



Report on Business Arising from Public Meeting Minutes
TSC Action Item List

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
<p>1. TSC:2021-34 May 4, 2021</p>	<p>Participatory Budgeting Program</p> <p>Prior to its reimplementation, Management to bring the plan for the participatory budgeting program to the TSC for discussion.</p>	<p>In progress</p>	<p>To be brought back in advance of Participatory Budgeting being reintroduced</p>	<p>Chief Operating Officer</p>
<p>2. GCHRC:2021-34</p> <p>September 10, 2021 GCHRC Meeting</p>	<p>Board and Committee Meeting Rules of Procedures</p> <ol style="list-style-type: none"> 1. Management to consult with former deputants who have deputed at Board/Committee meetings on the proposed deputation procedure. 2. GCHRC direct staff to amend the proposed Rules in accordance with comments from members, and bring forward the draft document to the next TSC meeting and 	<p>In progress</p>	<p>Q1 2022</p>	<p>General Counsel and Corporate Secretary</p>

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	thereafter return to GCHRC for its further consideration.			
3. TSC:2021-57 September 14, 2021	Revitalization Long-Term – Economic and Employment Benefits Staff to amplify the report and report back to provide more details including: <ul style="list-style-type: none"> ○ The total construction hours and project hours, broken down by revitalization communities; ○ The total value of all constructions of all the revitalization projects, and value broken down by revitalization communities; ○ More details on section 1.2 Contracts for Social Enterprises, which include the list of social enterprises that have been awarded the social contracts, the number of tenants employed, and how the social enterprises were procured, broken down by revitalization communities; ○ Revision of tables under section 2.1 Employment, converting job duration to employment hours, 	In progress	March 29, 2022	Acting Chief Development Officer & Director, Program Delivery

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
	<p>broken down by revitalization communities; and</p> <ul style="list-style-type: none"> ○ More information on wages dispensed to tenants, through construction and non-construction jobs. ○ A draft revised report will be sent to Councillor Fletcher for review prior to finalization and submission to the TSC. 			
<p>4. TSC:2021-64 September 14, 2021</p>	<p>2021 Tenant Survey</p> <p>Seniors Housing Unit to bring forward a report on the results of the South East Region Tenant Experience Survey in the next TSC meeting.</p>	Complete	February 9, 2022 Meeting (TSC:2021-80D)	General Manager, Seniors Housing Unit
<p>5. TSC:2021 – 77 November 18, 2021</p>	<p>OCHE Systemic Recommendations Report – August 1, 2019 to September 30, 2021</p> <p>Management to provide to the TSC a copy of the N4 notice along with the accompanying letter sent to tenants in arrears for its further discussion.</p>	Complete	A briefing note was provided in the February 9, 2022 Meeting	Chief Operating Officer

Toronto Community
Housing Corporation
931 Yonge Street
Toronto, ON
M4W 2H2



Briefing Note

To: Tenant Services Committee (“TSC”)

From: Sheila Penny, Chief Operating Officer

Date: February 9, 2022

Re: N4 Notice & Cover Letter

At the November 18, 2021 Tenant Services Committee (“TSC”) meeting, a request was made for Management to provide a copy of the N4 notice along with the accompanying cover letter that is sent to tenants in arrears.

This memo and its attachment responds to the request made at the TSC.



Toronto Community Housing Corporation
HUB #030
495 WILSON AVE
TORONTO, ON M3H 6B2
Tel: 416-981-5500

Month, Day Year

First Last
XXX Any Street UNIT : 1000001
TORONTO, ON MXMXMX

English

This letter contains important information about your tenancy with Toronto Community Housing. Please do not throw away this package. We would like to help you maintain your tenancy and want to talk to you about several options. If you have trouble understanding the information, call 416-981-5500 at any time and tell the agent you need help understanding a letter you received.

Arabic

لا تلقوا بهذا المغلف في صندوق القمامة. إنه يحتوي على معلومات هامة عن عقد إيجاركم مع هيئة الإسكان الشعبي في تورنتو. إذا كانت لديكم صعوبة في فهم هذه المعلومات، يرجى الاتصال على رقم الهاتف 416-981-5500 في أي وقت وأخبروا الموظف المسئول أنكم بحاجة لمساعدة من أجل فهم الرسالة التي وصلتكم.

Amharic

ይህን የተላከውን ጥቅል ፖኪድ አትጣሉት። በ ቶሮንቶ ከምዩኒቲ ሀውዚንግ ውስጥ ስላላቸው የኪራይ ኑሮን የተመለከተ አስፈላጊ መረጃ በጥቅሉ ውስጥ ይገኛል። ይህንን መረጃ ለማንበብ ወይም ለመረዳት ካስቸገራችሁ፣ 416-981-5500 በመቼም ስለት ደውሉ እና ሰራተኛ ኤጀንቶቹን የደረሳችሁን ደብዳቤ ለመረዳት እርዳታ እንደሚያስፈልጋችሁ አስታውቁን።

Bengali

এই প্যাকেজটি ফেলে দেবেন না। এর মধ্যে টরন্টো কমিউনিটি হাউসিংয়ে ভাড়া দেয়ার ব্যাপারে গুরুত্বপূর্ণ তথ্য আছে। আপনি যদি এই তথ্য বুঝতে না পারেন, তাহলে যে কোনো সময় ৪১৬-৯৮১-৫৫০০ নাম্বারে টেলিফোন করুন এবং এজেন্টকে বলুন আপনাকে সাহায্য করতে হবে আপনি যে চিঠি পেয়েছেন সেটি বুঝতে পারার জন্য।

Chinese

不要丟掉這份資料。它包括你與多倫多社區房屋公司之間租約有關的重要訊息。如果你不明白資料的內容，請隨時致電 416-981-5500 告訴電話接綫生你不明白信上內容。

Farsi

بسته را دور نیندازید. بسته شامل اطلاعات مهمی در باره اجاره نشینی در مسکن منطقه ای تورنتو است. اگر در فهم مطالب مشکل دارید، لطفاً در هر زمانی که خواستید به شماره 416-981-5500 تلفن بزنید و بگویید که برای درک مطالب بسته نیاز به کمک دارید.

French

Ne jetez pas ce paquet, car il contient des renseignements importants sur votre location à la Société de logement communautaire de Toronto. Si vous avez des difficultés à comprendre ces renseignements, veuillez appeler le 416-981-5500 en tout moment et dites à l'agent(e) que vous avez besoin d'aide pour comprendre une lettre que vous avez reçu.

Greek

Μην πετάξετε αυτό το πακέτο. Περιέχει σημαντικές πληροφορίες σχετικά με τη μίσθωσή σας με την Κοινοτική Στέγαση Τορόντο. Αν έχετε πρόβλημα να κατανοήσετε τις πληροφορίες, καλέστε 416-981-5500 ανά πάσα στιγμή και πείτε στον πράκτορα ότι χρειάζεστε βοήθεια για να κατανοήσετε την επιστολή που λάβατε.

Gujarati

આ પેકેજ ફેંકશો નહીં. આમાં તમારા ટોરન્ટો કમ્યુનિટી હાઉસિંગ સાથેના ભાડા-કરાર વિશેની માહિતી છે. જો તમને આ માહિતી સમજવામાં તકલીફ પડતી હોય તો કોઈ પણ સમયે ૪૧૬-૯૮૧-૫૫૫૦ પર ફોન કરો અને એજન્ટને કહો કે તમને જે પત્ર મળ્યો છે એ સમજવા માટે તમારે મદદની જરૂર છે.

Italian

Non gettate via questo pacchetto. Esso contiene informazioni importanti riguardo al vostro affitto con la Toronto Community Housing. Se avete difficoltà a capire queste informazioni, telefonate al 416-981-5500 in qualsiasi momento e chiedete all'agente di aiutarvi a capire una lettera che avete ricevuto.

Korean

받으신것 (패키지)을 버리지 마십시오. 토론토 커뮤니티 하우스와의 임차권에 대한 중요한 정보가 들어 있습니다. 정보를 이해하는데 어려움이 있으시면, 416-981-5500 으로 언제든지 전화 하셔서 여러분이 받은 편지를 이해 하기 위해 도움이 필요하다고 전화 받는 직원에게 알려 주십시오.

Polish

Nie wyrzucaj tej przesyłki. Zawiera ona ważne informacje o twojej umowie o wynajmie u Korporacji Mieszkaniowej Toronto. Jeśli masz trudności ze zrozumieniem tej informacji, zadzwoń na numer 416-981-5500 o każdej porze i powiedz agentowi, że potrzebujesz pomocy ze zrozumieniem listu, który otrzymałeś.

Portuguese

Não deite fora este pacote, pois ele contém informações importantes sobre o seu aluguer na Habitação Comunitária de Toronto. Se tem problemas em entender estas informações, é favor telefonar para 416981-5500 em qualquer altura e dizer ao/à agente que precisa de ajuda para compreender uma carta que recebeu.

Russian

Не выбрасывайте этот пакет. В нём содержится важная информация о вашем проживании в Общественной Корпорации Жил-обеспечения Торонто. Если вы испытываете затруднения в понимании данной информации, то позвоните 416-981-5500 в любое время и скажите агенту о том, что вы нуждаетесь в разъяснении полученного вами письма.

Somali

Ha tuurin xirmadaan. Waxaa ku jira warar muhiim ah oo ku saabsan heshiiskaaga kiro ee Toronto Community Housing. Haddii aad dhibaato ka qabto fahmidda wararka, waqtigeey doonto ka wac wakiilka 416-981-5500 oo u sheeg in aad u baahan tahay in lagaa caawiyo fahmidda warqadda aad heshay.

Spanish

No deseche este paquete que contiene información importante sobre su alquiler con la Vivienda Comunitaria de Toronto. Si tiene dificultades en entender la información, llame al teléfono: 416-981-5500 en cualquier momento y diga al agente que necesita ayuda para entender la carta que recibió. **Tamil**

,ந்தப் பார்சலை நீங்கள் எறிந்து விடாதீர்கள். டொரண்டோ சமூக வீடமைப்புடன் நீங்கள் செய்து கொண்ட குடியிருப்பு வீட்டுக் குத்தகை பற்றிய முக்கிய தகவல்கள் இதில் இருக்கின்றன. உங்களுக்கு இந்தத் தகவல்களைப் புரிந்து கொள்ள முடியாவிட்டால் 416- 981-5500 என்ற தொலை பேசி எண்ணை, எந்த நேரத்திலும் அழைத்து, அங்குள்ள ஏஜன்ரிடம் நீங்கள் பெற்றுக் கொண்ட ஒரு கடிதத்தைப் புரிந்து கொள்வதற்கு உங்களுக்கு உதவி தேவை என்பதைக் கூறுங்கள்.

Twi

Mma ento saa nkrataa aboadε yi ntwene. Nsεm a εho hia a εfa wo danhan wo Toronto Community Housing no wo mu. Sε wonte nsεm no ase a, frε 416-981-5500 bere biara na kakyere adwumaye nsianaamuni no sε wohia mmoa sε wobete letε bi a wo nsa aka no ase.

Vietnamese

Xin đừng vứt bỏ thư này. Trong này có các thông tin quan trọng về việc thuê nhà ở Công ty Gia c
Toronto Community Housing của quý vị. Nếu quý vị gặp khó khăn không hiểu rõ được thông tin
này, hãy gọi số 416-981-5500 vào bất cứ giờ nào và nhờ một nhân viên ở đây giải thích rõ hơn
cho quý vị về lá thư mà quý vị đã nhận.

Toronto Community Housing Corporation
HUB #030
495 WILSON AVE
TORONTO, ON M3H 6B2
Tel: 416-981-5500



Month Day, Year

First Last
XXX Any Street UNIT : 1000001
TORONTO, ON MXMXMX

Account#: 302282

Dear First Last:

I noticed you are behind in your rent payments. Your tenancy is important and I am reaching out to see if there is anything I can do to help you. You are not in this alone and I would like to share with you some options that are available to keep your tenancy secure.

Due to COVID-19, and to keep everyone safe, Staff are not meeting with Tenants in person. **Instead of visiting you I will call you on DAY at TIME. Please advise if 1234567890 is the correct number to contact you at.** If this is not the correct number please call or send me an email prior to our scheduled phone appointment. You can reach me at:

(416) 981-XXXX, or Any.Staff@torontohousing.ca

You will see attached is a Notice to End a Tenancy Early for Non-Payment of Rent ("Form N4"). This is a legal form that is used when Tenants are in arrears of rent. It shows you how much money you owe for rent and how you can avoid eviction.

Please feel free to contact me any time by phone or email if you have any questions or concerns. I'm here to help you.

Sincerely,

First Last

First Last
SME
Tel: (416) 981-XXXX
Email: Any.Staff@torontohousing.ca
Toronto Community Housing Corporation

EPP LTA: Notice of Termination (N4) – September 2020 (DM)

Tenant Statement

Lease Code : XXXXXXX Telephone (O) : Telephone (H) : 1234567890
 Lease Name : First Last Telephone (M) :
 Lessee Names :
 Address : XXX Any Street



Toronto
Community
Housing

Trans Date	Post Month	Chg/Rec	Description	Charge	Payment	Balance
11/03/2021	11/2021			0.00	XXX.00	0.00
11/01/2021	11/2021		DMRENT - DM - Rent - RGI	XXX.00	0.00	XXX.00
10/01/2021	10/2021		DMRENT - DM - Rent - RGI	XXX.00	0.00	0.00
10/01/2021	10/2021			0.00	650.00	-XXX.00
09/03/2021	9/2021	X-XXXX		0.00	XXX.00	X.00
09/01/2021	9/2021		DMRENT - DM - Rent - RGI	XXX.00	0.00	XXX.00

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08/05/2021	8/2021			0.00	XXX.00	X.00
08/01/2021	8/2021		DMRENT - DM - Rent - RGI	XXX.00	0.00	XXX.00
07/05/2021	7/2021			0.00	XXX.00	X.00
07/01/2021	7/2021		DMRENT - DM - Rent - RGI	XXX.00	0.00	XXX.00
06/01/2021	6/2021		Credit Balance	-X.00	0.00	-X.00

Item 3 - Briefing Note re: Public Action Item #5 - Attachment

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Toronto Community Legal Clinics

Community Legal Clinics are funded by Legal Aid Ontario to provide free legal advice and representation. Legal clinics may assist with tenancy problems and problems with Ontario Works or Ontario Disability Support Program benefits. Clinics also have access to interpreters.

It is usually best to contact the legal clinic by telephone first before attending their office.

Local community legal clinics serve people who live in the clinic's geographic catchment area. You can find your local community legal clinic using the Legal Aid Ontario website listed below:
www.legalaid.on.ca/en/getting/type_civil-clinics.asp

West End

Downsview Community Legal Services
www.downsviewcommunitylegalservices.com

416-635-8388
540 Finch Avenue West #132 OR
12 Flemington Road

Jane Finch Community Legal Services
www.janefinchcommunitylegalservices.ca

416-398-0677
1315 Finch Ave, West Suite #409

Rexdale Community Legal Clinic
www.rexdalecommunitylegalclinic.ca
Serves people who live north of Eglinton Avenue West

416-741-5201
21 Panorama Court, Suite #24

South Etobicoke Community Legal Services
www.southetobicokelegal.ca
Serves people who live south of Eglinton Avenue West

416-252-7218
5353 Dundas St. West Unit #210

Unison (serves former City of York)
www.unisonhcs.org/service/community-legal-clinic

416-653-5400 extension.1244
1651 Keele St

West Toronto Community Legal Services
www.wtcls.org

416-531-7376
1032 Bloor St W.

East End

Don Valley Community Legal Services
www.donvalleylegal.ca

416-441-1764
1 Leaside Park Drive Unit #1

Scarborough Community Legal Services
www.scarboroughcommunitylegal.ca
Serves people who live east of Midland Avenue

416-438-7182
695 Markham Rd, Suite #9
Cedar Heights Plaza – 2nd Floor

West Scarborough Community Legal Services Intake
www.westscarboroughlegal.ca
Serves people who live west of Midland Avenue

416-285-4460
2425 Eglinton Ave East Unit #201

Willowdale Community Legal Services
www.willowdalelegal.com

416-492-2437
245 Fairview Mall Drive, Unit #106

Local Legal Clinics – December 2019

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Downtown

East Toronto Community Legal Services
www.etcls.ca

416-461-8102
1320 Gerrard Street East

Kensington-Bellwoods Community Legal Services
www.kbcls.org

416-924-4244
489 College Street, Suite #205

Neighbourhood Legal Services
www.nlstoronto.org

416-861-0677
163 Queen Street East Suite #101

Parkdale Community Legal Services

416-531-2411

Specialty Community Legal Clinics:

Aboriginal Legal Services
www.aboriginallegal.ca

416-408-3967, 408-4041
Toll-free 1-844-633-2886
211 Yonge Street 5th Floor

Advocacy Centre for the Elderly
www.acelaw.ca

416-598-2656 / 1-855-598-2656
2 Carlton Street Unit #701

ARCH Disability Law Centre
www.archdisabilitylaw.ca

416-482-8255 / 1-866-482-2724
TTY:416-482-1254 / 1-866-482-2728
55 University Ave #1500, Toronto

Centre francophone de Toronto
www.centrefranco.org

416-922-2672 ext. 300
555 Richmond St. West #300

Centre for Spanish-Speaking Peoples
www.spanishservices.org

416-533-0680
2141 Jane Street, 2nd Floor

Chinese and Southeast Asian Legal Clinic
www.csalc.ca

416-971-9674
180 Dundas Street West #1701

HIV & AIDS Legal Clinic Ontario (HALCO)
www.halco.org

416-340-7790 / 1-888-705-8889
55 University Avenue Unit #1400

Justice for Children and Youth
www.jfcy.org

416-920-1633 / 1-866-999-5329
55 University Avenue Unit #1500

South Asian Legal Clinic of Ontario
www.salc.on.ca

416-487-6371
45 Sheppard Ave. East #106A

Community Legal Education Ontario (CLEO)
www.cleo.on.ca and www.stepstojustice.ca
CLEO does not provide legal advice or representation.
CLEO provides public legal education information in many
areas of law including tenancy and social assistance.

416-408-4420