

Housing Update



Information for Toronto Community Housing residents

Spring 2016

Building up a community, one meal at a time

Every Monday and Friday, Colleen cooks dinner for the seniors in her building. It's a time for residents to sit around a table, share a home-cooked meal and connect with one another. Colleen often pays for the weekly dinners out of her own pocket, covering everything from the food to the plates and napkins.

Colleen has lived in Scarborough for the past 15 years, watching her building change and grow over the years. In 2015, she was elected as a Tenant Representative, a role that's very close to her heart: "I love the seniors in my building ... I want to make sure this place feels like home for them."

Her building hosts weekly activities as a way for seniors to stay active and socialize. From luncheons and gardening, to card games and bingo nights, Colleen says the activities are a way to build a sense of community and family.

"As a Tenant Rep, my goal is to make our building more beautiful, a place residents are proud to call home."



PHOTO: Colleen poses for a photo at an International Women's Day event where residents were recognized for their leadership by the Scarborough Centre for Healthy Communities.

Who has positively contributed to your community?
Tell us! We'd like to meet the unsung heroes who are quietly doing amazing work for the improvement of their community and the people who live there. Send an email to news@torontohousing.ca

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Want to get an advance copy of this newsletter by email? Tell us!
Send an email with your name and address to news@torontohousing.ca

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We want to hear from you!

Your home is your personal, private space and means something different for everyone. You don't know this about me, but when you are doing well, I am doing well. I love reading your letters and you can see some on page 6.

And while housing is more than simply a roof over your head, we're trying to fix roofs and complete other capital repair projects as fast as possible! This year we're investing \$250 million on this task alone. Read more on page 4.

We want to be clear about the type of service you can expect from Toronto Community Housing. Equally, we need to better understand what great service means to you. Join us at one of six meetings this spring to help shape our first Resident Charter. Read more on page 5.



We are also supporting the City as they develop a plan for implementing recommendations from the Mayor's Task Force. Read more on page 7.

Greg Spearn, President and CEO (Interim)

Translated copies are available upon request. Please call 416-981-5500.

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يرجى الاتصال على الرقم ٤١٦-٩٨١-٥٥٠٠

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Xin gọi số 416-981-5500.

Scholarship launches a dream of becoming a police officer

Najeeb, a past recipient of an Investing in Our Diversity (IIOD) scholarship, was destined to become a police officer.

Having spent his entire life in Toronto Community Housing, the 24-year-old has made it his mission to empower his community.

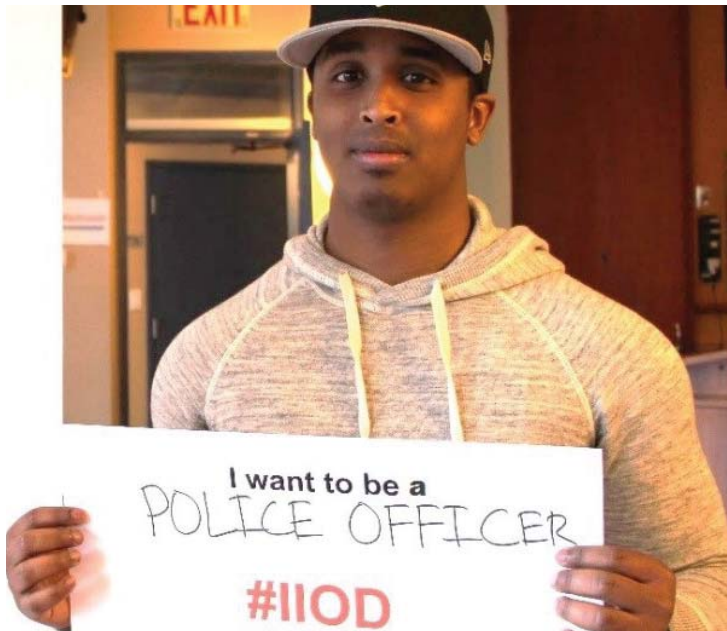


PHOTO: Najeeb poses for a photo at an IIOD scholarship information session, where he spoke to youth about how the program has impacted his life.

From painting Toronto Community Housing buildings as part of a “Take Back” beautification program to teaching residents about green energy through a “Green Collar Corps” initiative, Najeeb has always taken a hands-on approach to community engagement.

As a kid, Najeeb watched his mother work as a Tenant Representative in their building: “I would always see her putting herself out there, helping out her community, giving back and I sort of followed in her footsteps.”

Najeeb’s mother encouraged him to apply for an IIOD scholarship back in 2011. He saw

it as an opportunity to kick-start his career and save some money. Najeeb was one of 42 students who received the IIOD scholarship that year.

After completing his first year at Ryerson University, Najeeb soon realized that his real dream was to become a police officer and decided to transfer into Humber College’s Police Foundations program. Najeeb completed his training last May and is preparing to take his assessment test.

“School is expensive and a lot of the youth living in Toronto Community Housing don’t have the opportunity to pursue postsecondary education. This scholarship gives students that extra push to go after their dreams.”

Najeeb hopes his story will inspire other Toronto Community Housing youth to pursue their passions.

“The scholarship has given me the support I needed to kick-start my career. I hope it’ll help others chase their dreams too.”

An awards ceremony will be held in May for 2016 recipients. Watch for #IIOD news on social media— see a list of our channels on the back page.

69

the number of scholarships and bursaries awarded through Toronto Community Housing programs in 2015, thanks to support from our many partners

Learn more about scholarship opportunities: visit torontohousing.ca/scholarships



#SuccessStartsNow

10,000

the average number of calls received each week at the Client Care Centre

What's the best time to call 416-981-5500 for help?

- 8 a.m. ● Fewer calls happen in the morning and most staff are available to help.
 - 10 a.m. ●
 - The most calls happen between 10 a.m. and 2 p.m.
 - You may experience longer wait times at this time of day.
 - 2 p.m. ● Fewer calls happen after 2 p.m. If you call by 4 p.m., we can provide the most help before some offices close at 4:30 p.m.
 - 4 p.m. ●
 - Evenings & weekends ●
 - On evenings and weekends, fewer staff are on duty so we prioritize emergency repair requests.
 - If you have a non-emergency request, consider calling us during regular business hours or send an email to help@torontohousing.ca, and we'll respond within 24 hours.
- (We're open 24 hours)

Always call right away for an emergency maintenance or repair request: **never send an email in an emergency.**

Be sure to ask for a reference number every time you call. Use that number to follow up on your request.

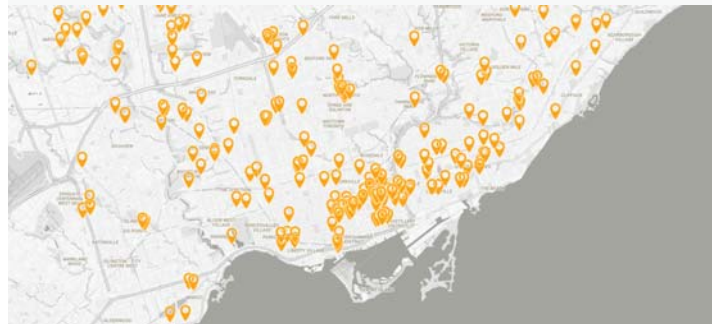
More repairs, in more buildings

We're investing \$250 million to fund 18,000 capital repair projects across the city in 2016. This is a record investment in Toronto Community Housing buildings, and if we get money from the federal or provincial governments, we'll do even more.

These repairs will benefit about 40,500 households and include:

- More elevator replacements and upgrades
- More accessibility upgrades
- More roof replacements
- More security cameras

You can track our progress online at repairs.torontohousing.ca. You'll see a map of planned, in progress and completed repairs at each of our buildings.



Are you satisfied with the repairs done in your home?

Last year, Toronto Community Housing tested a new way for residents to tell us if they were happy with the repairs done by our staff or contractors. The program is called Closing the Loop. We received important comments and suggestions from residents in participating communities. We plan to start this program in every community across Toronto before the end of 2016.

Go to torontohousing.ca/ctl to learn more, and look for posters in your community.



What does great service mean to you?

We're creating a guide that communicates our customer service commitments. It's called a **Resident Charter**. The charter will be developed by residents and staff together. It will help shape a positive service experience for both residents and Toronto Community Housing staff.

Join us to share your input about what matters to you when it comes to customer service, mutual respect and clear expectations. Attend one of the following meetings:



April 26 (East)

Cedarbrae Manor
65 Greencrest Circuit
1 to 3:30 p.m.

Tam O'Shanter Towers
3825 Sheppard Ave.
6 to 8:30 p.m.

April 28 (West)

Bathurst Place
3036 Bathurst St.
1 to 3:30 p.m.

Champlain Place
495 Wilson Ave.
6 to 8:30 p.m.

May 3 (Central)

Regent Park
246 Sackville St.
1 to 3:30 p.m.

931 Yonge St.
Conference Room
6 to 8:30 p.m.

For more information, please call **416-981-4929** or send an email to ResidentEngagement@torontohousing.ca

Light refreshments will be provided and TTC token reimbursement is available on request. Please tell us at least five business days before the meeting if you need a language interpreter or attendant care and at least 10 business days before the meeting if you need an American Sign Language (ASL) interpreter.

Another way to share your input...



...please consider completing a short survey online at torontohousing.ca/survey

The survey is available in eight languages.

You can also ask for a paper copy of the survey by calling **416-981-5500** or sending an email to help@torontohousing.ca

Thanks for writing us!

Here are a few comments from residents and the broader community, sent to us by letter, email and social media.



“Mike [our custodian] is a fine gentleman, kind and caring, courteous and respectful, very approachable ... he always works along side his colleagues sharing the daily workload.”

— resident, 3036 Bathurst St.

“We have lived in this building for more than 10 years, and Mehendra is the best super we ever had. We would like to say, ‘thank you very much’ to him...”

— resident, 41 Mabelle Ave.

“I just wanted to thank the TCHC Constables that ... got me out of [a] locked bedroom. The door knob came off when I was trying to open the door from inside and they rescued me and I am ever so grateful.”

— resident, 30 Gordonridge Place

“Jamal, Building and Community Facilitator ... changes the lives of many youth trying to figure out what to do with their lives. [His regular emails] allow me to do a better job at making the lives of residents in Lawrence Heights richer.”

— community legal worker from Lawrence Heights and Neptune



We’d love to hear more! Send us an email at news@torontohousing.ca or write to “Housing Update” at 931 Yonge St., 7th floor, Toronto, ON M4W2H2

What’s in your emergency bag?

Tell us! Send an email to news@torontohousing.ca and you will be entered in a draw to win a first aid kit during Emergency Preparedness Week in May.

What do you need most in your emergency “grab-and-go” bag?

A “grab-and-go” bag holds important items you might need in an emergency when you need to leave your home quickly. Everyone’s bag will be different. Here are a few ideas to get you started:

- A list of important contact numbers, including your emergency contact(s), family and friends, special care provider or support worker, doctor’s office, pharmacist/ pharmacy, insurance company information
- An extra set of apartment and/or car keys
- A copy of bank books and some cash
- A copy of your photo identification, hospital cards, health card, etc.
- One week’s worth of prescription drugs
- Child care supplies
- Pet food and medicine (if needed regularly)
- Extra glasses or hearing aid batteries

For more information, visit toronto.ca/oem or refer to page 47 in the *Tenant Guide*.

GET YOURS



Get your copy of the new *Tenant Guide*. Translations, large print, audio and braille available. Call **416-981-5500** or visit torontohousing.ca/tenantguide



**The City
of Toronto
wants to
hear from
YOU ...**

... on the
recommendations from
the Mayor's Task Force
on Toronto Community
Housing.

Monday, April 11
Scarborough Civic Centre
150 Borough Drive
Rotunda – 6:30pm - 9:30pm

Tuesday, April 12
Sheppard Place
4455 Bathurst Street, Ground Floor
Recreation Room – 6:00pm - 9:00pm

Thursday, April 14
Cedarbrae Manor
65 Greencrest Circuit, Ground Floor
Recreation Room – 12:30pm - 4:00pm

Tuesday, April 19
North Kipling Community Centre
2 Roundtree Road
Rooms 1&2 – 6:00pm - 9:00 pm

Wednesday, April 20
North York Memorial Hall
5110 Yonge Street
Burgundy Room – 6:00pm - 9:00pm

Thursday, April 21
Lawrence Heights Community Centre
5 Replin Road
Gymnasium – 1:30pm - 4:00pm

Saturday, April 23
The 519
519 Church Street
Ballroom – 2:00pm - 5:00pm

Monday, April 25
Oakdale Community Centre
350 Grandravine Drive
Gymnasium – 6:30pm - 9:30pm

Space is limited ...

... register for this event at
community@toronto.ca
or phone 416-338-3302

- ASL interpreter • Child minding •
- Refreshments provided



What's on

Look for posters in your building or visit our calendar at torontohousing.ca for information about events, meetings and how to sign up for recreational programs. Here are a few dates to watch for:

Midnight Madness Basketball
April 1, 8, 15, 22, 29
May 6, 13

Resident Charter consultation meetings
April 26, 28
May 3

Rookie League registration opens
May

Seniors' Month events
June

Fire Safety Week
June 5 to 9

YouthWorx Job Fair
June 14 to 16

Swimming pools open
July 1

KickStart registration opens
July

Search for The Stars Track and Field Meet
July 20

Swim Meet
August 16

Midnight Madness Basketball
October 7, 14, 21, 28
Nov 4, 11, 18

Who to call

In an emergency such as a fire, life-threatening medical problem, or a crime in progress, always **call 9-1-1**. You will be connected to Toronto Police Service, Toronto Fire Services and Toronto Paramedic Services.

Client Care Centre **416-981-5500**

We're available 24 hours a day, seven days a week for residents. Be sure to ask for a reference number every time you call.

Community Safety Unit **416-921-2323**

Safety and disturbance issues or general safety information.

Toronto Crime Stoppers **416-222-8477**

Share information anonymously about illegal activity in your community.

Do What's Right **1-877-993-6744**

Anonymously report fraud, waste or dishonest activity happening on our property.

Website
torontohousing.ca

Email
help@torontohousing.ca

Social media

 **Twitter**
@TOHousing

 **Facebook**
TorontoCommunityHousing

 **Instagram**
torontohousing