



Tenant Engagement Refresh Update

Item 8A

February 9, 2022

Tenant Services Committee

Report: TSC:2022-07

To: Tenant Services Committee (“TSC”)

From: Chief Operating Officer

Date: January 19, 2022

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 July 2019, the Toronto Community Housing (“TCHC”) Board of Directors approved the tenant election process as part of the tenant engagement system. The implementation consisted of three phases with the following participating communities:

- Phase 1: 57 communities;
- Phase 2A/B: 170 communities; and
- Phase 3: 103 communities.

As elections progressed through its implementation, the number of communities participating in each phase of the elections has been amended as needed in response to the impact of the COVID-19 pandemic and public health restrictions on engagement at the community level. The following outlines the total number of communities by leadership status.

Table 1: Communities by Leadership Status

	Phase 1	Phase 2A	Phase 3	Total
Total Communities	57	95	220*	372*
Total Communities with Leadership	48	95	114	257
Total Communities with No Leadership	0	0	115	115

Note:

There are a total of 220 communities that participated in Phase 3 elections. The breakdown is as follow:

- 75 communities originally planned in phase 2B
- 103 communities originally planned in phase 3
- 42 communities with vacancies from Phase 1 and 2A

There are a total of 257 communities with leadership in place. The breakdown is as follow:

- 165 communities with full leadership in place
- 92 communities with partial leadership in place

Phase 3: Tenant Elections Result

In December 2021, the implementation of the Phase 3 tenant elections in 220 communities was completed. While the Phase 3 elections was originally scheduled to be completed in November 2021, the nomination period was extended to allow local regional staff to engage additional tenants to increase nominations.

In total, 14,699 tenants were directly engaged through phone calls, emails and door knocking. In addition, 1,523 tenants participated in 220 in-person and virtual meetings to inform them about the elections process. As a result, 225 nominations were received; 187 were confirmed to be tenancy in good standings. All outreach and engagement efforts were conducted in adherence to the COVID-19 guideline.

As a result, 187 community representative positions from 114 communities were established. Also, 656 committee members signed up to form 58 building committees across the operational regions.

Phase 1 to 3: Tenant Elections Results

Overall, tenant leadership have been established in 257 of 330 (78%) communities participating in the tenant elections. Across regions, local engagement frontline teams worked tirelessly, even in the face of public health challenges, to engage tenants and encourage them to participate in the elections process. The teams combined efforts resulted in the following:

- 24,950 tenants were directly engaged through flyers, emails, phone calls, door-knocking;
- 375 tenant meetings (virtual info-sessions and open calls); and
- 1,905 tenants participated in tenant meetings.

As a result, 573 nominations were received; 480 were confirmed to be a tenancy in good standings. Overall, there are 442 Community representatives in place and 1,423 building/townhouse committee members participating in the new tenant engagement system. The breakdown of communities with leadership in place for each phase of the tenant elections is as follow:

Table 2: Tenants Elections by Phase

	East	West	Central	Seniors	Total
Phase 1: Communities	9	10	23	15	57
Full Leadership	4	7	19	13	43
Partial Leadership	1	1	2	1	5
No Leadership	4	2	2	1	9
Phase 2A: Communities	20	27	30	18	95
Full Leadership	17	16	15	10	59
Partial Leadership	3	11	15	8	36
No Leadership	0	0	0	0	0
Phase 3: Communities	43	69	59	49	220
Full Leadership	10	24	20	9	63
Partial Leadership	11	9	18	13	51
No Leadership	25	29	24	28	106

Note: All communities with vacancies from Phase 1 and 2 were merged with Phase 3.

NEXT STEPS

In January 2022, TCHC launched the implementation of the Phase 3 by-elections in all communities without tenant leaderships in place. The goal of the Phase 3 by-elections is to fill 245 leadership positions in 166 communities, including communities with partial (51) and full vacancies (115), by April 2022.

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

SIGNATURES:

"Sheila Penny"

Sheila Penny
Chief Operating Officer

ATTACHMENT:

1. Family Buildings - Phase 3 Tenant Elections result
2. Seniors Housing - Phase 3 Tenant Elections result

STAFF CONTACT:

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ATTACHMENT 1 – FAMILY BUILDINGS – PHASE 3 TENANT ELECTIONS RESULT

This report provides the status of tenant elections in the Family portfolios. The lists are organized by region (East, West and Central).

EAST REGION

Hub	Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
116	135	WEST HILL APARTMENTS	4175 Lawrence Ave. E.	Building/townhouse committee	Acclamation	2	10	2	0
116	136	MORNINGSIDE APARTMENTS	4205 Lawrence Ave. E.	Building/townhouse committee	Acclamation	2	4	2	0
115	6	MORNELLE/ELL ESMERE	110 Mornelle Crt	Building/townhouse committee	Acclamation and Vacancy		4	1	
115	212	MORNELLE/MORNINGSIDE	90 Mornelle Crt.	Building/townhouse committee	Acclamation and Vacancy	2	3	1	1
115	31	WILLOWDALE AVE	415 Willowdale Ave. 1501-1504	Building/townhouse committee	Elections	2	9	2	0
74	2	WOODSWORTH H/NORTHEY	96-98 Northey Dr.	Building/townhouse committee	Acclamation	2	6	2	0

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74	36	LESLIE/FINCH	3-7 Field Sparroway	Community Representative	Acclamation	2	n/a	2	0
75	28	SHAUGHNESS Y BLVD	169 Shaughnessy Blvd.	Community Representative	Acclamation and Vacancy	2	n/a	1	1
78	16	CANLISH ROAD	15 Canlish Rd 1-3	Community Representative	Acclamation	2	n/a	2	0
109	21	GREENBRAE II (LAWRENCE)	55 Greenbrae Circuit	Building/townhouse committee	Acclamation	2	9	4	0
117	60	ST CLAIR/BIRCHMOUNT I	3485 St. Clair Ave. E.	Community Representative	Acclamation	2	n/a	2	0
118	50	TAM O'SHANTER TOWERS	3825 Sheppard Ave. E.	Community Representative	Acclamation	4	n/a	4	0
55	151	GREENWOOD/WALPOLE	66 Walpole Ave. Units 1-8	Community Representative	Acclamation and Vacancy	2	n/a	1	1
55	162	NEWBOLD AVENUE	11 Newbold Ave.	Community Representative	Acclamation and Vacancy	2	n/a	1	1
55	86	CHATHAM/OAK VALE	195-203 Chatham Ave. 195, 197A, 197B, 197C, 197D, 199, 199A, 201A, 201B, 201C, 201D, 203	Community Representative	Acclamation and Vacancy	2	n/a	1	1
61	304	98 ELMER AVE	98 Elmer Ave.	Community Representative	Acclamation and Vacancy	2	n/a	1	1

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61	311	331-333 KINGSTON RD	331 Kingston Rd.	Community Representative	Acclamation and Vacancy	2	n/a	1	1
61	315	320 KINGSTON RD	320 Kingston Rd.	Community Representative	Acclamation and Vacancy	2	n/a	1	1
61	364	530 KINGSTON ROAD	530 Kingston Rd.	Building/townhouse committee	Acclamation	2	2	2	0
61	302	520 KINGSTON RD	520 Kingston Rd.	Community Representative	Acclamation and Vacancy	2	n/a	1	1
113	91	LAWRENCE/SUSAN	3847 Lawrence Ave. E.	Building/townhouse committee	Acclamation and Vacancy	2	8	1	1
88	23	DANFORTH/MIDLAND 10, 30, 40	30 Gordonridge Place	Building/townhouse committee	Acclamation	2	5	2	0

WEST REGION

Hub	Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
1	219	ISLINGTON/ST ANDREWS	2063, 2067 Islington Avenue	Building/townhouse committee	Acclamation and Vacancy	2	6	1	1
2	134	EAGLE MANOR	1901 Weston Road	Building/townhouse committee	Acclamation	2	3	2	0
2	206	SCARLETTWOODS	2-12, 14-51, 27, 49, 53-83 Scarlettwood Court	Building/townhouse committee	Acclamation	2	4	2	0
4	29	DUNCANWOODS	206-218 Duncan Woods Dr.	Building/townhouse committee	Acclamation	2	8	2	0
4	180	ROWNTREE MANOR	2765 Islington Avenue	Building/townhouse committee	Acclamation	2	10	2	0
6	176	HUMBERLINE PLACE	10 Humberline Drive	Building/townhouse committee	Acclamation	2	3	2	0
7	210	THISTLETOWN I	15-268 Jamestown Crescent	Building/townhouse committee	Acclamation	2	4	2	0
9	116	DOWNSVIEW ACRES	2195 Jane Street	Building/townhouse committee	Acclamation and Vacancy	2	5	1	1

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10	25	EDGELEY VILLAGE (Driftwood)	415, 367-383, 388-404 Driftwood Avenue	Building/townhouse committee	Acclamation	2	8	2	0
11	52	FINCH/TOBERMORY	15 Tobermory Drive	Building/townhouse committee	Acclamation	2	5	2	0
12	84	JANE/FALSTAFF	10, 20, 30, 40 Falstaff Avenue	Building/townhouse committee	Acclamation and Vacancy	2	7	1	1
13	42	JANE/FIRGROVE (NEEDLE)	2-14, 5, 22-36 Needle Firway	Building/townhouse committee	Acclamation	2	3	2	0
15	809	1900 SHEPPARD	1900 Sheppard Ave W.	Building/townhouse committee	Acclamation	2	6	2	0
9	11	2585 JANE STREET	2585 Jane Street	Building/townhouse committee	Acclamation and Vacancy	2	4	1	1
15	12	SHEPPARD/YATESCASTLE	1862-1886, 1890-1898 Sheppard Ave. W	Building/townhouse committee	Acclamation	2	8	2	0
15	177	WESTON TOWERS	3101 Weston Road	Building/townhouse committee	Acclamation	2	5	2	0
15	41	SHEPPARD/MAGELLAN	1901 Sheppard Ave. W.	Building/townhouse committee	Acclamation	2	7	2	0
16	44	YORKWOODS	10-44 Driftwood Drive	Building/townhouse committee	Acclamation	2	6	2	0
17	46	PELHAM PARK	61 Pelham Park Gardens	Building/townhouse committee	Acclamation	2	4	2	0
18	83	HIGH PARK/QUEBEC	100 High Park Avenue	Building/townhouse committee	Acclamation	2	2	2	0

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23	27	HUMBER BLVD	105-121 Humber Boulevard	Building/townhouse committee	Acclamation	2	4	2	0
24	71	JANE/WOOLNER	190 Woolner Avenue	Building/townhouse committee	Acclamation and Vacancy	2	4	1	1
28	413	CAMPBELL/ANTLER	2 Antler Street	Building/townhouse committee	Acclamation	2	2	2	0
28	695	331 BARTLETT	331 Bartlett Avenue	Community Representative	Acclamation and Vacancy	2	N/A	1	1
29	59	QUEENSWAY/WINDERMERE	1-153, 2-154 Swansea Mews; 21 Windermere Ave.	Building/townhouse committee	Acclamation	2	6	2	0
30	207	CHAMPLAIN APARTMENTS	495 Wilson Avenue	Building/townhouse committee	Acclamation	2	5	2	0
31	216	NEPTUNE DRIVE	135, 145, 155 Neptune Drive	Building/townhouse committee	Acclamation and Vacancy	2	5	1	1
93	45	KIPLING/MOUNT OLIVE	1-11, 15-27 Mount Olive Drive	Community Representative	Acclamation and Vacancy	2	0	1	1
97	47	ALBION/SHENDALE	275 Albion Road	Building/townhouse committee	Acclamation	2	7	2	0
97	30	TANDRIDGE CRES. (TH)	44-80 Tandridge (900-960, 1000-1046)	Building/townhouse committee	Acclamation	2	6	2	0
97	54	TANDRIDGE CRES. (APT)	75 Tandridge Crescent	Building/townhouse committee	Acclamation	2	10	2	0

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98	187	YORK SQUARE	2468 Eglinton Avenue W.	Building/townhouse committee	Acclamation and Vacancy	2	8	1	1
25	222	DUNDAS/MABELLE	5005 Dundas/57 Mabelle	Building/townhouse committee	Acclamation	2	10	2	

CENTRAL REGION

Hub	Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
54	732	28 BROADWAY	28 Broadway Ave.	Building/townhouse committee	Acclamation	2	6	2	0
54	740	HOLLY PARK	70 Dunfield Ave.	Building/townhouse committee	Acclamation and Vacancy	2	5	1	1
54	803	220 EGLINTON AVE E	220 Eglinton Ave. E	Building/townhouse committee	Acclamation	2	6	2	0
60	306	CAVELL/HARCOURT building	39 Harcourt Ave	Community Representative	Acclamation and Vacancy	2	N/A	1	1
64	85	NORTH WEST BLDGS - North Regent Park	274 SACKVILLE ST	Building/townhouse committee	Acclamation	4	5	3	0

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60	309	JONES/CURZO N	7 Jones Ave.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
60	379	52-54 JONES AVENUE	52-54 Jones Ave. 52, 54	Building/townhouse committee	Acclamation	2	2	2	0
57	334	Rivertowne	50 MATILDA ST	Building/townhouse committee	Acclamation	2	5	2	0
100	66	BLEECKER STREET	275, 325, 375 Bleecker St.	Building/townhouse committee	Acclamation and Vacancy	2	2	1	1
101	802	92 CARLTON ST	88-92 Carlton St., 246- 254 Mutual St.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
20	483	O'Hara Ave. (22)	22 O'Hara Ave	Building/townhouse committee	Acclamation	2	3	2	0
60	374	29 LOUVAIN AVE.	29 Louvain Ave.	Building/townhouse committee	Acclamation and Vacancy	2	3	1	1
104	718	145 MUTUAL ST	145 Mutual St.	Building/townhouse committee	Acclamation and Vacancy	2	0	1	1
37	484	SIMCOE ST. PATRICK	248 Simcoe St.	Community Representative	Acclamation	2	N/A	2	0
94	495	LARCH STREET	15 Larch, 76 Grange and 6-16; 32 Larch St.	Building/townhouse committee	Acclamation and Vacancy	2	1	1	1

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98	450	HYDRO BLOCK	Multiple addresses at Beverley, Baldwin, Cecil and Henry	Building/townhouse committee	Elections	2	11	2	0
38	466	QUEEN/VANA ULEY	21-23A Augusta Ave. 21, 21A, 23, 23A	Building/townhouse committee	Acclamation and Vacancy	2	7	1	1
11	706	CROMBIE PARK	25-49 Henry Lane Ter. 25, 31A, 31B, 33A, 33B, 33C, 33D, 35A, 35B, 35C, 35D, 37A, 37B, 37C, 37D, 39A, 39B, 39C, 39D, 41A, 41B, 41C, 41D, 43A, 43B, 43C, 43D, 45A, 45B, 45C, 45D, 49	Building/townhouse committee	Elections	2	3	2	0
16	721	15 SCADDING AVE	15-35 Scadding Ave. 15, 21, 23, 25, 27, 29, 31, 33, 35	Building/townhouse committee	Elections	2	13	2	0
15	727	55 THE ESPLANADE	55 The Esplanade	Building/townhouse committee	Acclamation and Vacancy	2	4	1	1
9	738	140 THE ESPLANADE	140 The Esplanade	Building/townhouse committee	Acclamation	2	2	2	0
15	742	1 CHURCH STREET	1 Church St.	Building/townhouse committee	Elections	2	6	2	0
97	401	25 BISHOP TUTU	17-25 Bishop Tutu Blvd. 17, 19, 21, 23, 25	Building/townhouse committee	Acclamation and Vacancy	2	2	1	1

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15	482	QUEEN'S QUAY WEST	679 Queen's Quay W.	Community Representative	Acclamation	2	N/A	2	0
18	201	SOUTH WEST BLDGS - South Regent Park	356-362 Shuter St., 31 Sutton	Building/townhouse committee	Acclamation and Vacancy	2	1	1	1
29	859	DAN LECKIE WAY 150	150 , 154-158 Dan Leckie Way	Building/townhouse committee	Elections	2	6	2	0
29	736	21 ST. JOSEPH STREET	21 St. Joseph St.	Building/townhouse committee	Elections	2	6	2	0
103	65	Davenport Road (250)	250 Davenport Road	Building/townhouse committee	Acclamation	2	10	2	0
28	811	501 ADELAIDE	501 Adelaide St. E.	Building/townhouse committee	Acclamation and Vacancy	2	1	1	1
47	191	GEORGE STREET SINGLES	291 George St.	Building/townhouse committee	Acclamation and Vacancy	2	1	1	1
25	852	40 LOWER RIVER STREET	37-49 St. Lawrence St	Building/townhouse committee	Acclamation and Vacancy	2	2	1	1
20	57	Dunn Avenue	245 Dunn Ave	Building/townhouse committee	Acclamation	2	2	2	0
19	416	Dufferin Gwynne	300 Dufferin St + 9-23A,15 A Gwynne	Building/townhouse committee	Acclamation and Vacancy	2	3	1	1
19	465	Laxton Ave (3)	3 Laxton Ave	Community Representative	Acclamation and Vacancy	2	N/A	1	1

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19	68	Spencer Avenue	85 Spencer Ave	Building/townhouse committee	Acclamation	2	2	2	0
19	489	Tyndall Ave (102)	102 Tyndall Ave	Community Representative	Acclamation	2	N/A	2	0
64	940	150 River Street	150 River Street	Building/townhouse committee	Acclamation	2	5	2	0

ATTACHMENT 2 – SENIORS HOUSING UNITS – PHASE 3 TENANT ELECTIONS RESULT

This report provides the status of tenant elections in Seniors Housing portfolios. The lists are organized by region (East, West and Central).

EAST REGION

Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
100	BRIMLEY ACRES	2950 Lawrence Ave. E.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
6	BYNG TOWERS	3330 Danforth Ave.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
69	SENECA TOWERS	1700 Finch Ave. E.	Community Representative	Acclamation	4	N/A	4	0
139	CLIFFWOOD MANOR	4000 Don Mills Rd.	Building/townhouse committee	Acclamation	2	45	2	0
103	JOSEPH BROWN MANOR	3179 Yonge St.	Community Representative	Acclamation	2	N/A	2	0
107	SANDERLING PLACE	20 Sanderling Place	Community Representative	Acclamation	2	n/A	2	0
81	CEDARBRAE MANOR	65 Greencrest Circuit	Community Representative	Acclamation	4	8	4	0

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100	BRIMLEY ACRES	2950 Lawrence Ave. E.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
6	BYNG TOWERS	3330 Danforth Ave.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
69	SENECA TOWERS	1700 Finch Ave. E.	Community Representative	Acclamation	4	N/A	4	0
139	CLIFFWOOD MANOR	4000 Don Mills Rd.	Building/townhouse committee	Acclamation	2	45	2	0
103	JOSEPH BROWN MANOR	3179 Yonge St.	Community Representative	Acclamation	2	N/A	2	0
107	SANDERLING PLACE	20 Sanderling Place	Community Representative	Acclamation	2	n/A	2	0
81	CEDARBRAE MANOR	65 Greencrest Circuit	Community Representative	Acclamation	4	8	4	0

WEST REGION

Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
196	THE RANKIN APARTMENTS	55, 77 Rankin Crescent	Community Representative	Acclamation and Vacancy	4	N	1	1

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169	THE KEMPFFORD	5430 Yonge Street	Community Representative	Acclamation and Vacancy	2	N	1	1
141	LOUISE TOWERS	130 Vaughn Road	Community Representative	Acclamation and Vacancy			1	1
130	WEST DON APARTMENTS	6250 Bathurst Street	Community Representative	Acclamation and Vacancy			2	2
163	MARJORY CARTON APARTMENTS	193 Wilson Avenue	Building/townhouse committee	Acclamation and Vacancy		3	1	1
152	SHEPPARD PLACE	4455 Bathurst Street	Community Representative	Acclamation and Vacancy			2	2

CENTRAL REGION

Dev ID	Dev Name	Dev Address	Model Selected	Status Update	# of Community Rep Positions Available	# of Committee Members Confirmed	Total # of Community Rep Positions Filled	# of Vacant Positions
170	DONVALE MANOR	330 Gerrard St. E.	Community Representative	Acclamation and Vacancy	2	N/A	1	1

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203	GEORGE BARKER MANOR	384 Mount Pleasant Rd.	Building/townhouse committee	Acclamation and Vacancy	2	1	1	1
166	EDNA DIXON APARTMENTS	540 Queen St. E.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
105	WOODBINE ACRES	133 Merrill Ave. E.	Community Representative	Acclamation	2	N/A	2	0
145	BROADVIEW MANOR	80 Danforth Ave.	Building/townhouse committee	Acclamation	2	2	2	0
154	WINCHESTER SQUARE	55 Bleecker St.	Building/townhouse committee	Elections	2	25	2	0
118	BEACHES LIONS CENTENNIAL APARTMENTS	50 Norway Ave.	Community Representative	Acclamation and Vacancy	2	N/A	1	1
117	KINSMEN MANOR	2287 Gerrard St. E.	Building/townhouse committee	Acclamation and Vacancy	2	3	1	1