

## This document is available in other languages

للحصول على نسخة مترجمة، الرجاء الاتصال بهذا الرقم  
اتصل على الرقم 416-981-5500 لطلب نسخة مترجمة  
ଅନୁବାଦିତ କୋପି ମେଲବା માટે ୪୧୬-୯୮୧-  
୫୫୦୦ પર ଫୋନ କରો.

致電416-981-5500要求翻譯副本。

برای دریافت ترجمه فارسی، با شماره زیر تماس  
بگیرید: 416-981-5500

Veillez appeler le 416-981-5500 pour  
demander une version traduite.

Καλέστε 416-981-5500 για να ζητήσετε  
ένα μεταφρασμένο αντίγραφο.

ଅନୁବାଦିତ କୋପି ମେଲବା માટે ୪୧୬-୯୮୧-  
୫୫୦୦ પર ଫୋନ କରୋ.

Chiamare il 416-981-5500 per chiedere  
una copia tradotta.

번역본을 원하시면 416-981-5500으로  
전화해 주십시오.

Aby otrzymać tłumaczenie należy  
zadzwoić pod numer 416-981-5500.

Ligue para 416-981-5500 para solicitar  
uma cópia traduzida.

Позвоните 416-981-5500, чтобы  
получить переведенную копию.

Was 416-981-5500 si aad u weydiisato koobi  
turjuman.

Llamen al 416-981-5500 para pedir un  
ejemplar traducido.

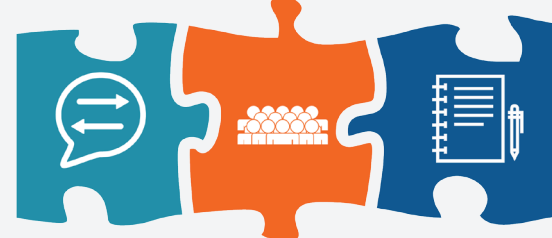
ஒரு மொழிபெயர்ப்புப் பிரதியை பெற 416-981-  
5500 இலக்கத்தை அழைக்கவும்.

Fr 416-981-5500 na bisa krataa no  
asekyere wo Akan kasa mu.

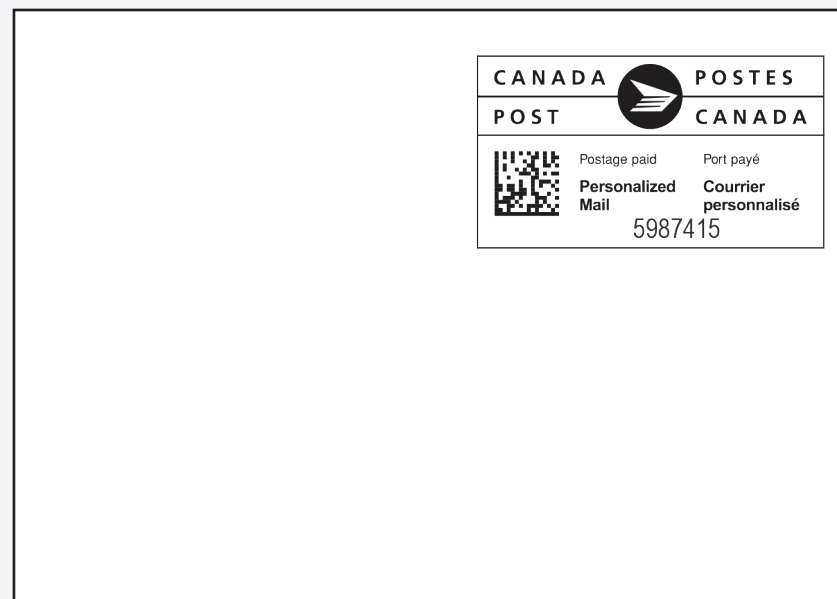
Vui lòng gọi số 416-981-5500 để hỏi lấy một  
bản dịch.



### Positive tenant experience



### Tenant Engagement System Refresh Update



## Tenant Engagement System Refresh

Summer 2018



### Positive tenant experience



### What's inside

History of the Tenant  
Engagement System.....**p.2**

How to get involved in your  
community.....**p.2**

Next steps.....**p.3**

### Your community, your say

Toronto Community Housing remains committed to working with tenants to develop a new tenant engagement system model.

Guided by the principles of being respectful, equitable, informative, inclusive and collaborative, we hope to offer all tenants a voice on community-related decision-making to promote a positive tenant experience.

### Get involved

Email: [EngagementRefresh@torontohousing.ca](mailto:EngagementRefresh@torontohousing.ca)

Website: [torontohousing.ca/ter](http://torontohousing.ca/ter)

Phone: 416-981-4435



@TOHousing



TorontoCommunityHousing



@torontohousing



### Did you know?

The Resident and Community Services team engaged with close to 40,000 tenants through our programs and activities in 2017.

# Your community, your say

Do you have ideas that would help your community come together?

We are currently refreshing the Tenant Engagement System and your ideas and views can help shape the final model.

## How did we get here?

**2003:** The City of Toronto mandated Toronto Community Housing Corporation (TCHC) to create a tenant engagement system.

**2008:** The current tenant engagement system began.

**2015:** Following the Mayor's Task Force recommendations, TCHC committed to refresh the engagement system by working with tenants.

**2015:** At an Open Space Forum, tenants identified common issues with the current model and co-developed a plan for moving forward.

**2015:** A group of tenants and TCHC co-developed the "Take 5 survey."

**2016:** Tenants received feedback from the "Take 5 survey" through nine town hall meetings held across the city.

**2017:** The City-Wide Tenant-Staff Engagement Advisory Committee (CWTSEAC) was formed to develop a shared vision and operational principles to guide any changes to the current tenant engagement system.

**2017:** CWTSEAC presented 52 recommendations to the Tenant Services Committee of TCHC's Board of Directors. The Tenant Services Committee adopted the principles of these recommendations.

## What's happened/What's next?

**January 2019**

Implement the new tenant engagement system

**December 2018**

Present the tenant engagement system implementation plan to TCHC's Board of Directors for approval

**November 2018**

Present the tenant engagement system implementation plan to the Tenant Services Committee for approval

**October 2018**

Present draft of implementation plan to tenants for feedback

**July 2018**

Create a financial model for the new tenant engagement system

**May to September 2018**

Hold community consultations on local priorities and engagements methods, and tenant council consultations on policies and procedures

**April to May 2018**

Provide an update on the CWTSEAC recommendations, R-PATH engagement and accessibility consultations

## How can I get involved?

Toronto Community Housing is partnering with tenants to make sure that the new tenant engagement system increases participation and creates a positive tenant experience. You can have a say on issues that impact your community, have input on local decision-making, and make sure there is accountability and processes to create solutions for local issues.

### Ways you can get involved:

- building and local community meetings
- lobby and community intercepts
- building and community surveys
- local community forums

Learn more at [torontohousing.ca/ter](http://torontohousing.ca/ter)



## In 2017:



**10,477** tenants participated in our energy conservation programs



**\$256,000** worth of scholarships were awarded to more than 70 youth