



Tenant Engagement Refresh Update

Item 6C

July 5, 2021

Tenant Services Committee

Report: TSC:2021-49

To: Tenant Services Committee (“TSC”)

From: Acting Chief Operating Officer

Date: June 23, 2021

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.

REASONS FOR RECOMMENDATIONS:

This report provides the Tenant Services Committee (“TSC”) with an update on the Tenant Elections progress and advises of an amendment to the implementation timeline.

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 consists of three phases.

Table 1: Tenant Elections by Phase

	Phase 1	Phase 2A & 2B		Phase 3
Total Communities	57	170		103
• Leaders In-Place	39	95	-	-
• Leaders Partial In-Place	6	-	75	-
• No Leaders	12	-		-

Phase 1

In Phase 1, there were a total of 57 communities involved. As a result, 39 communities have leadership in place, six have partial leadership in place, and 12 have no leadership in place.

Phase 1 By-election

In May 2021, TCHC completed the Phase 1 by-elections process. A total of 11 nominations were received and nine nominations were confirmed to be in good standing and cleared to stand as candidates. As a result, four communities have full leadership in place, another five have partial leadership in place, and nine communities have no leadership in place.

Table 1: Phase 1 By-Elections by Region

	East	West	Central	Seniors	Total
Total Communities	5	4	7	2	18
• Leaders In-Place	0	1	3	0	4
• Leaders Partial In-Place	1	1	2	1	5
• No Leaders	4	2	2	1	9

In order to ensure that all communities in the Phase 1 by-elections have leadership in-place, staff will implement another round of by-elections in 14 communities with partial and no leadership in place from June to August 2021.

Phase 2

In January 2021, TCHC launched the implementation of the Phase 2 tenant elections in 170 communities. All outreach efforts to reconnect with tenants participating in Phase 2 elections have been conducted in adherence to COVID-19 guideline. In total, 8,370 tenants were directly engaged through phone calls, emails, door knocking and the distribution of posters and flyers.

As well, additional steps were taken to ensure the success of the elections, which included a three week extension to allow more tenants to participate in the election process.

In April 2021, TCHC conducted assessment review of the implementation plan based on the goal to establish tenant leadership in all 170 Phase 2 communities. Specifically, a readiness assessment was conducted in 95 communities for Phase 2A and 75 communities for Phase 2B (see Attachment 1 and 2). With the phased approach, it enables tenants and the regional teams the flexibility to review and solve any challenges impacting tenant engagement and outreach at the community level, and to ensure that all Phase 2 communities have their representatives in place by end of Q3 2021.

Phase 2A

In Phase 2A, elections took place from April 26 to June 7, 2021. In total, 217 nominations were received and 192 nominations were confirmed to be in good standing. As a result, 541 tenants emerged as community leaders, which includes 158 tenants elected or acclaimed as Community Representatives and 383 tenants who signed-up as Committee Members.

Table 2: Phase 2A Elections Results by Region

	East	West	Central	Seniors	Total
Total Communities	20	27	30	18	95
• Leaders In-Place	17	16	15	10	59
• Leaders Partial In-Place	3	11	15	8	36
• No Leaders	0	0	0	0	0

NEXT STEPS:

1. Phase 1 By-Elections: Completion in 14 communities by Q3 2021;
2. Phase 2A By-Elections: Completion in 36 communities by Q32021;
3. Phase 2B Elections: Completion in 75 communities by Q32021; and
4. Phase 3 Elections: Completion in 103 communities in Q4 2021.

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;
- Provide for Tenant input for setting local spending priorities; and
- Include Tenant representation on the Board.

COVID-19 remains a major factor that may cause delays in the successful implementation of the Tenant Engagement Refresh process.

SIGNATURES:

"John P. Angkaw"

John P. Angkaw
Acting Chief Operating Officer

ATTACHMENTS:

1. Phase 2B: Family Buildings Tenant Elections
2. Phase 2B: Seniors Buildings Tenant Elections

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TENANT ELECTIONS PROGRESS UPDATES – PHASE 2B
FAMILY BUILDINGS (DIRECT & CONTRACT MANAGED)
June 28, 2021

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

EAST REGION

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
East	114	MORNINGSIDE/CORONATION	Building/townhouse committee	37	2	2	Vacancy
East	114	LAWRENCE/VALIA	Building/townhouse committee	22	2	1	Vacancy
East	111	KINGSTON/GALLOWAY	Building/townhouse committee	41	2	1	Vacancy
East	113	LAWRENCE/ORTON	Building/townhouse committee	38	2	3	Vacancy
East	90	TEESDALE/PHARMACY 40 Teesdale	Community Representative	14	4	N/A	Vacancy

WEST REGION

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
West	17	PELHAM PARK	Building/townhouse committee	56	2	0	Vacancy
West	29	QUEENSWAY/WINDERMERE	Building/townhouse committee	25	2	2	Vacancy
West	22	SPENCER AVENUE	Building/townhouse committee	21	2	0	Vacancy
West	24	JANE/WOOLNER	Building/townhouse committee	51	2	4	Vacancy
West	18	HIGH PARK/QUEBEC	Building/townhouse committee	47	2	0	Vacancy
West	19	MCCORMICK PARK	Building/townhouse committee	24	2	0	Vacancy
West	25	MABELLE PLACE	Building/townhouse committee	30	2	4	Vacancy
West	18	44-58 KEELE ST	Community Representative	4	2	0	Vacancy
West	28	CAMPBELL/ANTLER	Building/townhouse committee	26	2	0	Vacancy
West	22	SPRINGHURST/DOWLING	Community Representative	44	2	0	Vacancy
West	20	22 O HARA AVE	Building/townhouse committee	10	2	4	Vacancy
West	27	136-150 PERTH AVENUE	Building/townhouse committee	11	2	0	Vacancy
West	27	11 RANDOLPH AVENUE	Building/townhouse committee	31	2	0	Vacancy
West	15	1900 SHEPPARD	Building/townhouse committee	13	2	0	Vacancy

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
West	9	2265 JANE STREET	Building/townhouse committee	15	2	0	Vacancy
West	15	2585 JANE STREET	Building/townhouse committee	22	2	0	Vacancy
West	11	FINCH/TOBERMORY	Building/townhouse committee	44	2	0	Vacancy
West	11	FINCH/TOPCLIFF	Building/townhouse committee	15	2	0	Vacancy
West	13	JANE/FIRGROVE (NEEDLE)	Building/townhouse committee	22	2	0	Vacancy
West	11	SENTINEL ROAD	Building/townhouse committee	9	2	0	Vacancy
West	15	SHEPPARD/YATESCASTLE	Building/townhouse committee	11	2	0	Vacancy
West	16	YORKWOODS	Building/townhouse committee	N/A	2	1	Vacancy
West	23	MOUNT DENNIS APARTMENTS	Building/townhouse committee	18	2	0	Vacancy
West	93	KIPLING/MOUNT OLIVE	Community Representative	12	2	0	Vacancy
West	34	20 ZACHARY COURT	Building/townhouse committee	15	2	1	Vacancy
West	5	LIGHTWOOD SANAGAN	Building/townhouse committee	34	2	0	Vacancy
West	94	DE MARCO BLVD	Building/townhouse committee	28	2	4	Vacancy
West	97	ALBION/SHENDALE	Building/townhouse committee	39	2	1	Vacancy
West	4	FINCH/ARDWICK	Building/townhouse committee	21	2	0	Vacancy
West	2	WESTON/BELLEVUE	Building/townhouse committee	83	2	0	Vacancy

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
West	3	HUMBER ACRES	Community Representative	50	2		Vacancy
West	15	WESTON TOWERS	Building/townhouse committee	55	2	2	Vacancy
West	4	ISLINGTON/SATTERLY	Building/townhouse committee	21	2	1	Vacancy
West	93	MARTINGROVE/ALBION	Building/townhouse committee	30	2	0	Vacancy
West	94	TRETHEWAY/TEDDER	Building/townhouse committee	113	4	0	Vacancy
West	7	THISTLETOWN II	Building/townhouse committee	15	2	0	Vacancy
West	96	QUEENS PLATE	Building/townhouse committee	76	2	4	Vacancy
West	1	DIXINGTON CRESCENT	Building/townhouse committee	18	2	0	Vacancy
West	8	WESTACRES	Building/townhouse committee	17	2	3	Vacancy
West	8	WESTACRES EXTENSION	Building/townhouse committee	N/A	2	2	Vacancy

CENTRAL REGION

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
Central	36	BATHURST/EGLINTON	Building/townhouse committee	17	2	4	Vacancy
Central	55	PHIN PARK	Community Representative	11	2	N/A	Vacancy
Central	55	QUEEN VICTORIA	Building/townhouse committee	5	2	0	Vacancy
Central	55	33 COATSWORTH	Community Representative	69	2	N/A	Vacancy
Central	66	50 REGENT PARK BLVD	Building/townhouse committee	N/A	2	2	Vacancy
Central	59-A	JONES/CURZON	Community Representative	6	2	N/A	Vacancy
Central	59-A	52-54 JONES AVENUE	Building/townhouse committee	3	2	0	Vacancy
Central	61	520 KINGSTON RD	Community Representative	24	2	N/A	Vacancy
Central	62	DON SUMMERVILLE	Building/townhouse committee	22	2	0	Vacancy
Central	62	EASTVIEW PARK	Building/townhouse committee	13	2	0	Vacancy
Central	104	261 JARVIS STREET	Building/townhouse committee	26	2	5	Vacancy

TENANT ELECTIONS PROGRESS UPDATES – PHASE 2B
SENIORS HOUSING

June 28, 2021

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

WEST REGION

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
West	Seniors	ARLETA MANOR	Building/townhouse committee	35	2	0	Vacancy
West	Seniors	BEVERLEY MANOR	Building/townhouse committee	35	2	0	Vacancy
West	Seniors	EDWARDS MANOR	Community Representative	19	4	0	Vacancy
West	Seniors	KENSINGTON MANOR	Community Representative	36	2	0	Vacancy
West	Seniors	LERETTE MANOR	Community Representative	66	2	0	Vacancy
West	Seniors	LOUISE TOWERS	Community Representative	34	2	0	Vacancy
West	Seniors	MAY ROBINSON APARTMENTS	Building/townhouse committee	29	2	0	Vacancy
West	Seniors	MCMURRICH PLACE	Building/townhouse committee	8	2	0	Vacancy
West	Seniors	OUTLOOK MANOR	Community Representative	19	4	0	Vacancy
West	Seniors	SILVERTHORN PLACE	Building/townhouse committee	21	2	2	Vacancy
West	Seniors	ALBION LODGE (111 KENDLETON DR.)	Building/townhouse committee	23	2	0	Vacancy

CENTRAL REGION

Region	HUB #	Dev Name	Model Selected	Local Engagement Model Selection (number of participants)	Number of Community Representative positions (new model)	Number of tenants signed up to be committee members after Contact (Building/townhouse committee model only)	Status update (after tenancy in good standing confirmed)
Central	Seniors	GREENWOOD TOWERS	Community Representative	73	4	N/A	Vacancy
Central	Seniors	THE SHERWOOD	Building/townhouse committee	2	2	0	Vacancy
Central	Seniors	HANSON HOUSE	Building/townhouse committee	13	2	0	Vacancy