

# Housing Update



Information for Toronto Community Housing residents

Summer 2016

## Community heroes: Meet Jim and Alice

Jim and Alice have become family to many in their building downtown. They are one of the reasons why residents greet each other in the hallways, maintain their building with pride and participate in weekly activities.

It wasn't always like this.

“When we first moved in, very few people ever said ‘Hi’ to you in the elevator,” recalls Alice. This inspired them to take steps to transform their building into a community.

They started off small, hosting a barbecue on the building's rooftop patio. Neighbours came out, word spread, and interests grew. They expanded their work to include weekly movie nights, Zumba exercise classes and advocating for improvements to common areas.

“Now, everyone says ‘Hi’ on the elevator,” says Jim.

While their families live out of town, Alice says they've created their own little family in their building.



**TOP: Jim and Alice pose on the rooftop where they host community BBQs. BOTTOM: The dynamic duo point out what's coming up on the activity board.**

To read the full story, visit [torontohousing.ca/jimandalice](http://torontohousing.ca/jimandalice)

**Who has positively contributed to your community? Tell us! Email [news@torontohousing.ca](mailto:news@torontohousing.ca)**

## Housing Update Inside >>

- A website for everyone .....p. 3 >>
- Who to call for safety services ...p. 4 >>
- How to avoid parking tickets .....p. 5 >>
- What do CSCs do? ..... p. 7 >>



**Want to get an advance copy of this newsletter by email? Tell us!** Send an email with your name to [news@torontohousing.ca](mailto:news@torontohousing.ca)

## Shaping the future of social housing

The City of Toronto released its *Tenants First* report in June. The report sets out a path to a stronger and better Toronto Community Housing and improved quality of life for tenants by adopting changes called for by the Mayor's Task Force.

The City's approach will involve tenants. The City will form a Resident Advisory Group to help guide how it develops its plan for moving forward. As well, tenants will be partners in an innovation lab that will improve how services are delivered.

While the City leads these efforts, Toronto Community Housing will continue to work closely with tenants to refresh our tenant participation system, improve customer service and create a first-ever tenant charter. These three projects are well underway and I'll report our progress in the next issue of Housing Update.

Have a safe and healthy summer.

**Greg Spearn**, President and CEO (Interim)



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

የተተረጎሙ ቀደምተኝ በመጠየቅ ለማግኘት ይቻላል።  
እባካቸው ደውሉልን 416-981-5500.

요청하시면 한국어로 번역된 사본을 구하실 수 있습니다.  
416-981-5500 으로 전화 주십시오.

تتوفر النسخ المترجمة عند الطلب.  
يرجى الاتصال على الرقم ٤١٦-٩٨١-٥٥٠٠

Przetłumaczone kopie dostępne są na prośbę.  
Prosimy zadzwonić 416-981-5500.

ভাষান্তরিত প্রতিলিপিগুলি অনুরোধ করলে পাওয়া যাবে।  
৪১৬-৯৮১-৫৫০০ নাম্বারে যোগাযোগ করুন।

Cópias traduzidas estão disponíveis mediante pedido. É favor telefonar para 416-981-5500.

要求索取翻译本可致电 416-981-5500.

Переведенные экземпляры предлагаются по запросам. Звоните, пожалуйста, 416-981-5500.

سخه ترجمه شده در صورت درخواست در اختیار شما قرار می گیرد.  
لطفاً به شماره 416-981-5500 تلفن کنید.

Waxaa la heli karaa koobiyo turjuman haddii la codsado. Fadlan wac 416-981-5500.

Des copies traduites sont disponibles sur demande. Veuillez téléphoner au 416-981-5500.

Ejemplares traducidos se encuentran disponibles a solicitud. Favor de llamar al 416-981-5500.

Μεταφρασμένα αντίγραφα είναι διαθέσιμα κατόπιν αιτήσεως. Παρακαλώ καλέστε 416-981-5500.

இதன் மொழிபெயர்ப்புப் பிரதிகள் உள்ளன. பெற விரும்புவோர் தயவுசெய்து 416-981-5500 ஐ அழையுங்கள்

विनंती करवाथी अनुवादित कोपी मणी शकथे.

મહેરબાની કરીને ૪૧૬-૯૮૧-૫૫૫૦ પર ફોન કરો.

Wo sre a, wo nsa beka nea y'akyere aseɛ no bi.  
Yesre se fre 416-981-5500.

Traduzioni di copie sono disponibili su richiesta. Siete pregati di telefonare al 416-981-5500.

Có sãn bản dịch nếu quý vị cần.  
Xin gọi số 416-981-5500.

## A website for everyone

Web accessibility is about removing barriers for people with disabilities so that all users have equal access to the information and functions on a website. Our new website was designed using the Web Content Accessibility Guidelines (WCAG) 2.0.

### What's different?

- No matter what device you are using, the website will resize to fit on your screen.
- If you use a screen reader, it will receive information in the correct order. You'll know where links lead to, and visual content includes alternative text that can be understood by a screen reader.
- Increased colour contrast and font size make it easier for users to read content.



### New features

- The Residents section has information about leases, transfers, utilities and community resources.
- New maps show parking, market rental vacancies and revitalization projects across the city.
- Forms are built into the website.

We'll continue to add new forms and features that make it easier to provide good service. If you see an error, please tell us by emailing [webmaster@torontohousing.ca](mailto:webmaster@torontohousing.ca)

## Enter the website contest to win a set of two Atlantic tote bags!

### HOW TO ENTER:

To be entered into a draw in September, **answer one of the three questions** below correctly and send your answers to [news@torontohousing.ca](mailto:news@torontohousing.ca)

1. If you type "repair" into the search bar on the homepage, what is the second item listed in the search results?
2. If you click on "calendar" what is the date of the first event listed in August?
3. What's the headline or title of one of the stories in the "What's new" section?

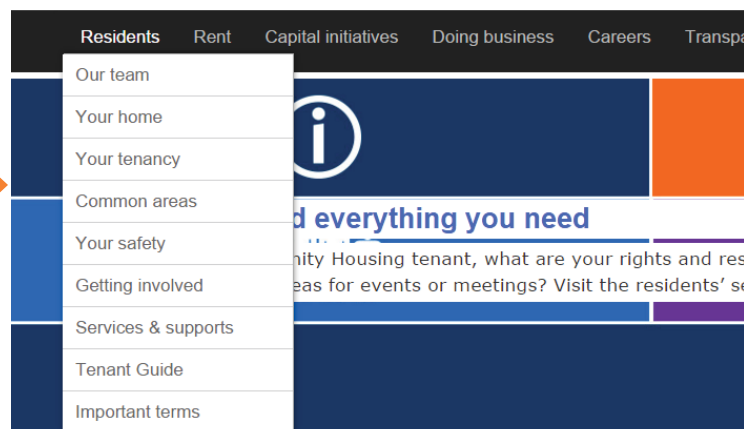
### BONUS ENTRY:

To double your chance of winning and be entered into the draw a second time, visit the Residents section ([torontohousing.ca/residents](http://torontohousing.ca/residents)) and tell us:

**What information is most useful to you?**



ABOVE: A duffle and cosmetic tote bag set (left) and a backpack and tote bag set (right).







# 100,000

the number of calls received by the Community Safety Unit each year

## When should you call the Community Safety Unit (CSU)?

Call **416-921-2323** to report noise disturbances, loitering and trespassing. We're available 24 hours.

CSU Special Constables have the authority of a police officer on Toronto Community Housing property.

Our safety staff also work with other law enforcement agencies by conducting over 900 joint patrols each year, partnering on special projects and sitting on community policing liaison committees.



### Did you know?

Toronto Community Housing uses more than 6,000 closed-circuit television (CCTV) cameras across the city.

Cameras help discourage criminal activity. If a crime happens, the footage from these cameras can be used in the investigation.

By 2020, Toronto Community Housing will replace all older analog cameras with new, high-resolution digital cameras. The digital cameras have more responsive features, including better imaging at night.

Camera use, footage retention, storage and disposal are governed by Toronto Community Housing's CCTV Surveillance Policy.



## Taking duty to heart: putting residents first

Special Constables Derek Anderson and Jason Kirkwood were recognized by Mayor John Tory and Police Chief Mark Saunders in April for their efforts to help keep communities safe.

For example, during a routine patrol with Toronto police, CSU officers came across a group of men drinking and smoking in a unit. One of the men matched the description of a suspect who had robbed a store earlier that day. Derek worked with police officers to gather evidence and eventually arrest the suspect. Police later found out that the man had a violent criminal history and was a serious threat to the community.

Last summer, Jason responded

to a call about a violent assault on a resident in the stairway of her building. The attacker was known to the victim, but she was too scared to identify him. Jason worked closely with



**Derek (left) and Jason holding their awards.**

the victim, offering support and advocating on her behalf. He convinced her to come forward to help police with the investigation. Jason contacted

members of the Major Crime Unit to set up interview times and accompanied her to the station as she provided a statement and identified the accused in a photo lineup.

Later that summer, Jason called officers from the Major Crime Unit and alerted them to the location of the suspect and Toronto police arrested him.

Whether it's mediating tough situations, connecting residents to supports they need or just being there to make someone feel safer, CSU officers take pride in the role they play in the community.

To read the full story, visit [torontohousing.ca/csu](https://torontohousing.ca/csu)

## Help your visitors avoid parking tickets

Are you expecting visitors? Do they need a place to park their car? Read on.

In **pay-and-display parking lots**, your visitors must purchase a ticket from the pay-and-display machines. Be sure to follow the instructions on the ticket and obey the signs at the location.

If there's a **non-pay and display parking lot** near you, as a resident, you are entitled to nine visitor parking permits each month for these lots. You can get a permit from your

Superintendent or at your Operating Unit or Property Management office.

### Is your vehicle registered to park on Toronto Community Housing property?

Be sure that you've provided vehicle ownership information and forms to your Operating Unit or Property Management office. All forms are online: [torontohousing.ca/residentparking](https://torontohousing.ca/residentparking)



## Did you know?

Toronto Community Housing oversees more than 3,000 visitor parking spaces across the city.

**All Toronto Community Housing CSU officers can write City of Toronto parking tickets. They can also have illegally parked cars towed from Toronto Community Housing property. If someone's in your parking spot, report it by calling 416-921-2323.**

# Thanks for writing us

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

“After the recovery of my mom, who had major emergency back surgery, Paul’s help and advice in getting her settled back in her apartment was greatly appreciated. Our Super Paul has always been helpful and approachable whenever I needed his help, despite his busy schedule.”

— resident, 2835 Lakeshore Blvd. W.

“We have an awesome Super: Konstantin is always willing to stop and help the residents even though he might have stacks of work orders in his hands. He is very respectful always smiling with residents, which in turn makes the residents smile a lot more.”

— resident, 2265 Jane St.

“Jerry is the best Superintendent. For the last 20 years, without fail, he has been very attentive to the needs of the tenants of St. James Town and to my building in particular. Thank you very much Jerry.”

— resident, 45 Rose Ave.

“Nineteen years ago...our first hard working Super, Art, was transferred after a couple of years. About a year ago, Art came back to this building and has commented on the children being all grown up. Our custodian (also named Art) works very hard keeping our building clean, the floors really shine. Thanks to both Arts, your work here is appreciated.”

— resident, 1 Church St.

“I have noticed Superintendent Eddie and CMP1 Jessie go the extra mile to make sure the place is cleaned up. Ever since they started working here, the place is spotless. I have seen them open the main entrance door for tenants, greet us and smile when you pass by.”

— resident, Humberline Dr.

**We’d love to hear more! Send an email to [news@torontohousing.ca](mailto:news@torontohousing.ca) or write to Housing Update at 931 Yonge St., 7th floor, Toronto, ON M4W 2H2**

## Emergency preparedness contest: Congrats Ronald!

Ronald won an official Red Cross emergency kit packed with helpful tools, including a flashlight, candle, waterproof matches and safety flares.

When we called Ronald to tell him he was the *Housing Update*’s spring issue contest winner, “I almost fainted! I never win anything!” he said, “I had to pinch myself to see if I was still there.”



“You never know, there could be a fire or a blackout or a medical emergency. It’s important to be ready. Everything that you pack into a bag could be useful, even something as small as a safety pin could help save your life,” Ronald said.

Want more tips? Find the *Get Emergency Ready High-rise Living* guide online. Visit [toronto.ca/oem](http://toronto.ca/oem)





## Helping residents find their way

While most residents live active and independent lives, some need help dealing with mental health issues, social isolation, limited mobility or disabilities.

Last year during a routine visit, a Superintendent noticed that a resident was very withdrawn. She had stopped taking care of herself and had not left her unit in a long time. He flagged that something was wrong and asked for staff to check in on her.

“When I first met her she was very shy, very timid, very soft-spoken,” says Sherry-Ann, a Community Services Coordinator.

The resident revealed that she had been living with depression for the past 22 years. She also had several health and mobility issues that prevented her from leaving her home.

Sherry-Ann reached out to Toronto Public Health’s Vulnerable Adults and Seniors Team. They worked together

with the resident to help connect her to a family doctor and a dietician. With this support, the resident left her home for the first time in five years to get a health card.

“She’s a completely different person now. She’s more vibrant, she’s moving about, she has more self-confidence. She’s even slowly going out and interacting with her neighbours and forming bonds with her community,” says Sherry-Ann.

**“As a human being, there’s a great sense of pride knowing that I’m able to help another person through a tough time in their life and there’s nothing like that feeling,” says Sherry-Ann, CSC.**

To read the full story, visit [torontohousing.ca/CSC](https://torontohousing.ca/CSC)

# 40

The number of CSCs working across the city

# 300

The growing number of partners we work with to help connect residents to the supports they need to live independently

## Need help?

The phone numbers for services and supports that may be helpful to you or a loved one are listed on our website, visit [torontohousing.ca/residents/community-services](https://torontohousing.ca/residents/community-services) or call 416-981-5500.



# What's on

Look for posters in your building, visit our calendar at [torontohousing.ca/events](http://torontohousing.ca/events), or call **416-981-5500** for information about events, meetings and how to sign up for programs. Here are a few dates to watch for:

Labour Day (Offices will be closed)  
**September 5**

Swimming pools close  
**September 5**

Heat turned on in buildings  
**September 15**

## Did you know?

The City of Toronto has an online map that shows activities and programs where you can drop in at the scheduled time without registering before. To look for opportunities close to home or work, visit [www1.toronto.ca/parks/dropin](http://www1.toronto.ca/parks/dropin) or call **3-1-1**



Get your copy of the *Tenant Guide*. Translations, large print, audio and braille versions are available. Call **416-981-5500** or visit [torontohousing.ca/tenantguide](http://torontohousing.ca/tenantguide)

## 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](http://torontohousing.ca)

**Email**  
[help@torontohousing.ca](mailto:help@torontohousing.ca)

## Social media

 **Twitter**  
[@TOHousing](https://twitter.com/TOHousing)

 **Facebook**  
[TorontoCommunityHousing](https://www.facebook.com/TorontoCommunityHousing)

 **Instagram**  
[torontohousing](https://www.instagram.com/torontohousing)