



Toronto
Community
Housing

Tenant Engagement System Update

Tenant Services Committee

March 28, 2023



Review of TCHC Tenant Leaders List

- In May 2022, we reported that 1,486 tenant leaders were established through the tenant elections process. This included 335 Community Representatives, and 1,151 building/townhouse committee members.
- In November 2022, we started a review of the list of tenant leaders.
- Upon the completion of the review in February 2023, we now have a total of **1,084** tenant leaders participating in the Tenant Engagement System.



Review of TCHC Tenant Leadership

Region	# of Community Representatives	# of Building/Committee Members	TOTAL
East	40	381	421
West	19	319	338
Central	20	305	325
TCHC (Total)	79	1,005	1,084

TCHC End-of-Year Regional Forums

In June 2022, TCHC presented a four-step plan to the Tenant Services Committee to begin to receive tenant input into the current Tenant Engagement System

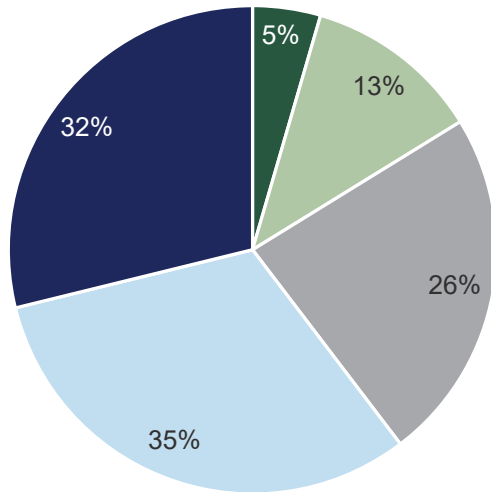
The four-step plan included the following:

1. The launch of the Community Actions Table at the regional level;
2. The establishment of a Tenant Advisory Committee;
3. The End-of-year Regional Forum; and
4. The Launch of the Citywide Tenant Forum in 2023.

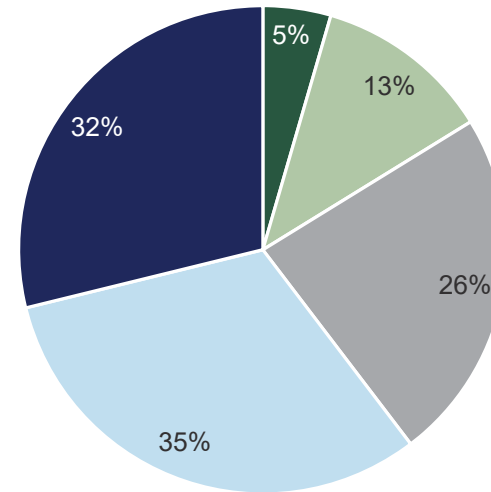
Step 3, the End-of-Year Regional Forums were aimed at engaging tenant leaders to receive input from tenants on local issues and develop recommendations on the Tenant Engagement System.

Key Survey Results

Overall Satisfaction with the Tenant Engagement System



Satisfaction with Decision-Making at a Community Level



Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

TCHC Tenant Advisory Committee

June 9, 2022: Report was submitted to TCHC's Tenant Services Committee outlining a plan to identify and address the challenges impacting the current tenant engagement system.

- Staff proposed developing a plan to receive feedback from tenants and to make necessary adjustments to improve the system. This included establishing a Tenant Advisory Committee to review recommended system changes.
- Twenty-nine (29) tenants from across the three regions applied to join the advisory committee.
- After a local screening, 15 tenants were selected to join.



JOIN OUR TENANT ENGAGEMENT SYSTEM

Advisory Group

Join our advisory group and give feedback on the implementation of the TCHC's Tenant Engagement System.

Who is eligible to apply?

TCHC tenants (age 18+) including current and former tenant leaders/representatives

Interested?

Attend the online information session on:

Monday, September 19 at 6 p.m.

meeting number: 2634 434 8725

meeting password: 7iwGe4baKt7



How to apply?

Apply online: <https://bit.ly/3ReS1Ne>

Or contact your local Community Services Coordinator (CSC) for an application form and email your application to tes@torontohousing.ca.

Application deadline:

Last day to apply is Sunday September 25 at 11:59 P.M.



To request this document in an alternate language or format, email help@torontohousing.ca or call 416-981-5500.



Tenant Advisory Committee: Next Steps

- TCHC is working with the city to implement a new outreach and selection plan for the TAC extension
- Inclusion of a tenant board member to TAC
- Launch of new TAC and development of Terms of Reference
- Work with newly hired staff to conduct stakeholder engagement and review input made till date on the system

