one to say “one-size fits all” is not always the answer, and exceptions may be necessary.

Surely we can create a standard “**Community Volunteer Template**” to ensure consistency, fairness and access to all tenants, and apply this to whatever the activity may be, with the understanding if there are situations outside the template, tenants can vote to add additional guidelines tailored to their community.

ITEM 8D. TENANT ENGAGEMENT REFRESH UPDATE**DEPUTATION**
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Consider creating a TAC Referral process, to ensure that their primary focus is on tenant engagement and prioritizing corporate issues that warrant their input.

le; The Deputation Policy is slated to be referred to TAC. TAC Members did not know what a Board of Directors was, or the responsibility of Directors or that Tenant Directors existed. They have never heard of the Deputation Policy and weren't aware Tenants could speak before the Board. Within that scenario I do not see specifically how TAC members can add value to reviewing the Policy.

I would recommend that Tenant Policy Consultations do not need to be duplicated by coming to TAC as members can participate in the public consultations.

4 TSC Recommendations:

1. Provide Committee Members with the Tenant Volunteer Policy. and 2 TES Procedures
2. Determine if the Tenant Volunteer Policy & Procedures should remain on future TSC Work Plan
3. Create a standard "Community Volunteer Template" for tenant engagement activities outside the formal TES.
4. Create a TAC Referral Process

Catherine Wilkinson