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Toronto Community Housing



# insidehousing

news from Toronto Community Housing

## CEO's Message

Dear stakeholders,

Last week I met with Board Chair Bud Purves and we agreed that I would continue as interim CEO to assist with the transition until the new President and CEO, Gene Jones, arrives on June 18th.

It has been my privilege to serve as interim CEO over the past 14 months. I thank the board for the opportunity and thank staff, tenants and stakeholders for the tremendous support they have given me. I have worked alongside many terrific people who truly care about social housing and Toronto Community Housing's mission.

Please be assured that I will continue to support Toronto Community Housing, and have every confidence the company can and will achieve its goals.

Len Koroneos  
Chief Executive Officer (interim)

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## inside

[Our new President and CEO](#)

[CMP consultations begin](#)

[Board town halls](#)

[Property management contracts begin](#)

[Best practice to be showcased at ONPHA forum](#)

[Vehicle fleet transfer](#)

## Our new President and CEO



Eugene E. (Gene) Jones, Jr. will be the new President and Chief Executive Officer of Toronto Community Housing. Jones has led transformational changes at several U.S. housing agencies during a distinguished career in public housing administration that has spanned nearly three decades. He will join Toronto Community Housing on June 18th. Read more on our [website](#). Listen to

Gene's interview with Matt Galloway on [CBC Metro Morning](#) (May 14).

Tell us what **you** would do if you were in our shoes

We are updating our strategic plan, the Community Management Plan (CMP). In June, we'll be consulting with staff, tenants, partners and stakeholders on what the company's strategic goals should be in the next CMP. As part of this process, we have posted [discussion papers](#) on our website. The papers provide key facts about our top three issues: maintaining our assets; providing sustainable services; and building healthy, safe and sustainable communities. We encourage you to read the papers and provide your input by e-mail, through [poll questions](#) on our website, or by taking part in stakeholder roundtables in June.

The last CMP guided our work from 2010 to this year. Read about the progress we made [here](#).

## Board town hall meetings

In April, the Toronto Community Housing board of directors held a series of four town halls with tenants. The meetings were chaired by Councillor Cesar Palacio (Ward 17, Davenport) and held in Toronto Community Housing buildings, where board members heard first-hand from tenants about issues that concern them. A report on the town halls will be brought to a future meeting of the [Tenant and Community Services Committee](#) and then to the full board, and will be made public.

## Partnering to provide quality services for tenants

Toronto Community Housing's new property management contracts started on May 1st. Awarded through a competitive bid process, the contracts cover about 12,000 units in six groups of buildings. Del Management Solutions will manage three groups. Ainsworth, Greenwin and MetCap Living Properties will each manage one group. We have created a Contract Management Unit to provide central oversight of property management contracts and liaise with the companies to promote a mutually beneficial working relationship. Read more [here](#).

## Sharing strategies for successful tenancies at ONPHA conference

Toronto Community Housing's [Unit Condition Follow-up Process](#) is getting a lot of attention from other landlords, and recognition as a best practice in the sector. Mary Boushel, manager, successful tenancies, will showcase the process at the upcoming [Hoarding Forum](#) organized by the Ontario Non-Profit Housing Association. Mary will describe Toronto Community Housing's four-stage process (featured in the [March 2012](#) edition of insidehousing), which staff are using to assess, prioritize and respond to urgent problems, and work with the City and other partners to resolve issues.

## Transfer of vehicle fleet to the City

In April, the City of Toronto assumed the management of the vehicle fleet for Toronto Community Housing and its subsidiary, Housing Services Inc. (hsi). The transfer will centralize and streamline administration, achieve efficiencies and reduce costs. For example, by purchasing gas through the City, the company will pay eight cents per litre less than the price at the pump. This is just one of the many steps we're taking to reduce costs and provide better housing and services to tenants across the city.

## Contact us

If you have any thoughts or questions about what you have read please feel free to contact:

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