FREQUENTLY ASKED QUESTIONS
Contract Property Management at Toronto Community Housing

What is contract management?
In some buildings, Toronto Community Housing has hired an outside company to take care of property management. These companies do the same work that Toronto Community Housing's employees do: they calculate and collect rents, clean and maintain the building, and make repairs in apartments.

Why are some buildings contract-managed and others managed by Toronto Community Housing staff?
Toronto Community Housing has always used a mix of property management approaches. In most cases, Toronto Community Housing inherited the contracts when it was created in 2002. A few units were inherited from other landlords because their original owners could no longer manage them.

What has changed with contract management?
Toronto Community Housing currently contracts property management services for 9,307 units in 45 communities. These contracts will end on April 30, 2012.

Toronto Community Housing invited property management companies to offer proposals through a competitive bid process to manage 12,017 units in 58 communities. The units were split into six groupings. Companies had to show that they can meet Toronto Community Housing's requirements to provide tenants with quality services.

The new contracts start on May 1, 2012. Del Management Solutions will be the property manager for three of the six groups and Greenwin, MetCap Living and Ainsworth will each be the property manager for one group.

As a result, there will be a change in property managers in some buildings. Toronto Community Housing will provide tenants with continuity of service, with minimum disruption, during the transition.

How were the buildings chosen for the competitive bid process?

The buildings were chosen based mainly on geography. Our goal was to create groups of buildings that make sense to be managed together and which are attractive to companies interested in providing property management services.

What will happen to the staff in the affected buildings?

The new contracts will mean changes for some staff. We are following the terms and conditions of the collective agreement and working with union representatives throughout the process. Human Resources staff are working directly with affected Toronto Community Housing staff to support them through these changes. For any staff changing locations, we're helping them choose a work location that works well for them and supporting them through the transition.

Our property management partners are expected to follow any applicable collective agreements and the Employment Standards Act and regulations.

Will there be more units contracted-out later?

There are no plans at this time for contracting-out any additional direct-managed units.

What will this mean for the services tenants receive?

The property management companies we work with do the same the work that our employees do: they calculate and collect rents, clean and maintain the building, and make repairs in apartments.

We're working hard to provide all tenants with quality property management services, no matter where they live or who manages their building. Toronto Community Housing will provide tenants with continuity of service, with minimum disruption, during any transition.

Toronto Community Housing has a created a Contract Management Unit with a manager and three dedicated Community Housing Supervisors. This will mean better oversight of property management contracts.

No matter where you live or who manages your building, Toronto Community Housing is responsible for making sure that you get quality service.

What will happen in May?

Starting May 1, 2012, the new contracts will be in place and there may be new staff working in some buildings. Even when we use contracted companies, Toronto Community Housing continues to be fully accountable for services delivered.

We will make every effort to make any changes as smooth as possible. We have developed a transition plan for each building to help make sure all tenants continue to receive quality service.

Toronto Community Housing will be working with the property management companies in every affected building to keep tenants informed and respond to questions. We will place posters in each building and organize a meet-and-greet with your building's property management team and a member of the Contract Management Unit after May 1.

How will this affect community health promotion?

We have learned that health promotion works best when it is provided directly by Toronto Community Housing staff. That's why Toronto Community Housing staff will still be responsible for health promotion in all communities.

Will rents change? Or do the rules change?

No. All Toronto Community Housing policies and rules will apply, just as they do now.

Will tenants pay rent the same way?

Yes. As always, rent is due on the first day of each month. The way tenants pay rent will stay the same. They can continue to put their name, address and phone number on a cheque or money order and make it payable to Toronto Community Housing.

How can a tenant make a new request for a repair?

For routine repairs, tenants can speak to the Superintendent or property manager. Tenants can also call (416) 981- 5500 about any type of repairs.

Do tenants still use the same phone numbers?

Yes. Tenants can still call (416) 981-5500.