

Refreshing the Tenant Engagement System at Toronto Community Housing

Background

- In 2003, the City of Toronto, in its capacity as the sole shareholder for Toronto Community Housing (TCHC), mandated TCHC to develop a Tenant Engagement System to incorporate tenants in the decision-making processes of the organization.
- Following the 2015 Tenant Representatives Election, TCHC's Executive Leadership Team approved a project to assess how the tenant engagement model facilitates effective support for tenant groups and to identify tenant engagement models required for communities.

Tenant Engagement Process

Open Space Forum (tenant consultation)

- Tenant consultation to identify common issues with current Tenant Engagement System model; and co-develop a plan for moving forward
- Over 50 tenant participants

Take 5 Survey

- Developed, implemented, and analyzed a survey to understand tenant knowledge and experience with existing Tenant Engagement System
- 457 tenants completed the “Take 5” Survey

Tenant Town Hall Meetings

- Shared Take 5 survey results; collected feedback;
- 9 town hall meetings - 3 meetings per directorate

City-Wide Tenant-Staff Engagement Advisory Committee

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

Vision

To foster tenant engagement and to build vibrant communities through diverse, inclusive and collaborative methods to give all tenants of TCH a voice and input into community related decision making.

Advisory Committee Guiding Principles

Guiding Principles

Respect: Mutual respect between all involved

Equity: Ensuring equal treatment for all involved

Informative: Ensuring all involved have the capacity to make informed decisions

Inclusive: A system that is inclusive and representative of all TCH tenants

Collaborative: Working together as partners

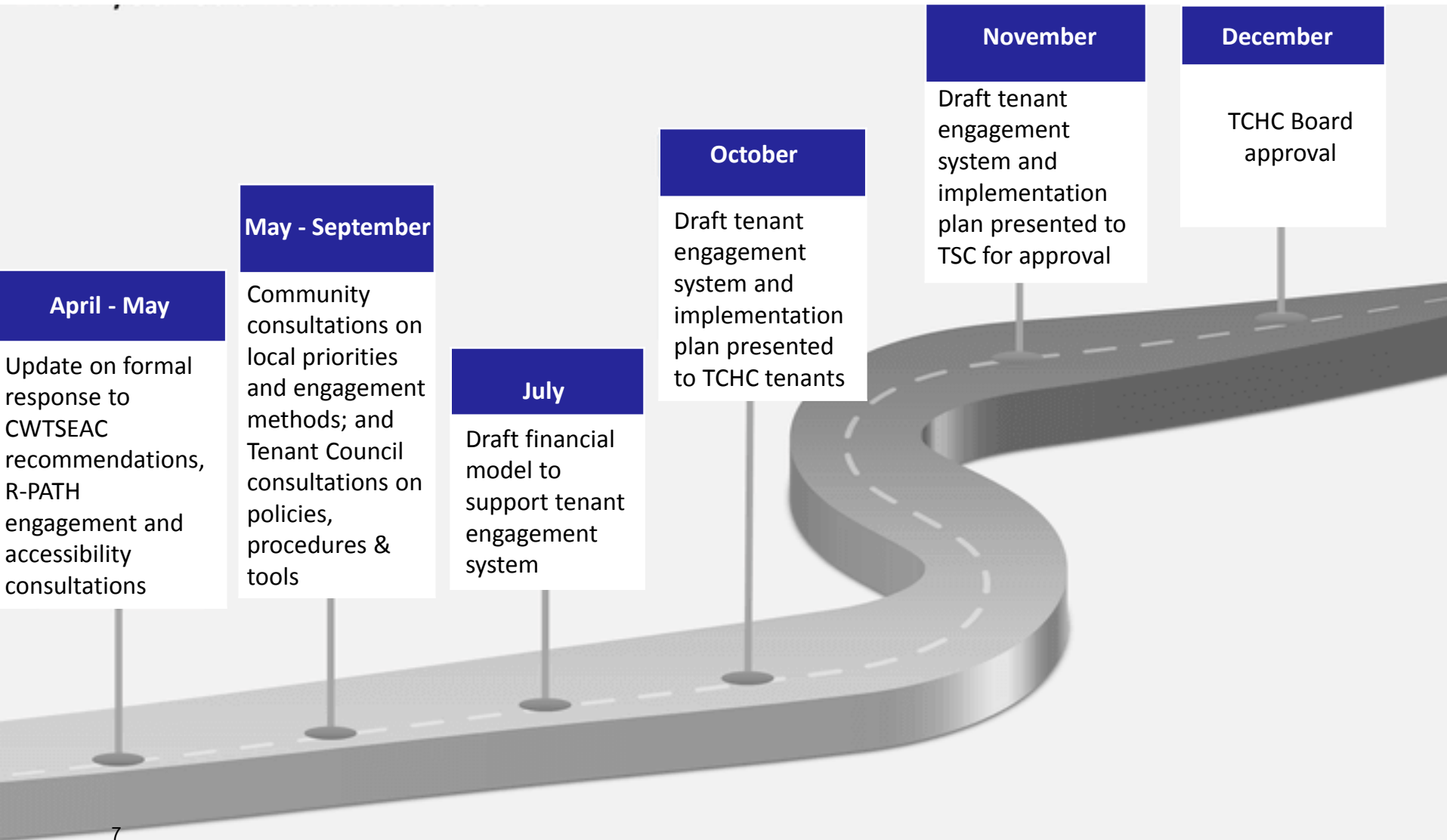


Advisory Committee Recommendations

In order to maximize the potential of Tenant Councils and Tenant Representatives, the Tenant-Staff Engagement Advisory Committee has made 52 recommendations under six key objectives :

1. Establish a Governance System
2. Create an Accountability Framework
3. Knowledge & Information- Buildings Profile
4. Communications
5. Increase Tenant Participation
6. Capacity Building for Tenants and Staff

Tenant Engagement System Refresh 2018 Roadmap



How do I get involved?

1. Building and community meetings
2. Lobby and community intercepts
3. Building and local community surveys
4. Local community forums



What are the priorities for your building/community?

Questions?

