

Toronto Community Housing



Tenant Engagement Refresh Update

Item 9C

April 11, 2024

Tenant Services Committee

Report: TSC:2024-17

To: Tenant Services Committee ("TSC")

From: Acting Chief Operating Officer

Date: March 11, 2024

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 June 2022, TCHC developed and presented to the Board a four-step plan aimed at consulting with tenant leaders, receiving their feedback, and developing recommendations to make necessary changes to the Tenant Engagement System.

The plan includes the following:

- I. Launch of Tenant Community Actions Table at the regional level;
- II. Establishment of a Tenant Advisory Committee;
- III. End-of-year Regional Forum; and
- IV. Launch of City-wide Tenant Forum in 2024.

The implementation of this transformative four-step plan is underway, demonstrating TCHC's commitment to enhancing tenant engagement and fostering positive change.

Tenant Advisory Committee

The first Tenant Advisory Committee (“TAC”) meeting of the year took place on February 13, 2024.

During the meeting, key agenda items covered included a follow-up presentation on the TCHC Tenant Service Hubs Review, which highlighted interim improvements that have been implemented to enhance service delivery. Members of the TAC were given the opportunity to provide feedback on the Service Hubs Review update. Additionally, the meeting included a review of the accomplishments of the TAC in 2023 and the proposed agenda items for the Q1 and Q2 meetings of 2024.

The agenda for the March 6, 2024 Tenant Advisory Committee included:

- an update on the Tenant Engagement System Review; and
- a presentation and consultation on TCHC’s Deputation Policy for Stakeholders.

Tenant Community Action Tables

Tenant Community Action Tables bring together a diverse group of stakeholders who collaborate closely with tenants, staff, and partners. The primary objective is to address the tenant-identified priorities within each community, forming the Tenant Community Action Table. To achieve this, the following key objectives have been established:

1. Share information and resources;
2. Build a Community of Practice; and
3. Capacity building of community representatives.

Tenant Community Action Tables – Q1 2024:

The Q1 2024 Tenant Community Action Tables, scheduled for the final week of March, will focus on maintenance topics.

Table 1: Q1 2024 Tenant Community Action Tables Information

Region	Location	Date	Time
Central	150 River	March 26	TBD
East	20 Gordonridge	March 27	TBD
West	495 Wilson	March 28	TBD

Update on Tenant Funds for Common Area Projects

The Tenant Funds for Common Area Projects survey was temporarily postponed to April 2024 due to the distribution of the Tenant Satisfaction Survey that launched in Q4 2024 and closed out Q1 2024.

With targeted consultation processes now underway, the tenant survey will be launched to facilitate a broader and more comprehensive understanding of tenant preferences and opinions on several program aspects. The survey will encompass the following key areas:

- Funding structure;
- Funding priorities/allocation;
- Funding cycle; and
- Funding amount.

Table 2: Updated Timeline – Tenant Funds for Common Area Projects

Action	Timing
TAC consultation – program vision & survey	April 2024
Survey rollout/focus group consultations	April/ May 2024
Data analysis/report back to ELT	May 2024
TAC consultation – program implementation	June 2024
Tenant Community Action Tables	June 2024
Report back to TSC	September 2024

NEXT STEPS

TCHC is committed to promoting tenant involvement, fostering communication, and improving the overall tenant engagement experience within TCHC. Over the coming months, TCHC will:

- Continue enhancing tenant capacity building through training and workshops;
- Coordinate monthly TAC meetings, including consultation on key programs of the Tenant Engagement System; and
- Host quarterly Tenant Community Action Tables (“TCAT”).

IMPLICATIONS AND RISKS

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

- Opportunities for tenant engagement regarding their housing and the complete TCHC housing portfolio;

- Opportunities for tenants to provide input on TCHC corporate decisions, including capital plans, operating budget, service levels, service delivery and Tenant facing policies; and
- Opportunities for tenant input on setting local spending priorities; and
- Information about opportunities for engagement in other City and community initiatives.

In addition, TCHC's approach to tenant engagement will respect the terms of the Shareholder Direction and the financial targets and performance benchmarks established for TCHC by the Service Manager.

SIGNATURE:

“Nadia Gouveia”

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Acting Chief Operating Officer

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