



Toronto  
Community  
Housing

# Regent Park Request for Proposals

Phase 4 & 5

Report on “RFP Community  
Conversations”

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## Background

As part of the Regent Park Request for Proposals (RFP) process the Developer Proponents requested the opportunity to engage community members to understand community concerns, priorities, interests and hopes for what the developers deliver in the development of Phases 4 & 5 of Regent Park.

The Developer Proponents provided questions to be asked of the community as part of an engagement strategy to be led by Toronto Community Housing (TCH).

Starting from these questions, TCH developed a community engagement strategy in which two broad-based “RFP Community Conversations” were held on June 6 and June 11 to gather resident responses to the questions posed by the Developer Proponents.

That resident input was documented and is presented in this report, which is being made publicly available and which is provided to the Developer Proponents for their information and to support the development of their RFP submissions.

## RFP Community Conversations

Extensive outreach was conducted to ensure resident attendance at the “RFP Community Conversations” on June 6 and 11. Outreach efforts included: door-knocking, lobby intercepts, school intercepts, flyer dropping, agency outreach, invitations to the Regent Park Neighbourhood Association (RPNA) and other means.

As a result of the outreach efforts, more than 50 residents attended the two RFP Community Conversations and provided feedback to TCH Staff based upon the questions asked by the Developer Proponents. Staff documented the conversations verbatim and residents were informed that their feedback would be provided to the Developer Proponents.

## The Questions

The Developer Proponents provided the following questions, which were asked to community members in small group discussions at the two RFP Community Conversations:

1. What are the best ways for the future selected developer to engage you to ensure your feedback helps shape the revitalization of Phases 4 and 5?
2. What excites you most about the revitalization?
3. What are your biggest concerns with Phases 4 and 5 of the revitalization?
4. What is your biggest priority for the community with respect to community benefits, community engagement, community economic development, the social development plan, or other community concerns, priorities, or interests? What is your biggest priority generally?
5. What else would you like the developers to know to inform their proposals?

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### The Results

This report is divided by the day the feedback was gathered, organized by question and further organized into the following sections for all feedback:

- **A brief summary of the responses to each question**
- **A best-effort verbatim transcript of the community conversation**

In addition an executive summary is provided at the start of the document.

Note that in the verbatim transcript resident names have been anonymized (referred to as **R#**) and responses have been edited for clarity and grammar. Where words have been inserted for clarity, [square brackets] been used to indicate these additions. No further changes have been made to the transcripts of the conversations.



# Executive Summary of Results

**Note Please:** Complete best-effort transcriptions of each community conversation are provided after this Executive Summary of Results.

## Question 1

What are the best ways for the future selected developer to engage you to ensure your feedback helps shape the revitalization of Phases 4 and 5?

### June 6

Residents noted various ways potential developers can engage with residents about the Revitalization of Regent Park:

- Engage directly with residents through meetings and events
- Send out updates and information via websites, emails, flyers, brochures and more
- Creating physical spaces for residents to provide feedback, see plans and share information
- Allow more time for residents to ask questions during meetings
- Strategize ways to engage with residents with different needs such as language barriers, disabilities, etc.
- Create a community blog or a newsletter for residents who missed Community Update Meetings
- Connect with local agencies as a way to connect with residents and share information
- Ensure clear and transparent communication between Developers, TCH and residents

### June 11

Residents mentioned various ways for the potential developers to connect with them:

- Connect with residents by telephone, text, email and letter mail
- Use quarterly newsletters, flyers, and printed materials
- Use lobby intercepts, door knocking and give reminders to residents
- Develop open forum meetings to share concerns and to connect in person

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- Connect with tenants at local community events
- Develop websites with updates
- Schedule meetings after work hours
- Residents want to meet and get to know local staff with both formal and informal introductions
- Use social media platforms to communicate

### Question 2

What excites you most about the revitalization?

#### June 6

Residents listed factors which excite them about revitalization and what they would like to see in Phases 4 and 5 of Regent Park:

- Involvement with the revitalization process
- Diverse retail spaces coming into the community
- New community spaces such as parks, the Aquatic Centre, and the Regent Park Community Centre
- Employment opportunities for residents
- More programming for youth
- Seeing new and colorful buildings opening
- Welcoming new residents to the community
- Residents look forward to more recreational spaces, programs and employment opportunities, especially for youth
- Residents want to see to social spaces for residents to connect with each other including libraries, green spaces, and others
- More affordable and TCH units
- Opportunities for developers to connect with residents and learn from past mistakes
- Developing a socially equitable community

#### June 11

Residents generally spoke about being excited about new physical spaces, buildings, apartments and local amenities for children, youth, families and seniors. They are excited about:

- The construction of new buildings and apartments
- Greater accessibility features in buildings and throughout the community
- The design of new buildings and spaces in Regent Park

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- More affordable housing options in Regent Park
- The creation of new green spaces and places to socialize
- New businesses and amenities in Regent Park
- Greater sense of community safety, security and wellbeing in Regent Park
- Breaking the stigma of Regent Park
- New amenity spaces and assets for children, youth and families
- The creation of local jobs and opportunities for residents
- The diversity of Regent Park and its peoples, business and amenities

### Question 3

What are your biggest concerns with Phases 4 and 5 of the revitalization?

#### June 6

Residents spoke about their concerns with Phases 4 and 5 including:

- Concerns of how involved residents will be with the revitalization of Regent Park
- The quality materials use for new homes
- The size of the units and the amount of storage space in units
- The lack of parking spaces in buildings, including visitor parking
- Concerns around safety and lack of security in buildings
- The need for balconies and garden spaces
- Lack of communication between developers, TCH and residents
- Whether more retail spaces will be in place, including grocery stores
- Construction timelines and concerns related to relocation
- Poor ventilation in buildings which results in the smell of garbage and marijuana entering homes
- The need for accessible spaces for seniors and people with disabilities
- More programs and schools for youth especially with new families moving in
- Issues of gentrification and more initiatives needed to promote social inclusion

#### June 11

Residents discussed the size of units, quality of building materials, community safety and the feel of the community after revitalization. Residents spoke about:

- Their concerns about safety
- Sufficient parking in the neighbourhood

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- Problems with building design: including ventilation systems, quality of materials, balcony design, storage space, kitchen design, unit size, issues with laundry rooms (including number of machines)
- The ongoing maintenance of buildings
- Community events and programming
- Information sharing and updates on development
- Residents being provided with opportunities to provide feedback and ask questions
- Development timelines being lengthy; as this have negative impacts on residents and their return to the community
- Concerns around density and height of buildings
- The overall cleanliness of the buildings and community
- Issues with traffic management (Not enough cross walks, traffic lights and signage)
- Increasing local amenities like grocery stores, libraries and other
- Businesses in Regent Park reflecting resident needs
- Loss of garden and green space in community and buildings

### Question 4

What is your biggest priority for the community with respect to community benefits, community engagement, community economic development, the social development plan, or other community concerns, priorities, or interests? What is your biggest priority generally?

### June 6

Residents listed priorities for their community in respect to Community Economic Development, the Social Development Plan, community benefits and more. It is important to:

- Connect residents with employment, scholarships, trainings and other opportunities through flyers, information sessions and more
- Increase social inclusion and social cohesion
- Give priority to youth programs and strategies to integrate youth
- Empower residents speak out on issues and ensure their concerns are being heard
- Ensure clear and transparent communication between developers, TCH and residents
- Create a safer community

### June 11

Residents' priority with respect to community benefits, community economic development, the social development plan and more include:

- More employment opportunities for local residents (especially youth)

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- Grants for residents to start their own business
- More programs for youth, including: after-school programs, creative and outdoor activities
- Creation of a community-wide platform to share information with residents including: social media, flyers, and others
- Development of more childcare services for working parents with young children
- Strategic plans for improving the safety of the community, as well as connecting with residents who feel unsafe in their communities (including regulating who can enter buildings)
- More security and cameras in buildings
- Female only programs such as separate swimming time for women
- More programs on health and wellness, including mental health programs
- Integrating newcomers to employment programs such as ESL, skills upgrading program and more
- Programs and training for building community member’s capacity

### Question 5

What else would you like the developers to know to inform their proposals?

### June 6

Residents offered many comments for what they would like developers to know that would inform their proposal:

- Residents want their voices incorporated in future plans
- Share the proposal and plans with the community
- Issues of residents should be addressed
- Prioritize relocated residents who moved out of the community
- More community centers, open spaces and programming
- Programs to create affordable homeownership (including rent-to-own)
- Providing residents with regular updates in diverse languages

### June 11

Residents included suggestions they would like developers to know to inform their proposal including:

- Retail spaces reflecting the overall interest of Regent Park residents
- More balconies and windows in apartments
- Buildings are built too close together

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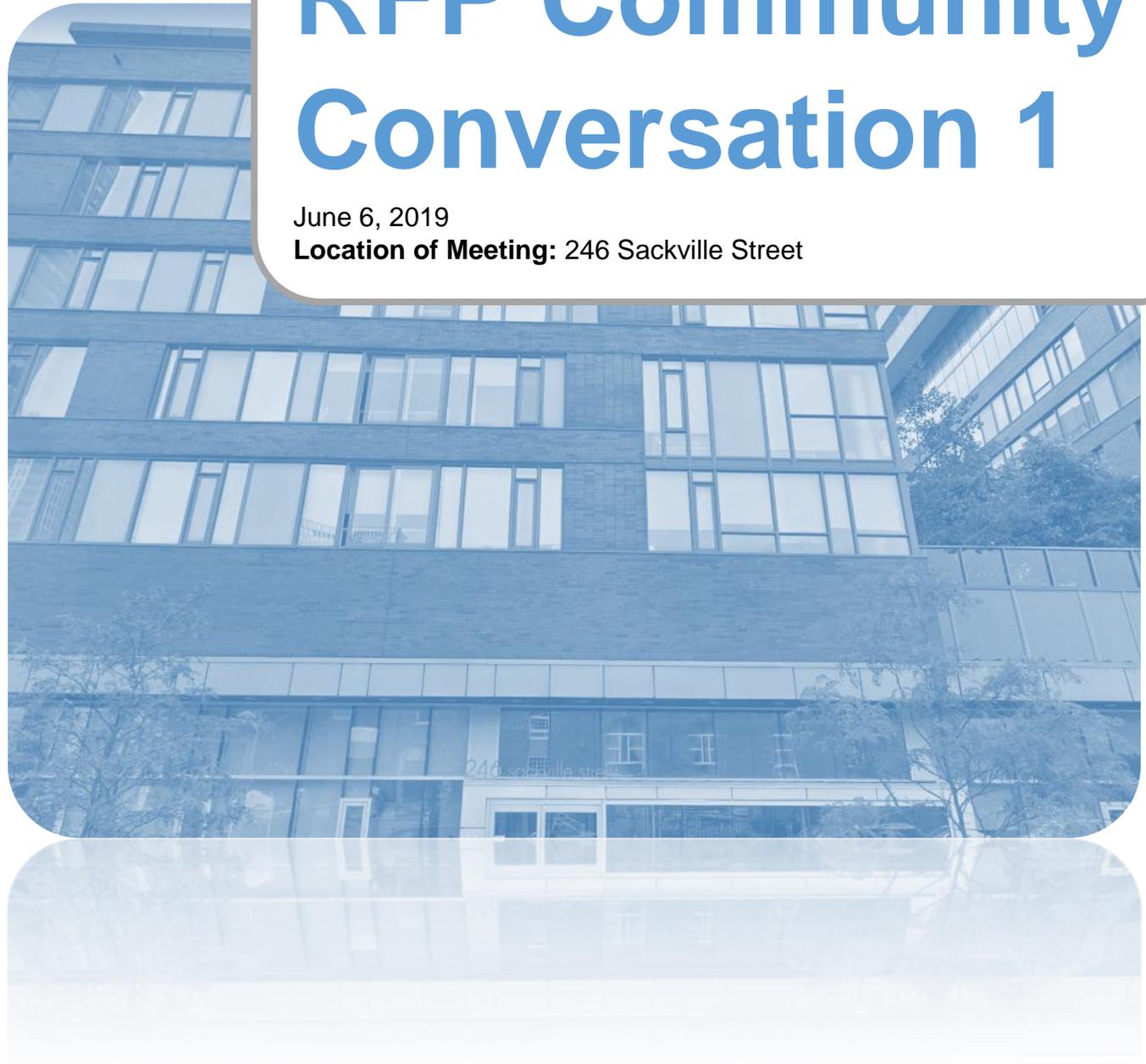


- The need for more resident parking and visitor parking
- Unit soundproofing and gaps under the doors which allows pest and odor to enter the home
- The creation of more outdoor and green spaces
- The need for more spiritual spaces
- Creating a program for seniors and addressing isolation
- More amenity rooms and access for residents

# RFP Community Conversation 1

June 6, 2019

**Location of Meeting:** 246 Sackville Street





# Question 1

What are the best ways for the future selected developer to engage you to ensure your feedback helps shape the revitalization of Phases 4 and 5?

## Summary of Feedback for Question 1

Residents noted various ways potential developers can engage with residents about the Revitalization of Regent Park:

- Engage directly with residents through meetings and events
- Send out updates and information via websites, emails, flyers, brochures and more
- Creating physical spaces for residents to provide feedback, see plans and share information
- Allow more time for residents to ask questions during meetings
- Strategize ways to engage with residents with different needs such as language barriers, disabilities, etc.
- Create a community blog or a newsletter for residents who missed Community Update Meetings
- Connect with local agencies as way to connect with residents and share information
- Ensure clear and transparent communication between Developers, TCH and residents

## Transcript of Conversation for Question 1

### Table 1

**Please Note:** Conversations labelled “NR” (“Non-residents”) are meeting participants who **DO NOT** live in the Regent Park footprint.

**NR2:** “Well, I like the way it is. It works [and] it’s beautiful. From what I see from where I live, it’s nice. I like the jobs. Number 1 is that [residents]... have jobs. We get invited for events and

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we're all together [as a community] and we're all a big family. [Continue] building it the same way it is. It's beautiful.”

**NR1:** “Youth friendly social media. Door to door senior conversations. Identifying the seniors and the folks that do not speak English. Being able to connect in their language. Using different strategies to engage with people with different needs. We're not good at paying attention to that.”

**R5:** “I think [it] is important, with any developer, that there a lot of people with disabilities and they need to figure out a way for [people with disabilities] ... to be ... engaged [based upon] our needs.

Some of us can't use computers so I'm wondering if meetings like this will help or can we do it with all [people with disabilities] together?

Can we engage with [people with disabilities] individually?

I have vision problems and I don't hear anything about people with disabilities. I think it's time for developers to talk to people like myself and others and how we get around. And they don't think about that.

When they opened the park, I was trying to get around everyone and I almost fell because I can't see. I think it's important for developers to explain [everything] clearly.

You can have a clear understanding, [and use] ... interpreters.”

**NR1:** “Get a disabled advisor or ambassadors. Advise the disability ambassadors to advise us. [It] Would have been helpful [when planning]... the big park.”

### *Table 2*

**R8:** “Full disclosure of the proposal to the tenants so they know what is happening [is important]. So [that residents] ...can give their opinion.

The interiors of the [TCH] buildings and condominium buildings are different. Condominiums are nicer. Developers should share designs with tenants [in] ... full disclosure [of] ... what is being proposed. Things like parking space [and] unit sizes should all be disclosed.”

**R9:** “There is a lot of discrimination between the market [rent TCH tenants] and ... the [RGI tenants]. Market [rent TCH] tenants cannot participate in [relocation] draws, they don't know when they will be moving. Why is there no market [rent TCH] units? Relocation of market [rent TCH] tenants [was] not [communicated] ... to rest of the community.”

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**R8:** “We need to know how many units are going to be demolished in phases 4 and 5. There should be [as] ... many parking spaces as there are units in the building.”

#### *Table 3*

**R17:** “[Developers] should make youth programs. Be mindful of creating social cohesion in mixed income communities. Maybe a website, meeting, emails [and] ...they should have flyers or information on lobby bulletin [boards].”

**R18:** Most new immigrants will always go to the library or community agencies to get information. They need to give translation [services] because not everyone speaks English; [Residents] only speak their [mother tongue].”

#### *Table 4*

**R33:** “What would they offer to the community for Phases 4 and 5?”

**R36:** “I missed all of the earlier meetings...we need a community blog for the residents [of] Phases 4 and 5, so that anyone within Phases 4 and 5 can respond and give input.”

**R33:** “For Phase 1, there was a lot of miscommunication and we don’t want the new developers to go back to that. More communication from the new developers. TCH was learning that [more communication is important] during phase 1. We need clear input between residents and the developers.”

#### *Table 5*

**R37:** “What I would like to see...in the park...is an exhibit, (weather proof) [which] could be set up. [They could be] in glass cases (or maybe not if they can break).

[Residents could] look at [their] leisure to look at [the] plans. [Residents] can see where buildings will be placed, [and] how each developer envisions Phase 4 and 5.

Without directly engaging [people], [we] can see what they are thinking. [This is] something you would see in City Hall. [It would be] something to see plans and layouts, maps with different ways of how it’s planned. An architectural presentation [of] what the community vision is.”

**R38:** “When I was in City Hall 20 years ago, they had a model that showed Etobicoke, North York, Scarborough, etc. [It was] shown in display.”

**R37:** “[A] map of [the] proposed community. There’s a problem here too, I don’t know how much of the proposed community [will be] TCH’s vision or [the] developer’s vision. That’s one problem here – what I’m expecting from the developer is what TCH [also] wants to have control of.”

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**R21:** “Incentives to do so. Make [TCH and the Developers] present [their vision] to begin with.”

**R38:** “Make a brochure. All three developers make a brochure – with pictures, proposals, so at [the developer presentation] time you can see [their proposals].”

**R21:** “Social media – use [it] to communicate. Again, I feel like it comes down to having incentives to have TCH people ... communicate. In the past, there wasn’t much communication. [It] could be through focus groups, but can also be [a process in which residents learn] ....what the next developer can do, have options of what it could include [and] if that appeals to community members, that’s a step to hear more from [the] community. Versus something that doesn’t speak to the community.”

**R39:** “I think in terms of going off what **R21** was saying, an alternative would be to have actual meetings. When they’re at a stage to get feedback, [we] can have a place where people can drop in and give feedback. On top of that, to have development schemes prior [to the meeting] so we know what we’re looking at. Give time to tenants to look [it] over and process it.”

**R37:** “Instead of...private communications [such as] social media [and] viewing on your own. I would like to see some public communication. Use park as [an] exhibit so people can come together. Not public events, have public presentations so we as a community can talk and discuss about what the developer’s [are] proposing. Use presentations in public spaces.

Not necessarily through person to person contact but the idea that the neighbourhood would have to hold this discussion over a few months. [A successful engagement] won’t be limited to one time. [It] will be ongoing engagement. Engagement where people can view [progress] over time.”

**R38:** “When [residents] go to the park [and] see displays of faces. [Give information] from developers ... [such as] brochures so people can [read]... after work in the evening or weekend... about what they are proposing. [Provide residents with] public announcements that are written.”

**R37:** “[Develop] a permanent public presentation space. Can we have a permanent public presentation space?”

**R39:** “Following up on the question, another thing I’d like to see is if the developers is very clear on [what residents can have]... feedback [on] vs. areas that don’t have opportunity to give feedback on. [There should be] clear indication of areas to give feedback to [and] direct areas of influence/feedback.”

**R37:** “But should there be [items that are] off limits?”



**R39:** “I don’t think there should be limits [on residents giving feedback] but through this process we will definitely be able to [know what we have] impact on but also areas [we do not]. [It will] save time to know exactly [what]... to give impact on.”

### *Table 6*

**R6:** “[Attend] meetings like this.”

**R15:** “[It] doesn’t change the best way. The ways so far [are] public meetings emails, flyers and bulletin board postings [to] stay in touch with tenants.”

**R34:** “[In] previous... meetings [there are] very little time [for]... questions and answers. [We] need to leave more time, like half an hour, for tenants asking questions.”

**R15:** “Residents will get their information from festivals and various community meetings.”

**R34:** “[They do not] listen to our complaints, [they should] come to the meetings ready to listen to us.

When they did the discussions last time around, they combined so many issues, the people [who are] having trouble moving in and out were emotional. [They should] not include too many issues. People being displaced or moving back in need to have a space and place of their own.

Grievances and what it takes to move people out for what they’re going through should be at another meeting. [Be] more specific [with] each topic.”

**R36:** “[Create a] community blog [where] residents can [put]... their input and all other residents could see it. Something interactive where we could contribute.”



# Question 2

What excites you most about the revitalization?

## Summary of Feedback for Question 2

Residents listed factors which excite them about revitalization and what they would like to see in Phases 4 and 5 of Regent Park:

- Involvement with the revitalization process
- Diverse retail spaces coming into the community
- New community spaces such as parks, the Aquatic Centre, and the Regent Park Community Centre
- Employment opportunities for residents
- More programming for youth
- Seeing new and colorful buildings opening
- Welcoming new residents to the community
- Residents look forward to more recreational spaces, programs and employment opportunities, especially for youth
- Residents want to see to social spaces for residents to connect with each other including libraries, green spaces, and others
- More affordable and TCH units
- Opportunities for developers to connect with residents and learn from past mistakes
- Developing a socially equitable community

## Transcript of Conversation for Question 2

### *Table 1*

**Please Note:** Conversations labelled “NR” (“Non-residents”) are meeting participants who **DO NOT** live in the Regent Park footprint.

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**NR2:** “They have developed Regent Park very nicely, it’s colourful. [As well as] the park and the big field. They spaced it out in different areas and it’s not all together.”

**NR1:** “Watching residents return. Some faces are all familiar and seeing people leave and come back. Also the opportunity to see peoples’ vision and seeing what people wanted to see and what actually happened. When I sat with the older ladies, they wanted to see cultural aspects and now we see dance”

**R5:** “I think it’s because I’m involved with [revitalization]... and also being a part of the decision making and the process. Making new friends and promoting the new Regent [Park]. Welcoming people in and making it feel like home.

I think it’s really important for Regent Park residents to be welcoming. We should know how to welcome people because we’ve lived here for so long. [If new residents]...have questions, [older residents] have answers because we know about our neighborhood.

Looking for stores, restaurants and new things that come into the neighborhood. You can’t be a big name. You have to be small businesses. I like to see different types of businesses for everyone and not for specific cultures. I miss the fish and chips. I like to see family restaurants. Where families can go out and enjoy a meal.”

**NR1:** “There used to be a buffet where families would go. I miss that place.”

**R5:** “[I]... think about what I saw when I first [lived] here and everything’s going away.”

#### *Table 2*

**R9:** “New parks, [the] Aquatic Centre, clean and new buildings.”

**R8:** “[A] healthy and secure neighborhood.”

**R4:** “New good quality buildings.”

#### *Table 3*

**R17:** “[We need more] recreational spaces... [and] we need more parking spaces. I would like to see more affordable youth programs in the community that kids can have access to [all] year round.”

**R18:** “I want to see more ESL classes. I am happy to see changes in safety with [the] Revitalization.”

**R17:** “I [would] like to see the parks that come from Revitalization.”

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**R10:** “I would like to see a large library inside the community. There is only one public library space but we need more library space. I also think we need another community center [as] we have one community center in the south side of Regent Park but we need one for more programming too.”

#### *Table 4*

**R36:** “[People] are moving out of here”

**R33:** “New homes [in the community].”

**R34:** “I think from the very beginning, we have the potential to set an example to see how we do it [and] get together as a group. The fact that we are lending a hand to make a more socially equitable environment, and show the politicians that they really must understand the concerns about this city.”

**R33:** “[More] job opportunities for the communities especially during revitalization. As TCH residents we should not be depending on the residents for these opportunities.”

**R34:** “Community organizations are here for our benefits, for example community resident [led] organizations like RPNA. They are here for the residents [and] you have a different point of view with regards to the community benefits.”

When we think about TCH, we may depend on them to do everything. Residents should not have to depend on TCH to strengthen their communities.”

**R19:** “We want to be heard as TCH residents. The revitalization is great but there should be more input [from residents].”

**R36:** “What excites me about this is the Developers [have their] own vision that they bring in for the community.”

**R7:** “We want new homes.”

**R33:** “[A] new library, community spaces, opportunities [and] trainings.”

#### *Table 5*

**R39:** “Amenity spaces is definitely a thing. The chance to create it, [the] public spaces we have, and design/beautification of Regent Park. Design of buildings, community, etc.”

**R37:** “[A] chance to create a new human environment. It’s the human space that I’m interested in.”

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**R38:** “From dilapidated buildings that will eventually fall apart, condos [that have]... best materials and construction that lasts makes me excited. Something [to deal with] bed bugs and roaches [for] middle class [residents]. That’s the revitalization of the community [and it should have] proper security.”

**R37:** “Buildings [with] more durable and longer lasting construction, better materials, better structures [and] building/unit design.”

**R39:** “Building [TCH units] for people who need it (affordable units).”

A vital community that’s integrated with the rest of the city. Regent Park has been an enclave, this is the opportunity to extend it to the rest of the community. [It] still retains its distinct characteristic.

Specifically for Phases 4 and 5, I want people to learn from past mistakes with [the] previous phases, and the opportunity to fix the mistakes. With us selecting the new Potential Developer, [it] gives us the opportunity to [create] change and adjust [to] things that just happened.”

**R37:** “Losing of the Don Jail has impacted the neighborhood as well. Learning from past mistakes.”

**R38:** “Which city has a jail in the city?”

**R37:** “How can the Developers learned from past mistakes? [I] would like to see this as a question that the Developers can answer... in the [Developer Presentation].”

**R39:** “Another thing that’s exciting is for Potential Developers to step their game up, to prove themselves and that they have capability.”

**R38:** “[We should be aware of and have strategies to deal with] drug dealers, prostitution, etc. [We need to learn from] past mistakes [and] get [the City] Councilor involved with residents. Before they were separated and police were involved. TCH didn’t have the security as they do now.”

**R39:** “Opportunities for new and innovative ideas from developers.”

**R37:** “[The] chance for Developers to step up [their] game because they have a bad reputation.”

### *Table 6*

**Please note:** This table did not answer this question.



# Question 3

What are your biggest concerns with Phases 4 and 5 of the revitalization?

## Summary of Feedback for Question 3

Residents spoke about their concerns with Phases 4 and 5 including:

- Concerns of how involved residents will be with the revitalization of Regent Park
- The quality materials use for new homes
- The size of the units and the amount of storage space in units
- The lack of parking spaces in buildings, including visitor parking
- Concerns around safety and lack of security in buildings
- The need for balconies and garden spaces
- Lack of communication between developers, TCH and residents
- Whether more retail spaces will be in place, including grocery stores
- Construction timelines and concerns related to relocation
- Poor ventilation in buildings which results in the smell of garbage and marijuana entering homes
- The need for accessible spaces for seniors and people with disabilities
- More programs and schools for youth especially with new families moving in
- Issues of gentrification and more initiatives needed to promote social inclusion

## Transcript of Conversation for Question 3

### *Table 1*

**Please Note:** Conversations labelled “NR” (“Non-residents”) are meeting participants who **DO NOT** live in the Regent Park footprint.

**NR2:** “Keep it the same. Rebuild it and spice it up a little bit [but] keep it like the other phases. It works.”

**NR1:** “I’m concerned about the longevity of [the buildings in] fifteen years and the developers being able to keep their promises. I’m concerned about them not having enough finance to



finish. Not being able to finish their work because of financial restrictions. Make phase 4 and 5 involve market or mostly market.”

**R5:** “[Developers are] not going to do it the way [residents] wanted it to be done. [Developers] have good intentions but I don’t think they’re going to be consistent with the buildings and making sure people with disabilities are able to participate in how it should be and look. I think that we don’t get the opportunities to participate so they choose for us. They make the laws. I feel like the main park is only for the kids”

**NR1:** “We did consult the city but they didn’t listen. Residents won’t have an opportunity to stop the process if it is not what was promised. I’m concerned that only 20% of the RFP is about communicating. The development process is so long. Should we expect another decade?”

**R5:** “I’m concerned about safety and the quality of the buildings and construction.”

**NR2:** “We don’t want them to build the places like paper. Using cheap materials.”

**R5:** “The contractor that did the [big] park went bankrupt. I don’t want that to happen to the contractor for Phases 4 and 5 to be the same. We need to know about every step that’s going down. We need to have the responsibility of saying [what] we don’t like [about] what’s happening. I know there’s a lot of money going in but they need to tell us what’s going on. I don’t see townhouses for accessibility.”

**NR1:** “I can use the disability feature [but] I don’t need it. But people with disabilities can’t use those features. Why are we building units that are not accessible? Someone told me that it’s a cost thing.”

**R5:** “There’s a washroom in my building on the main floor but if I come home past 7:00PM then I can’t use it. What happens if I don’t make it up?”

**NR1:** “Facilities are based on the [daytime] hours and not the hours that work for [most] residents.”

### *Table 2*

**R4:** How the tenants are being placed [in]to new units. I see that you are discriminating. Regent Park [rent-geared-to-income] tenants are not getting affordable housing but there are [random] draws [to place new affordable tenants] happening Canada wide. Many people are in the waiting list for the affordable housing but they are not considered.”

**R11:** “Poor quality buildings [and] small units. 800 square feet apartments are too small for a 2 bedroom [unit]. There is not enough storage spaces in apartments. They can provide storage

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in the basement. Developers need to ensure that there are enough parking space as there are [many] units.”

**R8:** “Tenants want to get a diversified neighborhood.”

**R11:** “[Units] need good quality [materials] or else within a year, it will need repair all the time. [There are] no visitor parking in any of the buildings. We are giving our opinions and concerns so they should be applied to the [Developer’s] proposal.”

**R8:** “How are these concerns going to fixed and considered in the new proposal to satisfy everyone?”

**R11:** “There are buildings with 3 to 4 levels [for] parking space which are not needed while other buildings don’t have enough. This should be balanced in all the buildings of TCH and Market [Buildings].”

**R8:** “The [TCH] relocation office does not provide information to residents, they say they don’t know. The [blueprint] of the building like how many units [and] how many rooms [a building has] should be disclosed to the tenants. Relocated tenants are being ignored.”

**R11:** “The relocated tenants are not being brought back when they are [a] priority and other [TCH tenants living in the community and are] on the waiting list [to be relocated] are getting the units first.”

**R8:** “Types of units should be disclosed to the [residents]. How come relocation office people don’t know this information, how can they not know and why are they not sharing that information?”

**R11:** “The washrooms are very big, instead of having more than one full washroom, they can make one washroom smaller to increase [the overall] unit space. Rooms are small but washrooms are too big. The living room area, dining area and rooms are too crammed together. That is why the designs should be approved by tenants before it gets built.”

**R4:** “In the 13 years [since revitalization started], there are too many condominiums. The sharing [of space] is not being done. The developers should make enough parking space in buildings and have bigger units. Design and parking should be considered.”

**R9:** “[There is] insufficient parking lots.”

**R4:** “The units are very small. The materials used for the [TCH] buildings are bad and cheap. The condominiums have better materials. People are complaining that the [TCH] material is bad.”

**R4:** “[We must ensure that] the amount of units that are demolished should be rebuilt.”



**R8:** “Why are market [rent TCH] tenants excluded from the [random] draw [relocation] process? They should be a part of it.”

### *Table 3*

**R18:** “Building construction takes too long, before I heard they would finish [construction] in three years, but now it has been much longer than three years. Also they don’t give us their plans on the future, they do not know if it will be high-rise or low rise building. If we do not know their plan yet [then] we feel like there is no trust [because] we don’t know if it will be a big change or no change.”

**R10:** “There are many residents here and it is becoming overcrowded, if anything is coming in the future we need more grocery stores, a big grocery store. When we go to the Freshco there is a big line up. We need [more] retail spaces.”

**R35:** “The bedroom size and living room sizes are made very small, also there used to be reading rooms and den spaces in some buildings but not anymore.”

**R17:** “We need open balcony for safety reasons and some screens on the [balcony] to make it safe for children, there needs to be double lock on the balcony to prevent my kids from going there when I’m not home.”

**R10:** “I am concerned with [the] safety in the community.”

**R35:** “There are a lot of issues with drugs or smoking in buildings. Many families are allergic or sensitive to smoke due to poor ventilation in the buildings. Buildings need to be better ventilated.”

**R17:** “Buildings need to be maintained [and] cleaned from pests, pets, [and] smoking. I can smell smoke from other units. The building design needs to be better constructed.”

**R10:** “For example [at] 150 River Street, the entrance door is very small and it is very hard when people are moving in their furniture. This year I am moving in September and I see the doors of these buildings and it is very small, this is a big concern for Phases 4 and 5. This design [is an] issue.”

**R35:** “In the [town]houses that are being constructed, the stairways are very small and narrow. How are we supposed to take our furniture upstairs, the design can be a problem.”

**R10:** “Many residents are not happy with very small spaces and narrow doors.”

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**R35:** “The door can sometimes get damaged from moving in furniture. In general the wood and ceiling seems very cheap [as] it is easily damaged. The subsidized units were constructed not as good as the market units, it seems very cheap and not made well.”

**R10:** “The quality of the buildings is a concern.”

**R35:** “There should be [a] 24 hour security in subsidized buildings inside and on call in the buildings. Like they say we have a security, I understand it’s a new building, but a new building and old building should have the same security... If there is no building security in the building, it takes a very long time [to get a] TCH security.”

**R17:** “Yes security is a must. At first there was building security but later they got rid of the security and they left but it is very important.”

**R10:** “Yes, we need permanent security not temporary.”

#### *Table 4*

**R33:** “For Phases 4 and 5, didn’t we have a plan already? The library is still not in Phases 4 & 5, we are not sure if the library is going to be built or not.”

**R19:** “As residents, [the] first concern is the height of the buildings and secondly the absence of school [for] the children moving in the area. Where would they be going?”

**R36:** “When they are building the new buildings [and] making the windows. My mother is in 1 Oak, there are no windows and some buildings don’t have balconies.”

**R33:** “The height of the buildings also [is an issue].”

**R16:** “We don’t have any windows in the washrooms.”

**R15:** “We need [ventilations] in the washrooms to work properly.”

**R7:** “My concerns is about elevators. Last week, my buildings elevators were out of services. We need reliable elevators.”

**R33:** “We want to know about the heights of [Private] Condos and TCH buildings. I know that they changed the heights of some buildings on Gerrard, for example the seniors building. TCH did not take heights into account. If you are a senior, I don’t want to be able to live in high rises. There are some residents who can’t take stairs. There is not enough concern about the residents with disabilities.”

**R6:** I’m a senior resident at 110 [River Street]. There are elevators but there should be 5

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elevators because of the height of the building. There are so many units and not enough elevators.”

**R36:** “Elderly people should have floors assigned [to them] for accessibility purposes. If they are in early or late 50s, they should have a choice.”

**R34:** “I would not be happy as a senior if [TCH] had assigned me a floor. I chose to live on a lower floor myself.”

**R36:** “I’m saying that there should be dedicated floors for seniors or [a] priority system.”

**R16:** “[We need more] reliable elevators.”

**R33:** “I know that laundry rooms [are] different in different buildings. How will the laundry areas be designed for Phases 4 and 5? My concern is that some residents have to go up/down to use the washers and dryers. My building laundry is opened 24hrs but some buildings don’t have that. We need accessibility for laundry rooms.”

**R36:** “With the revitalization, I thought if you are a tenant, you [can] move in and you [can] move out. If you are a tenant, regardless of market or affordable or whatever, you should be given a right to new unit. The right to return for all TCH residents. There shouldn’t be any distinction whether you are on market-rent or not. Also, more parking spaces [should be] available for the residents.”

**P34:** “Part of [the Developer’s] job is to make money. I think what’s important for the neighborhood [is to] have retail spaces. I’m on the committee for retail and we talked [about the] money will come in from the Developers.

When someone [commercial leasors] did bring the money [into this community, for example] the Birth Centre and even the TD Centre of Learning, it was placed [directly on the streetfront]. [In the future] we don’t want them to rent [commercial] spaces before consulting.

We [want to] go shopping with friends but there are no shops like what we [were hoping for]. [The retail committee] went to the whole community to get opinions [on commercial spaces] and we want to ensure the report is followed.”

**R33:** “Exactly. We want them to loop people [in] with [decisions made about] retail spaces.”

**R34:** “Pop-up shops, [and other] shops. We need more options for the retail spaces. We did a lot of community-outreach regarding that, but my concern is that if those concerns will be heard and who will be coming in as a retailer.”

**R33:** “I’m saying that it would be nice for them to ask the community. Whoever made the decision for the Birth Centre to come here.”



#### *Table 5:*

**R22:** “Don’t want [Developers and TCH] to change the master plan. [They should] keep the promise 10 years ago. They keep changing and changing, I’m upset about that. I don’t like high rise. [My] concern is too many tall buildings. I live in Regent Street north of Gerrard, close to FreshCo in the townhouse. When I buy my house they say all Townhouses but now all high rises. I hate that.”

**R37:** “[The difference in the] quality of construction, [which] the condos will be built to one standard and TCH another standard.”

**R39:** “[I] don’t like there’s a compromise in quality. Quality should not be compromised for design.”

**R37:** “[There are] two different standards of construction, the public housing standard and private construction.”

**R38:** “[When considering] unit size and the [division and selling of] land between TCH and private [interests] there’s a conflict of interest. [In my building], with the courtyard behind [the] TCH building, [we are] getting complaints from other tenants.

[The] perimeter of TCH [buildings] should be equal on all sides. Building footprint (or setback; where you position the building from the property line), and building density [need to be considered.]”

**R39:** “[We have] small sidewalk size [especially] when you have kids running around.”

**R22:** “Too tall [buildings], too many people. [I] want the neighborhood to be nice. There won’t be any more free food. Not a good idea.”

**R39:** “Parking spaces for TCH residents [and] want more traffic signs, [I] see cars zipping down when there’s kids around. [I] want more benches and seating areas in general [as well as] more street furniture [and] more spaces to socialize.”

**R37:** “There’s a problem with social spaces though, at night the wrong crowd will use it. That’s why it’s kept open.”

**R39:** “I get that, but the downside of that is if people don’t have public spaces they go into private buildings to do bad things.”

**R37:** “[We] need furnished places to interact.”

**R38:** “Equal balconies [and] roof gardens.”

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**R39:** “We used to have a lot of green space with older buildings. People still want to do gardening.”

**R38:** “Standard toilets, sinks [and] better quality utilities.”

**R37:** “Small sized washrooms – the vanity is 30” in our bathroom. There’s no counter space in the bathrooms. [The] lack of kitchen layout, our kitchen laid out well but the cabinetry poorly placed. [We] have forks, knives, spoons on one side and the sink on the other side.”

**R38:** “[The] most important is permanent security [and] TCH constables. [We] need one security officer [for the] safety of the community.”

**R37:** “Another concern about Revitalization [is that] it won’t remove the stigma of the neighborhood. Gentrification [is] also a concern for me. People in TCH become even more marginalized than they are in their own neighbourhood.”

#### *Table 6:*

**Please note: This table did not answer this question.**

# Question 4

What is your biggest priority for the community with respect to community benefits, community engagement, community economic development, the social development plan, or other community concerns, priorities, or interests? What is your biggest priority generally?

## Summary of Feedback for Question 4

Residents listed priorities for their community in respect to Community Economic Development, the Social Development Plan, community benefits and more. It is important to:

- Connect residents with employment, scholarships, trainings and other opportunities through flyers, information sessions and more
- Increase social inclusion and social cohesion
- Give priority to youth programs and strategies to integrate youth
- Empower residents speak out on issues and ensure their concerns are being heard
- Ensure clear and transparent communication between developers, TCH and residents
- Create a safer community

## Transcript of Conversation for Question 4

### Table 1

**Please Note:** Conversations labelled “NR” (“Non-residents”) are meeting participants who **DO NOT** live in the Regent Park footprint.

**R5:** “[A] safe community to live in.”

**NR1:** “Competing priorities could cause divisions.”

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**R5:** “Diversity. We will benefit because of that and I think’s it’s really good to have but it’s really challenging.

I think there’s [a lot of]... people here but we get small apartments [but] we have a new place to live. [We needs] baseball fields so kids can play baseball.”

**NR1:** “They forgot our history. [There should be a] Regent park museum. There is one [outside of the community] but [none] in the community because they couldn’t afford the space. [The] Social Development Plan needs to be resourced. [It] can’t be done with no money. We need staffing and we need money. Our developers should be contributing to that. It’s been very helpful having [staff] on the ground. We need that. A priority is getting a response to the resident’s comfortable living.”

**R5:** “I was walking through the Wyatt and there was a tractor on the sidewalk and I couldn’t get by. I appreciate people who tell people what to do. Someone told the guy to move the tractor.”

**NR2:** “Build more [retail spaces for employment].”

**NR1:** “I want to see them working with people who have conflict with the law. I like those projects. I want to see them provide stable jobs with livable wages.”

**R5:** “An affordable condo. I want to be able to afford it.”

**NR1:** “I want to see rent out options.”

**R5:** “Direction on appliances. Making them accessible for everyone especially people with vision challenges. I would love to have a balcony.”

**NR1:** “They told us that we won’t be able to distinguish between condos and TCH buildings but it’s so easy to tell which is which. We’re not supposed to be able to see which is which. Uniform design.”

**R5:** “As residents we should have been a part of the process from the beginning to the end.”

**NR1:** “They’re not using their expertise that they have here.”

### *Table 2*

**R8:** “Engage community people in employment opportunities. In TCH offices, the employees are all from outside of the neighborhood. Residents should be given employments opportunities in those facilities so they can be more engaged.

When there are employment opportunities it should be informed to the community by the TCH offices. They should collect that information of opportunities and let the community know. All

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the sales reps are hired from outside of the community, these opportunities are not given to actual residents of the community who apply for those positions. Need more job opportunities in the sales office because they are not being hired from the community? There might be job opportunities that people don't know about.”

**R8:** “Developers should let the community local offices know about scholarships, grants and other opportunities so that information can be spread to the community.”

**R11:** “They can share information by distributing flyers. The operating units should post those posters with information in the lobbies of the buildings.”

### *Table 3*

**R17:** “We need to have community centers with programs like sports, [which are] not just for kids but for everyone. We need programs for adults to upgrade their skills like language.”

**R10:** “We need multicultural programs.”

**R35:** “The programs should be geared towards the diverse communities who live here.”

**R17:** “I want to see programs to enhance skills for people who live within the community.”

**R10:** “Some training programs.”

**R17, 35, 10:** “We would all like to see more employment opportunities in Regent Park.”

**R35:** “Security receptionist jobs [are important].”

**R17:** “In different cultures, it's not easy to find a job, we should be able to give our suggestions [to Developers] so they can look after it [and allow] integration in employment.”

Also speaking of the retail spaces, is there a possibility for local entrepreneurs to have priority for retail spaces. Because usually the new retailers are coming in from outside of the community but as a local entrepreneur I would want the opportunity to have space for my own business.

There needs to be better communication in the community, make sure residents are informed through flyers in lobby or emails, website information. My top priority for social development is the programs, employment.”

**R10:** “As a community, we want to foster better relationships among our community members.”

**R17:** “If we have more retail spaces offering jobs to community members it will help with employment.”

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**R10:** “We also need more daycare centers and childcare spaces for early childhood teaching. The schools in the community is also at full capacity. There are lots of new families coming into Regent Park and our local schools do not have enough space for all the children.”

**R17:** “I cannot transfer my kids to their homeschool because they do not provide before and after school programs, [this] is very important for working parents.”

#### *Table 4*

**R34:** “So we have covered the retail spaces. To me the priority – and it’s just me- is the community association. None of this will matter if we don’t work together. We need to get together and understand each other for this community to work. No one knows about everyone’s experiences, [this applies to both Private] Condo and TCH residents. We need to continuously engage both TCH residents and non-TCH residents to empower the community.”

**R36:** “That’s what I’m leading up to. Do TCH residents feel that their voices are being heard as condo owners?”

**R33:** “No.”

**R36:** “So how are you going to work on it? Everyone should be able to work together.”

**R33:** “A lot of TCH residents don’t know how to [address] their concerns to TCH. We need to be heard as TCH residents, not just condo owners.”

**R34:** “This neighbourhood is very personal. We need [to] respect and [empower the] voice for TCH tenants. There are people in the condos who are on the same boat.”

**R36:** “People are living illegally in TCH buildings too. It is really prominent in Regent Park. We need to tackle that as well. [As well as] safety.”

**R7:** “The playground is a disaster [and] it is very dangerous. [The slide] is really high about 3 metres. It is an open slide and children can get injured. We need [to ensure] safety of play equipment in the park.”

**R36:** “Say you are a parent, how would you supervise your kids if the playground has age-specific areas in the park. It is pretty spread out, but we need to supervise our kids of different ages, so perhaps we have to make accessible all-ages playing area.”

**R6:** “There are no washrooms in the [big] park. There are [ones] across the street but it is not safe.”

**R33:** “We need washrooms in the [big] park.”

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**R34:** “More trees in the [big] park [and] more benches.”

**R36:** “They are breaking up the old Regent Park. The benches are not enough.”

**R34:** “There should be more picnic tables.”

**R15:** “The park is pointed the wrong way. Half of the park is looking at the street, the other half is not. We need benches where we can sit in and look in the park.”

**R19:** “I think my biggest priority is about integration – “intentional” opportunities for neighborhood integration. This should be the part of SDP [which promotes] social cohesion.

The second point is about the laneways behind the condos where the garbage is. The developers should take into consideration that the kids will be using those laneways, [they should] design laneways that are pedestrian friendly and clean.”

**R33:** “What I was saying [is] that in order for youth to get a job they have to be 16. Even if the 15 year olds can work like on an honorarium [program] in the community. I’m sure there is some way we can address that.”

**R36:** “We should not be leaving youth behind.”

**R33:** “Especially 12-16 year olds.”

**R15:** “Engaging kids that age about what?”

**R33:** “Anything honourium [related] for example dog walking etc”

**R34:** “Within the [Regent Park] safety network, there is a lot of discussions about [jobs and honourium programs for youth].”

**R33:** “12-16 year olds have to have mentors.”

**R34:** “We can’t have that from developers.”

**R33:** “We get money from developers.”

**R34:** “This should be a part of RFP then.”

**R19:** “Community benefits that are being prioritized especially community swimming pools and facilities.”

**R34:** “The local residents should have priority to have the right to use the facilities first than outsiders.”



### *Table 5*

**R37:** “This is my second meeting. [I’ve] been thinking about this for two weeks. [I] want to see a Women’s Centre in this Neighbourhood with pop up manufacturing space and rental kitchen space where women can rent the space and produce baking or some sort of product.

[We need] creative spaces more than a recreation spaces, [and] an economic hub. [I] want to see it part of the Grameen Bank [which] works with women to get the loans repaid.

Economic hub with temporary space for manufacturing [with] incubator space, has electrical facility [and a] short term space.

I would like to see a disability center as well. Even [on] lower floor of the building, put up two extra [floors] for a Women’s Centre or disability. Have [an] adolescent centre to keep off the streets.”

**R38:** “It’s putting back the middle class where people can work in fairness. The condos have condo boards. TCH should have their own TCH board to speak for the residents. Get rid of two tier system [and] have equal opportunity.”

**R37:** “The Grameen Bank not just a third world bank. [It provides] different concept of lending [which were] brought into first world. Microloans [are]... specifically involved in this project because they are very productive.”

**R39:** “Saying scholarships and training is one thing, but would love to see these things made available. It’s very rare [and] specifically timed. We need to have those. [We] want to see more scholarships for youth, [and] opportunities for people who may not be “youth” or under 29.

A lot of people have university degrees that can’t be recognized here. [I] want to see grants, we have certain agencies that do this work, but not everyone knows about them. Not the same one or two organizations get these grants. Putting the word out there a bit better. The actual agencies and organizations in the communities can do that better.

With Revitalization, there’s also a big concern about not having enough employment, training opportunities.”

**R37:** “[Provide] transportation infrastructure in the area for economic development [such as] the TTC. Even with TTC small vans to run the Neighbourhood rather than big buses or streetcars. Something integrated.”

**R39:** “More opportunities for entrepreneurship, employment, training, creative opportunities. [We] want jobs and programs [which] applies not just to Phase 4 and 5 [residents] but to entire community. Where some agencies had to relocate due to construction, lacking programming

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as a result. Issue where some community agencies are getting pushed out because losing space, or stuck in the Revite footprint.”

**R37:** “I want to see community college outreach in the neighborhood. Rather than kids going out to college, have them come here for example George Brown.

Also thinking about this – on Monday, CBC news, a women’s development company looking to do this exact thing. Partner with the women developers to figure out how this can be done.”

### *Table 6*

**Please Note:** Table 6 did not answer this question



# Question 5

What else would you like the developers to know to inform their proposals?

## Summary of Feedback for Question 5

Residents offered many comments for what they would like developers to know that would inform their proposal:

- Residents want their voices incorporated in future plans
- Share the proposal and plans with the community
- Issues of residents should be addressed
- Prioritize relocated residents who moved out of the community
- More community centers, open spaces and programming
- Programs to create affordable homeownership (including rent-to-own)
- Providing residents with regular updates in diverse languages

## Transcript of Conversation for Question 5

### Table 1

**Please Note:** Conversations labelled “NR” (“Non-residents”) are meeting participants who **DO NOT** live in the Regent Park footprint.

**NR1:** “Regent Park residents expect to have a voice about the shaping of their community. They will not be silenced.”

**R5:** “We always talk about how we want to be heard but they never take us seriously. It’s like being dismissed. They always want to do it their way. When we find that out, it makes us feel horrible. When I moved in the first thing I thought about was how I could be a part of a community and make a difference.”

**NR1:** “Residents of Regent Park have a history of effective organization. Many of the facilities are founded by residents. We have a strong residents association.”

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**R5:** “If there’s a report. I would like to see it in large print for everyone. I don’t want to squint my eyes to read it.”

**NR1:** “I want the young people to be heard. Young people have wisdom.”

**R5:** “I want a place built for residents to come out play, listen to music and get together. Somewhere we could have a concert.”

**NR1:** “The courtyard the [at the] Spectrum has been perfect for that. We’re not using it as much as we could be. I would like them to remove fences near the concrete so we can’t sit down. Make welcoming gathering spaces. Make spacious amenity rooms that the community can use. Those things are huge.”

### *Table 2*

**R11:** “The concerns that were mentioned (in question 3) should be addressed in the new buildings that will be built.”

**R8:** “The demands of all the tenants should be put into the agreement made by the tenants and TCH. The paper that we provided should be taken into account and added into the agreement. We need to know who the right person is to go to for answers because the TCH people we ask always say they don’t know.”

**R11:** “Encourage staff to take actions of our concerns so we feel like our voices are actually heard and that way we will want to attend more meetings like this.”

**R8:** “The TCH workers don’t know how many people are still on the waiting list from phases 1-3 that need new housing in Regent Park. The draw process does not make sense and it is not explained properly to the tenants. The numbering process of the draw does not make sense.”

### *Table 3*

**R17:** “They should have a community center like the YMCA and all of the programs that it provides [should be similar], [and] accessibility is also an issue. There is a need to ensure that the proportion of affordable subsidized units (RGI) is met.

Instead of making the plan majority market units, there should be more priority over allocated majority of the new units made as affordable rent. There is a need for more affordable units in the city and of course this can be done in a way that is profitable and sustainable.

I am interested in rent-to-own: people when they are renting, not enough care is given to the spaces, but when there is some ownership through rent-to-own programs it ensures more care into those spaces. We wish we had rent-to-own programs, buying a house now is very expensive.”



#### *Table 4*

**R34:** “I want the developers to know that we are not going away. We will keep them on their toes [to] hold them to their promises.”

**R33:** “We are here as a whole community.”

**R7:** “Retail stores and coffee shops. There is no service after 10PM at Tim Horton’s. We need extended hours for the shops.”

**R33:** “I want to see their proposals first. You don’t have to ask first so that you tweak your “resume”.”

**R34:** “As developers, [they] need to get as much information as [they]... can to balance everything that why [developers] need this initial input from residents. It is necessary for them to meet expectations of the community”

**R36:** “In the first phase of revitalization, were the developers giving opportunities to the residents to have a say e.g. rent-to-own?”

**R34:** “We need rent-to-own opportunities.”

**R6:** “We need a casino here.”

#### *Table 5*

**R37:** “How will disruptions to transportation be handled? Plans for limiting the disruptions?”

**R39:** “Use plain language and don’t be fluffy about it. Just be upfront about it. To be clear and transparent – if something can’t be done, just say it. Come up in the past – things were interpreted differently. People called them out for it. No need for it if people are upfront for it. In terms of construction, be mindful of the timing, dust, debris, etc. In summer, it was hot, there was a lot of dust.”

**R38:** “When they do the construction, keep the tenants regularly updated.”

**R39:** “Provide actual visuals that are detailed. Some residents don’t speak English so have the materials available translated.”

**R37:** “Remember that Regent Park is a community of people, warts and all. We’re not a community of buildings, not for profit project. This is people’s homes [and we are] concerned about the gentrification aspect. Don’t like the word diverse it’s a community of people(s). The idea of community.”

## Regent Park Request for Proposals

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**R39:** “Actually visit our community. Spend time here.”

*Table 6*

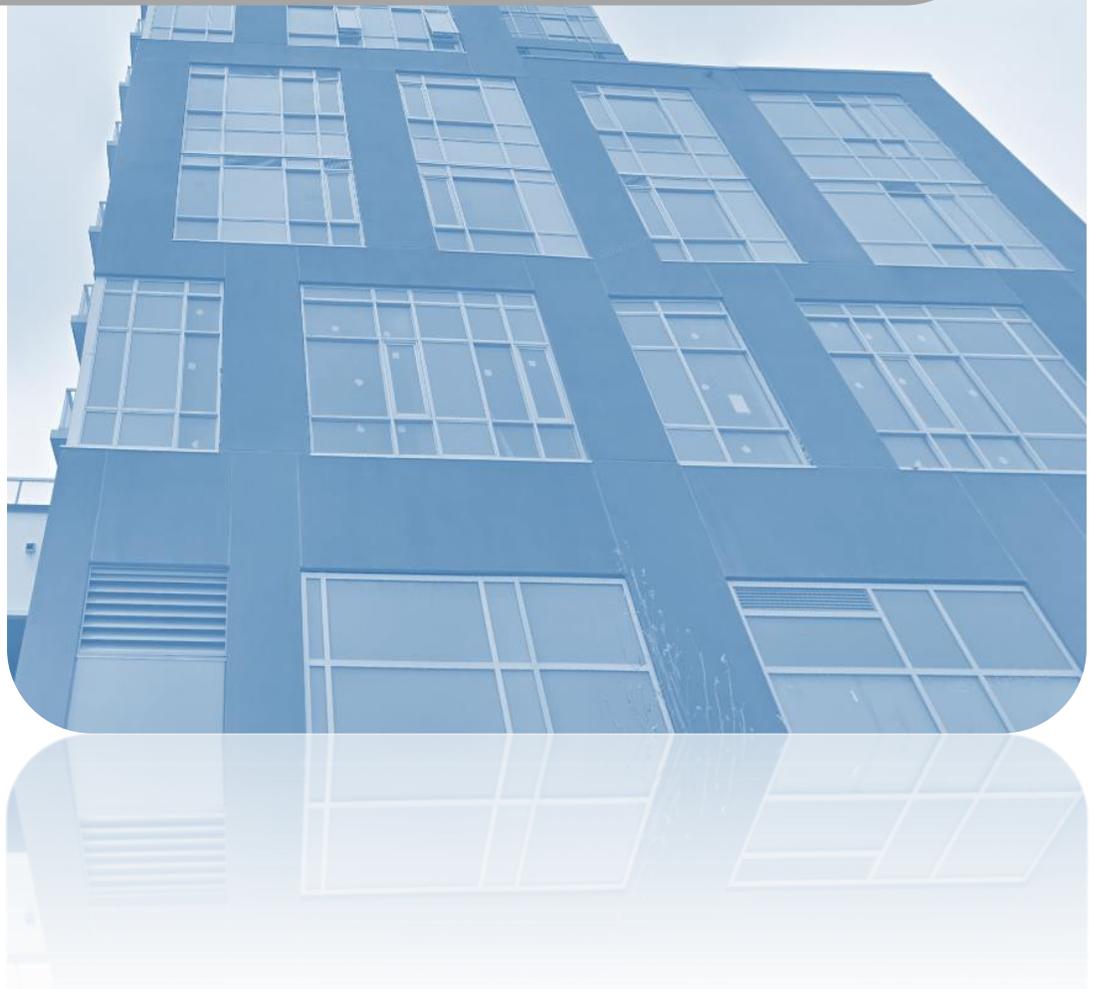
**Please Note:** Table 6 did not answer this question



# RFP Community Conversation 2

June 11, 2019

**Location of Meeting:** 110 River Street





# Question 1

What are the best ways for the future selected developer to engage you to ensure your feedback helps shape the revitalization of Phases 4 and 5?

## Summary of Feedback for Question 1

Residents mentioned various ways for the potential developers to connect with them:

- Connect with residents by telephone, text, email and letter mail
- Use quarterly newsletters, flyers, and printed materials
- Use lobby intercepts, door knocking and give reminders to residents
- Develop open forum meetings to share concerns and to connect in person
- Connect with tenants at local community events
- Develop websites with updates
- Schedule meetings after work hours
- Residents want to meet and get to know local staff with both formal and informal introductions
- Use social media platforms to communicate

## Transcript of Conversation for Question 1

### Table 1

**R1:** “By phone or email, [I don’t] mind phone calls or text messages, [whichever way] doesn’t matter.”

**R8:** “I used to get newsletters in the past and every 4 months [there was a] newsletter [delivered] door to door or through the mail.

Flyers in the lobbys and meetings like this help.

Lobby intercepts [also work]; I couldn’t make [the] last meeting but there was someone at the lobby who reminded me about the meeting. It was not a staff, it was a volunteer [Community

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Animator] who was handing out the flyers [and] I got in person today. It reminded me because [an] email was sent two/three weeks ahead of time.”

**R1:** “Door to Door [works] – I heard about the meeting because the lady [Community Animator] knocked on my door.”

**R8:** “When it comes closer to the date [of meetings or events] I would like a reminder. I was interested today because I thought today was a safety meeting and development [meeting].”

**R1:** “[I’m] interested in knowing what is going on the in the park.”

**R8:** “I feel safer coming to the building when there is security especially as a person in [a] wheelchair.”

**R5:** “I don’t really know I’m new to this environment but flyers in the lobby and open houses with open forums.

Information can [also] be about the buildings; we have a lot people here that want to be in our shoes [and understand our situation]. [We need to know the] who, what, where, when the next projects will be ready.”

I know a lot of people want to be [informed] in the community but [they] don’t have information.”

**R8:** “[We could use] more community events where people can meet with their neighbors but [unfortunately] everyone keeps to themselves.”

### *Table 2*

**R9:** “[You can use] surveys, email, newsletters, phone [calls], and have meetings. [Or use a] Notice board.”

### *Table 3*

**Please Note:** Table 3 did not answer this question

### *Table 4*

**R4:** “[Develop an] email list, maybe a mailing list too. Letter mail, in the buildings [can also be effective].”

**R7:** “[A] website for reports [and] status reports.”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R24:** “By emailing, sending letters in the mail.”

**R2:** “Community newsletter[s], posters, [and] community postings are good.”

**R4:** “These meetings are good too.”

**R3:** “Phone calling [people to engage them].”

**R4:** “[For] people that come from other countries, sending out a mass text is good. Text is a really big thing [for engagement now].”

**R3:** “Door knocking, someone came to my door for this.”

**R4:** “A woman in the lobby today, that was good.”

**R7:** “[Reminders and outreach] should be before the day of the meeting, [and] the day of the meeting as well.”

**R4:** “Give an email reminder [too].”

**R7:** “[The] only thing I question is letters; [they are] a thing of the past.”

**R4:** “Put [invitations] in each mailbox.”

### *Table 5*

**R15:** “I think [Developers] should have a meeting like what we have now so that we can connect and they can explain to us in more detail: what they would like to do and how long it will take to do it.

But the meeting must be after work so we will have the time to work. It needs to be more accessible.”

**R17:** “We need more details in the meeting as to the process and also [to] share information.”

**R4:** “[At those meetings the developers can] explain their ideas.”

**R17:** “[The] developers can engage with us by email, and also newsletters [that arrive] monthly or bi-weekly.”

**R15:** “If [residents] don’t give their email address, or [it isn’t possible to] send information by email then by the phone [works]. If people do not have email then maybe engage with them over the phone, through newsletter, meetings.”



### *Table 6*

**R10:** “More conversations like this, open conversation [similar to] like this [format].”

**R13:** “Meetings like this and emails or posters.”

**R20:** “Newsletters [and] representative [can] introduce themselves and come to the community to provide background information in addition to mail.”

**R13:** “[Organizing] of meetings.”

**R20:** “Team members [should] introduce themselves to the community and come to talk to the people.”

**R13:** “Sometimes I come and give comments but [for outreaching] flyers [or] maybe posters.”

**R20:** “Maybe they come to [our] doors and knock or community meetings.”

**R13:** “Maybe some people don’t have email so mail, phone calls and meetings.

Phone calls are the best way to communicate with [the] community.”

**R20:** “People will be excluded from posters and emails; [instead we should] have the [tenant] council members communicate with the community in addition to other means of communication as a reminder.”

**R22:** “In [the] mail room communicate [with] people who come in and [you can] stop [people] when [they are] coming from school or else[where].”

**R10:** “We should also have trust [in residents] because [residents] see what is going on right now but we don’t have an explanation.”

**R20:** “Social media [works], I think”



# Question 2

What excites you most about the revitalization?

## Summary of Feedback for Question 2

Residents generally spoke about being excited about new physical spaces, buildings, apartments and local amenities for children, youth, families and seniors. They are excited about:

- The construction of new buildings and apartments
- Greater accessibility features in buildings and throughout the community
- The design of new buildings and spaces in Regent Park
- More affordable housing options in Regent Park
- The creation of new green spaces and places to socialize
- New businesses and amenities in Regent Park
- Greater sense of community safety, security and wellbeing in Regent Park
- Breaking the stigma of Regent Park
- New amenity spaces and assets for children, youth and families
- The creation of local jobs and opportunities for residents
- The diversity of Regent Park and its peoples, business and amenities

## Transcript of Conversation for Question 2

### Table 1

**R5:** “The [new] structures and the buildings.”

**R8:** “I’m excited about the wheelchair accessibility; my last building didn’t have that.

[Of] all the stores I would like to see a dollar store [and] a grocery store nearby. [And] I’m excited because I’ve seen this area all my [life], I’ve been here since 1970 and to see the change here [is exciting].”

**R1:** “I want to see more buildings go up faster to see the community be bigger.”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R8:** “Every new building is bigger and better. [I’m] excited about potential for affordable new homes.”

**R1:** “[We need to] fix the security cameras and the new building [should be made into] a safer environment.”

**R5:** “[The] environment is beautiful for kids to have fun and walk out [of] their house. I was told there would be party space but I have not seen it yet.”

**R30:** “[I’m excited about] modern looking buildings from the outside, [they are] very new and attractive to see.”

#### *Table 2*

**R9:** “[We have new] gardens, trees, parking lots, entrances, gym, and community rooms.”

**R16:** “New change [in the community] – Change is good.”

**R23:** “[We need] entrances for motor scooters, [and] no high buildings – four or five story, [we should have] non-dog areas (cats only) [and need] security and better safety.”

#### *Table 3*

**Please Note:** Table 3 did not answer this question

#### *Table 4*

**R7:** “[There is] stigma to the name: Regent Park.”

**R4:** “There is [stigma to the name Regent Park].”

**R24:** “Everything, it’s beautiful.”

**R4:** “We want to change the stigma known as Regent Park. To create something and don’t create the same thing [such as the old Regent Park] twice.”

**R24:** “I’m with him.”

**R4:** “I have to tell people I’m in the new Regent Park.”

**R7:** “Where have we talked to people [in] the large [cities]. Like, Mississauga.”

**R4:** “[I like] the look of it, the new possibilities.”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R24:** “[It’s] so beautiful.”

**R4:** “[The] Aquatic Centre, it’s nice. Lots of green space, taking advantage of space, seeing families, [it] could be vibrant.”

**R7:** “[It is] exciting for people with families.”

**R24:** “Yeah I agree!”

**R7:** “[But they] haven’t done enough to advertise for it; [we] have to get away from [the] stigma.

**R4:** “It’ll always be known as Regent Park. I’m very impressed with [the] quality [and] effort, [there are] some problems, but [the] amenities are pretty good.”

**R7:** “Before all the buildings looked the same, the same brick. Now all the buildings are different. [I’m looking forward to] getting Construction finished.”

**R4:** “If we did it right, it could be a Kensington Market, [a] really amazing diverse place; we need a market. That would be one of my suggestions. What about space for a real market?”

### *Table 5*

**R17:** “The development of new buildings and the new look.”

**R15:** “I was looking at the grocery store and the place where they can have the seniors and senior center. Somewhere you can go and have some exercise, not necessarily a full gym but at least something.

For children; something they can do on Saturdays to spend [their] time.

And I feel that they need to have certain security guards after a certain time. There are some people who may not have a home, but they are smoking in the buildings at night. I would like to see more security.

I would also like to see more greenery and spaces to socialize with people in the TCH buildings. I would look forward to that.”

**R17:** “Accessibility is important for community rooms and meeting rooms, having these rooms to arrange parties is something I would love. We need more centers like community centers, Aquatic Centres, programs, more parks, job fairs, [and] volunteer opportunities.”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R15:** “I would look forward to having more training programs. Something more different than just basketball spaces for youth, such as table tennis, cooking classes, yoga classes, ti chi classes, stretching, something for the women, for seniors.”

**R17:** “Also arts and culture to promote diversity.”

**R15:** “Also, the celebration of different cultures, and diversity through potlucks.”

### *Table 6*

**R13:** “[I’m excited about having a] bigger apartment.”

**R22:** “Storage is a concern.”

**R13:** “Sometimes you don’t have enough space to put [all of] your family belongings and when family arrives you need even more space for cleaning.”

**R20:** “I wanted to make sure, but I think that overall room for bicycles and basic items for day to day [use] and space for furniture.”

**R13:** “Parking and you have to use [your] bike but [there is] not enough bike storage in the winter. [I want to have] air conditioning.”

**R20:** “[I’m looking forward to a] smart thermostat and central air.”

**R22:** “[It’s nice to have] something you can control.”

**R20:** “Security in [the] lobby and security during times when [the] superintendent is not there; because security is not consistent and they stay in their office.”

**R22:** “Cameras in the buildings are not always working.”

**R13:** “Sometimes the lobby and common area are not secure enough”

**R22:** “Some people come to visit their friends [and] their [friends] have ... units [which] are bigger or bathrooms [which] are bigger and [our] rooms are smaller.”

**R20:** “[We] just [need the Developers to] make smart space that make senses; when you are from the older building it’s a big change.”

**R22:** “If someone is taking shower you can’t brush your teeth; [because the washrooms aren’t large enough].”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R20:** “[But I think] bathroom are bigger than people expect and it’s so much space in [the] bathroom and not enough space in rooms.

**R13:** “My bathroom is small; under the sink,”

**R20:** “And you need to buy more furniture because you have to be smart [about the space.”

**R22:** “Closing and opening the windows is hard because rooms are too small [and the furniture blocks the windows] and with kids it is difficult.”

**R13:** “More accessibility for people with disabilities [is important].”

**R22:** “Sometimes people with children, when they want to have party, there is not enough space [for] this.”

**R13:** “Sometimes you need [a] parking space and [you need a] kitchen in [the] amenity rooms because people [want to cook].”

**R10:** “[We should] plant [more] trees [and have] more green space.”

**R20:** “More playgrounds [and] maybe just more parks instead of one big park.”

**R13:** “And sometimes you want to go out and [large] streets doesn’t make you comfortable; so more privacy [would be ideal].

For young people to get a job; I live around here and someone who lives in Scarborough works here; [we want] more jobs for people who live here. And kids who want to go to [post-secondary] school have to pay and they need a job [to help pay for it].”

**R20:** “[I’m excited that] residents and locals are involved in the community.”



# Question 3

What are your biggest concerns with Phases 4 and 5 of the revitalization?

## Summary of Feedback for Question 3

Residents discussed the size of units, quality of building materials, community safety and the feel of the community after revitalization. Residents spoke about:

- Their concerns about safety
- Sufficient parking in the neighbourhood
- Problems with building design: including ventilation systems, quality of materials, balcony design, storage space, kitchen design, unit size, issues with laundry rooms (including number of machines)
- The ongoing maintenance of buildings
- Community events and programming
- Information sharing and updates on development
- Residents being provided with opportunities to provide feedback and ask questions
- Development timelines being lengthy; as this have negative impacts on residents and their return to the community
- Concerns around density and height of buildings
- The overall cleanliness of the buildings and community
- Issues with traffic management (Not enough cross walks, traffic lights and signage)
- Increasing local amenities like grocery stores, libraries and other
- Businesses in Regent Park reflecting resident needs
- Loss of garden and green space in community and buildings

## Transcript of Conversation for Question 3

### Table 1

**R8:** “I liked when I first moved into [this building] there was 24 hour security but now there is not; [it is] for [the] safety of the residents. I don’t know if people are behind me [as I am entering and may be] waiting to come in the building.”

## Regent Park Request for Proposals

### Phase 4 & 5

#### Report on “RFP Community Conversations”



[We need] accessibility for [people using] wheelchairs.”

**R26:** “[We need] visitor parking; there should be more parking.

[And we should allow] delivery [and] drop-offs in the lobby.”

**R5:** “[We should address] maintenance [issues]; there is lack of [quality] materials in the [new] buildings; like door handles and one day my windows cracked.”

**R8:** “The ventilation is located right on top of my bed blowing on my face. In the summer [I] have cold air on my face and in the winter heat.”

**R1:** “I worry about people coming in behind me when they don’t have the key and don’t live here.”

**R5:** “[I worry about] Security issues because sometimes the key doesn’t work and [we need] better working intercom services.”

**R8:** “[I] feel the community should do something once a month so [that] we can get together and meet our community.”

**R5:** “We are really trying [to do that] but we need to get [more] information about the activities and where I get my information is on [the TCH] facebook page.”

**R30:** “I’m concerned about the inside of the buildings because we have to live inside not outside.

[Also,] it’s [a] very slow development [process]; people are moving out and I’m feeling lonely and they should make the process [happen] quicker.”

### *Table 2*

**R9:** “[I’m concerned that there are] not enough living spaces, signage, [and] screened balconies.”

**R23:** “[There should be] screens for the balcony so raccoons cannot come in; they are [a] big problem in the area.”

**R9:** “[I have a] preference for low rises.”

**R23:** “[There are] no buzzers in current building.”

**R9:** “There is a fear of glass windows.”

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### Phase 4 & 5

#### Report on “RFP Community Conversations”



**R9:** “Weed smell [is] coming into units.”

**R23:** “Pee in the hallway is a concern.”

**R9:** “I am concerned about the use of cheap materials. Parking and tenant safety is also a concern.”

### *Table 3*

**Please Note:** Table 3 did not answer this question

### *Table 4*

**R7:** “Transportation might be one. A lot more people coming to the neighbourhood. So I don’t know if the system is big enough.”

**R4:** “[We need] more crosswalks, I’m noticing that right away.”

**R7:** “River Street is pretty busy, traffic wise.”

**R4:** “There needs to be more crosswalks and lights, people can’t walk very well.”

**R7:** “[We should have more] crossing guards.”

**R4:** “Bikes lanes are pretty good on River, [but we need] more bike lanes on Dundas.”

**R24:** “[I’m concerned about] the traffic, [we need] more signs.”

**R7:** “Will there be enough schooling?”

**R3:** “[I worry about] time; staying on schedule for construction [of new buildings].”

**R4:** “What’s going on in the bottom of the buildings [in the commercial spaces]? I don’t want them to do it again.

[I have] a couple [of] ideas; [Regent Park should be] like Kensington; [I’m] very concerned with what kind of stores will go into the [commercial] space?

Small, independent businesses, [that are] highly subsidized [should be supported]. I’m looking over here, and I’m seeing a bad trend.

What big store is next? I see a diverse mix of people here, and I don’t think they’re interested [in the current stores.]

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You don't make a neighbourhood with the same ten chains that are across the city.

[We should] give people that operated businesses back home some sort of opportunity to operate their own business. [Like a] a bazaar. That's where people could have their small businesses.”

**R27:** “[Developers should] buy the old Thrift Store [that was run by the] Salvation Army [on Parliament Street].”

**R4:** “[Set it up like the] Blue Banana, a mini mall. [It is] touristy, [with] ten little stores there.

[A place] where people from the neighborhood could come, an interesting attraction where people could come. [An] international bazaar, [with the] world here. [Other uses have been] an incredible waste of space.”

**R4:** “[We have] very bad parking access, [and a] bad spot to drop off the groceries; to do anything with a car. Wheel Trans [has nowhere to] drop off, so they go into bike lane.

[There is] no parking; I have to pay \$150 to go park on someone else's property. Maybe there needs to be a Green P lot?”

**R27:** “[We] need parking for [the] Rogers guy to come.”

### *Table 5*

**R15:** “I came to Canada in my twenties, so seeing it now; I'm very excited to see the development, but there is a few things that concern me, homelessness [is an] issue and other issues of security in the evening. I think they should get more security in the buildings and in the community.”

**R17:** “Also there is a time limitation for the construction of the new Phases 4 and 5, and this is an issue for a lot of families who are waiting.”

**R15:** “We need more parking spaces; there is not enough spots. My niece came last week and she had to move the car, and that is very hard when we have visitors.”

**R17:** “There are barriers between residents and police, there are police patrolling the area but sometimes we cannot talk to them.

For example: we have complaints about marijuana smoking in our building but it has become legalized so I cannot say anything anymore. Also it's a ventilation issue in old buildings.”

## Regent Park Request for Proposals

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#### Report on “RFP Community Conversations”



**R15:** “It is not even a ventilation issue in the new buildings but everyone is smoking everywhere. I have asthma and I’m allergic to smell and the smoking is a very hard thing for a lot of people. There needs to be vetting or checking of those who are renting. Lots of people have allergies to lots of things like scents and smoke.”

**R17:** “The unit size of the apartments are a concern for many people, which is why some people refuse to move into some apartment unit options. The sizes of the rooms in the new buildings is very important.”

**R15:** “They need to put more closet space and storage spaces in the new units. And they need to give a little more kitchen space. And I think every floor should have a balcony so at least people can go out there and have some fresh air.”

**R17:** “Also some of the one-bedroom units ... don’t have a balcony at all.”

**R15:** “Balcony space would be great so I could put my [garden] pots there and grow some food. The bathroom is very nice, it’s great. But kitchen space is small; it also needs more cupboard space, and the bedroom doesn’t have enough closet space.”

**R17:** “The hallways of the buildings feel very hot sometimes, maybe the AC isn’t on.”

**R15:** “Do we have any libraries?”

**Facilitator:** “Yes, we do at Gerrard and Parliament.”

**R15:** “I have been there but it is not nice, not well kept. We need another library here.”

**R17:** “We also need another grocery store.”

**R15:** “Yes, another grocery store is needed and a library is very important. Even a small one, somewhere you can go and read, study. I have to go all the way up North to my old library just to access the computer, to watch some videos, because the one near ours is not nice.”

**R17:** “We need lobby footage connected to our TV when people buzz our door, this is important for our personal security.”

**R15:** “When [a] person presses our buzzer we can see them this way [on the camera], I think this is also important.

I would [also] like [a] senior center, a place for a library, a place for the kids to come for cooking class or something like that. I think someone mentioned English classes. We need security guards in the building at the front desk.”

**R17:** “Yeah I would also like to have building security.”

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#### Report on “RFP Community Conversations”



**R15:** “Yeah security is the main thing. Especially after 4PM and in the evenings. Because all the building staff leave at 4PM and there is no one there; especially if you need help or have to ask questions.

Also I would like building quality to be upgraded. A lock on my door just broke and fell out and I had [just] recently moved in. So building quality needs to be improved.”

[But,] my biggest concern is security. There should be someone monitoring buildings from 7PM in the evening to 7AM in the morning, to see who is coming in the buildings.

Because after 4pm when building staff leaves other people [who do not live here come into the building].”

**R17:** “[We should have] security cameras on each floor in the stairways and the hallways.

**R15:** “In terms of communication it is important to have a discussion [in an ongoing fashion].”

**R17:** “They could [send] us letters, or surveys and give it to each mailbox for residents. And everyone can have the information that way.”

**R15:** “If we have maintenance issues we should know the TCH [client care] number, this should be communicated with residents”

**R17:** “I believe in having a maintenance [person] in each building after 4PM too.”

**R28:** “Having a front desk area that runs through[out] the night and on weekends where people can give in complaints or communicate in person or through written forms.

Having someone in the building is really helpful because sometimes we cannot get a hold of maintenance and security on the phone.”

**R17:** “If we have maintenance or security issues sometimes we have to wait till the next day or Monday morning. So we need to have a better system and in-building staff at [the] front desk.”

### *Table 6*

**R19:** “Bigger rooms in units; units are small.”

**R22:** “[My] concern is that residents feels like the communication [is insufficient and that you] have to be involved to hear what is going on and if [you are not involved] they are confused.”

**R20:** “Sometimes people feel that they won’t listen: TCH, Developers, businesses; everyone who [is] in charge [is not listening].

## Regent Park Request for Proposals

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#### Report on “RFP Community Conversations”



[In] every meeting we say that the rooms are too small and they say: ‘We hear your concern, but that’s the way the design is’; so staff are not listening.

And it’s true sometimes it is the design but you can look at the design and look at the layout or size of units and compare to what we had before.”

**R13:** “You don’t know where to put your couch or your TV and the layout of units don’t make sense.”

**R20:** “The architects have good ideas but they need to compare to what people used to have because it’s a big change.”

**R20:** “Obviously they are going to be limitations but at least listen to people and people will have to live with these spaces.

It’s a big change; and [listen about] how to make this change easy because we don’t know design, but we know how we live, so listen to us!”

**R22:** “People feel like [they want] the opportunity to [have a] conversation with [the] community.”

**R20:** “[We need the] developer to explain design constraints and the layout there it is [more] defensible. TCH says that the units are the same size [as before].”

**R12:** “Regent Park have a negative reputation; how can we change that? [And] safety is a concern.”

**R22:** “Yes and also ... we need space to relax [and] to feel like it is our neighborhood; the apartment will be different but the neighborhood [needs] to accommodate for people that [have] different [needs].”

**R20:** “Maybe [when] designing [staff] should propose different layouts instead of always of doing the same thing. [They should] make sure what people like and do that and then don’t change [after it has been designed by the community].”

**R22:** “We can see the improvement.”

**R20:** “[It] is nice [having] people living there; I have been inside that space [at new buildings] and the ground floor and I have seen three units [and] I have seen the laundry room; [they] are nice and [the] space of unit is big.”

**R13:** “[But we must enough sure we have] enough size.”

## Regent Park Request for Proposals

### Phase 4 & 5

Toronto Community Housing



### Report on “RFP Community Conversations”

**R19:** “[Before it was] very dirty and [people] moved to [the] new building but still the same people pee in [the] garbage room and it’s the same people; I was expecting more, something different at 110 River St; [there is still] not enough maintenance.”

**R22:** “[There is] not enough laundry machines.

**R20:** “I am concerned that there is too many businesses that open and I don’t use them everytime. [And] that there [are] buildings that open [which] do [not] meet the need of the tenants.”

**R22:** “We need [another] Freshco.”

**R13:** “Sometimes I have seen people not wanting to open the garbage, so they leave their garbage on the floor.”

**R20:** “I think we [need] space where we can see what will happen [in Phases 4 and 5] and having seen previous phases, I feel like there is still too much concrete.”

**R22:** “In Regent Park [the big Park] there [are] a lot of broken stones.”

**R20:** “In Phase 4 and 5 is there going to be high-rise [buildings?] Because in [the] summer we don’t see light and buildings are too close to each other and we don’t see the sun in some intersections, at all for the [whole] day. It has a psychological effect.”

**R13:** “If they can stop going higher and instead having more flowers and gardens.”

**R20:** “People love gardens; where are the gardens?”

**R22:** “Because it’s a beautiful environment; it’s good [to have green space] we need more greenspace.”

**R19:** “We would [like] to see all units before [we] move and [are the] units facing each other? And, do you need curtains?”



# Question 4

What is your biggest priority for the community with respect to community benefits, community engagement, community economic development, the social development plan, or other community concerns, priorities, or interests? What is your biggest priority generally?

## Summary of Feedback for Question 4

Residents' priority with respect to community benefits, community economic development, the social development plan and more include:

- More employment opportunities for local residents (especially youth)
- Grants for residents to start their own business
- More programs for youth, including: after-school programs, creative and outdoor activities
- Creation of a community-wide platform to share information with residents including: social media, flyers, and others
- Development of more childcare services for working parents with young children
- Strategic plans for improving the safety of the community, as well as connecting with residents who feel unsafe in their communities (including regulating who can enter buildings)
- More security and cameras in buildings
- Female only programs such as separate swimming time for women
- More programs on health and wellness, including mental health programs
- Integrating newcomers to employment programs such as ESL, skills upgrading program and more
- Programs and training for building community member's capacity



*Table 1*

**Community Benefits**

**R8:** “[We need] youth and adult programing too. After school programs, community dance and community BBQ.”

**R26:** “Childcare programs [are important].”

**R5:** “Music programs [and] having more adult programing.”

**R8:** “A lot of youth programing but there is not enough adult programing like bingo or dance.”

**R1:** “Keeping the community clean picking up garbage in the community”

**R5:** “I think for me so far there is enough programming that I take my kids out to them.”

**Community Engagement**

**R5:** “Making information more accessible; I use Facebook but not everyone may know about it. More flyers for reminders.”

**Community Economic Development**

**R8:** “I know [TCH] has programs with [for] youth but maybe with the adults [too], but to do that we need childcare. [Residents need] help [from] people [to] make their resumes to get jobs and connecting them to jobs.”

**R26:** “[We need] self-improvement programs. [We should ensure we have] translators for community meetings.”

**R30:** “[Regarding the] size and shape of apartments; I’m living in a one-bedroom room house which doesn’t accommodate our lifestyle and programs. Related to health and wellness I’ve been suffering from depression and kidney issues. They should prioritize [these] things with programs so people can live happily.”

**R30:** “[We should prioritize] safety, community, and comfortable accommodations.”

*Table 2*

**R9:** “Jobs [are important]”

**R16:** “[We need] jobs for teenagers.”

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**R9:** “Safety [is important], [and] sports facilities.”

**R23:** “Women-only programming for swimming [is important].”

**Facilitator:** “There are allotted times for female only swimming.”

**R23:** “Safety [is an issue]. [I’ve had] mental problems because of multiple attacks [on me]. [I] cannot go out except for groceries. I don’t trust. I would want to go out more. [I am looking for more] volunteering opportunities.”

**R9:** “[We need more] economic opportunities.

**R16:** “[We need skill development in] computers, cash registers, [and] business administration.”

**R23:** “[We need an] Internet line instead of TV.”

**R9:** “[We need more] opportunities for teenagers. Some people need help to get to events.”

**R29:** “[More] small business opportunities [are important].”

**R9 and R16:** “[Additional] convenience stores [is important to us].”

**R30:** “[The] washroom needs to be separate from the bedrooms. Storage rooms are needed as well.

Parking [is an issue - there is] none available. Tenant and public parking can be implemented as well.

Community ownership of market units as opposed to non-resident investors [should be considered].

Smoking in public spaces [is a problem]. [There is] not enough camera coverage for public spaces [and] not enough security.”

### *Table 3*

**Please Note:** Table 3 did not answer this question

### *Table 4*

**R4:** “[The Developer] should be mandated to do certain things. [They need to] streetscape, again. I’m concerned about the sidewalk. It also fits into social development; as safety concerns [can] be because you don’t have eyes on the street.”

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**R3:** “Safety as a student is important. [We want to] see things better, everywhere.”

**R27:** “[There is] nowhere to park, can’t have a store down here (at the bottom of our building), because there [is] nowhere to park.”

**R4:** “[Developers] have to make businesses that serve the neighborhood.

Some kind of stage, some [kind of] concert on a Sunday afternoon. More stuff like that. Some kind of stage show.

Where is the library?

There is zero nightlife here.”

**R7:** “There has to be [something to] attract people right?”

**R4:** “It could be any kind of place.”

**R4:** “There’s no place right now, for entertainment, for drinks, to bring people. A shisha place, something like that. When I look at the community park, there doesn’t seem [to be] anything for the kids, where you can take the kids.

We don’t want to pull another big mistake. There’s nothing there, no stores, no nothing, just a slum. Nothing is happening. There’s no community.”

### *Table 5*

**R15:** “I would like to see a place I can go for wellness, like massages. Not something big but reasonable. Like a chiropractor or physiotherapy center to help with [my wellness].”

**R17:** “We had a summer jam [event] on Saturday, like a BBQ, [this] is an example of an outdoor community event. I would like to see more large scale community events.”

**R15:** “I am not an outdoor person, I have a lot of allergies, so for me I would like indoor events too.”

**R17:** “Lots of peoples come out for Sunday in the Park events and people are engaged with activities and lots of food.”

**R15:** “I would also like to see more restaurants in the community that [are] not just fast food, but nutritious food, vegan [or] vegetarian food or wholesome food. Also have a nice health food store here would be [good] ... instead of just the drugstore. And also programs that help residents learn about nutrition like dieticians etc.”

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**R17:** “Music, dance and sport events and picnics [would be good],”

**R4:** “I would [also] like to see skills trainings like cooking, English, nursing, leadership skills.”

**R15:** “There should be a computer class and sewing class, knitting, crochet.

Also in terms of employment, there should be an employment center for the teenagers. Some kind of program for them to learn something for the summer to gain some skills. You know they are off for the summer. You can have a teacher or volunteer to have some summer school programs too.”

**R17:** “Also kids can learn from summer jobs, or learn about entrepreneurship. The training should be geared towards the interests of certain age groups like 14 to 17, 17 to 24 etc.”

**R15:** “Also when I was younger I liked [having] a French class.”

**R17:** “Yes, I would like language development classes of different languages, [including] ESL, and because Regent Park is a diverse community there are other languages we can learn.

Another idea for economic development is to have collective catering groups, catering circles. This will have more women to get involved, the reproductive and house work in the home can be captured as entrepreneurship opportunities through this idea.”

### *Table 6*

**R20:** “Maybe [we can have] local grants and developers can help financing projects in Regent Park and put the money into improving the area because we have ideas but we don’t [have] money [for those ideas].”

**R13:** “[We need more] job opportunities.”

**R22:** “For example: you have people who have skills but no diploma.”

**R20:** “[We should] hire more people from the community and prioritize ... people who have difficulties in the past. [We need an] agency who [can] provide services [and] can hire these people cause then [the] crime rate will diminish and they won’t have to go to construction [jobs]. Or [developers could] even organize people to visit businesses to see if they like [the work] and even [arrange] for youth to visit construction sites.”

**R13:** “[We need] health care jobs because here there is a retirement home and there is needs [there] and there are people here who can work there because they have the qualifications.”

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**R20:** “A lot of youth want finance [or] marketing jobs; So not just construction jobs [but] arts, and sports

But I think maybe they want construction and trade because their parents are doing that too. They will do it but they don’t know [what other opportunities exist.]

Or else even parenting workshops to help parents to help their kids and ultimately help kids find good paying job; they will move out too. But kids [need to] go to school and they don’t get exposure to different careers [always, so we should create opportunities for that exposure.”

**R22:** “[Then the youth] can have a choice and without [choice] they drop out of school and go to jail.”

**R13:** “[We need] sport programing and [a] gym.”

**R22:** “[We have a] gym downstairs [at the community centre].”

**R13:** “We want gyms in the neighborhood or in buildings.”

**R22:** “If they can [hold] workshops and show people, [people] can see that they can work with their hands and they can make money with it and they will feel good about themselves.”

**R13:** “[We need greater access to] computers.”

**R20:** “[We need to] help young see how they can be successful.”

**R22:** “What about businesses who can hire locals?”

**R20:** “I went to a job and a lot of people applied but the [new businesses] didn’t know much [about Regent Park] and locals weren’t really given a chance.”

# Question 5

What else would you like the developers to know to inform their proposals?

## Summary of Feedback for Question 5

Residents included suggestions they would like developers to know to inform their proposal including:

- Retail spaces reflecting the overall interest of Regent Park residents
- More balconies and windows in apartments
- Buildings are built too close together
- The need for more resident parking and visitor parking
- Unit soundproofing and gaps under the doors which allows pest and odor to enter the home
- The creation of more outdoor and green spaces
- The need for more spiritual spaces
- Creating a program for seniors and address isolation
- More amenity rooms and access for residents
- Prioritizing and address issues of safety

### *Table 1*

**Please Note:** Table 1 did not answer this question.

### *Table 2*

**Please Note:** Table 2 did not answer this question.

### *Table 3*

**Please Note:** Table 3 did not answer this question.



#### *Table 4*

**R4:** “[Developers] are building a community. Not just a series of towers. [Developers shouldn’t try] to do the one size fits all approach [in Regent Park.]”

[TCH tenants] don’t have money to go to the Bahamas or get an ice cream.

My overall concern is that there is no focus on organic [events] that occur in the community.

Please don’t put a Walmart, Home Depot or big box [stores in the neighbourhood].

I think the perception [of Regent Park] will change over time. I see retail as a real problem. Could [the developers] make another small version of [the] Pacific Mall?”

#### **5. What else would you like the developers to know to inform their proposals?**

#### *Table 5*

**R15:** “Balconies are important for the new buildings.”

**R28:** “Resident parking and visitor parking is important.”

**R17:** “Some of the [new] buildings are very close in proximity [and it seems] very congested. Units are not soundproof [and] the walls are very thin. You can hear conversations ... from other apartments.

The gaps under the doors let drafts [and] pests [in].”

**R15:** “[In my building] I [can] hear the sound of pets and animals moving and [in] other units. [The developers] need to make the doors sound proof because [so] you cannot hear everything.”

**R28:** “Especially when our children [are] asleep and [I] don’t want them to wake up.”

**R15:** “[When] people smoke in [their] apartments it becomes bothersome [because] the smoke is traveling into my apartment through the vents or through the bottom of the door.

I would like to see more windows, [and] bright colors [in] the buildings.

I [don’t want] all buildings to look [the same], the uniqueness of buildings will make [Regent Park] look nice [and] make it pop.

We need more flowers and greenery outside.”

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**R12:** “There needs to be prayer and spiritual spaces [in buildings].

There should be a suitable space for community members to connect with religion [and for] community members [to] express themselves.”

### *Table 6*

**R22:** “We are good people, we like the neighborhood [and] we want to live with others and [we] want [a] safe space [as well as] opportunities and to take care of our seniors.

[We want] big [amenity] rooms that we can have game nights [in].

And loneliness [and isolation] is killing older people [in Regent Park].”

**R13:** “[We want] safe environments, apartments and spaces.”

**R22:** “[We want to] feel comfortable [in our community and homes].”