



**2020
Doorashooyinka
Daganaha**



Positive tenant experience



**Toronto
Community
Housing**

Agendada



1. Soo Dhawow iyo Horudhaca



2. Sababta aan anaga halkaan u joogno maanta



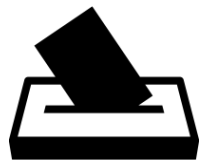
3. Siistemka Ka Qeybgelinta Dagganaha



4. Habka Doorashada Kireystaha



5. Ma ku fakartaa in aad isa soo sharaxdid?



6. Maalinta Doorashada



7. Su'aalo/faalo



Sharciyada aasaasiga

- **Dhageyso dadka kale unga ogolow in ay hadlaan.**
- **Uga jawaab si xushmad leh.**
- **Kor ka eeg mabaadiida Dastuurka Dagganaha:**
 - **Xushmadda**
 - **Wada shaqeynta bulshada**
 - **Xisaabtanka**
 - **Daacadnimo**
 - **Helitaanka**



Sababta aan anaga halkaan u joogno maanta

Si looga hadlo:

- Siistemka Ka-Qeybgelinta Dagganaha
- Habka Doorashada Dagganaha
- Sida aad adiga uga qeybgeli kartid
- Sida loo noqdo Wakiilka Bulshada
- Sida loo doorto Wakiilka Bulshada

Tenant Engagement System

1. Building or townhouse level

Who makes up the building or townhouse level?

- 1. Community representatives
For every 250 households, two representatives are elected by tenants.
- 2. Building or townhouse committees
Open to all tenants



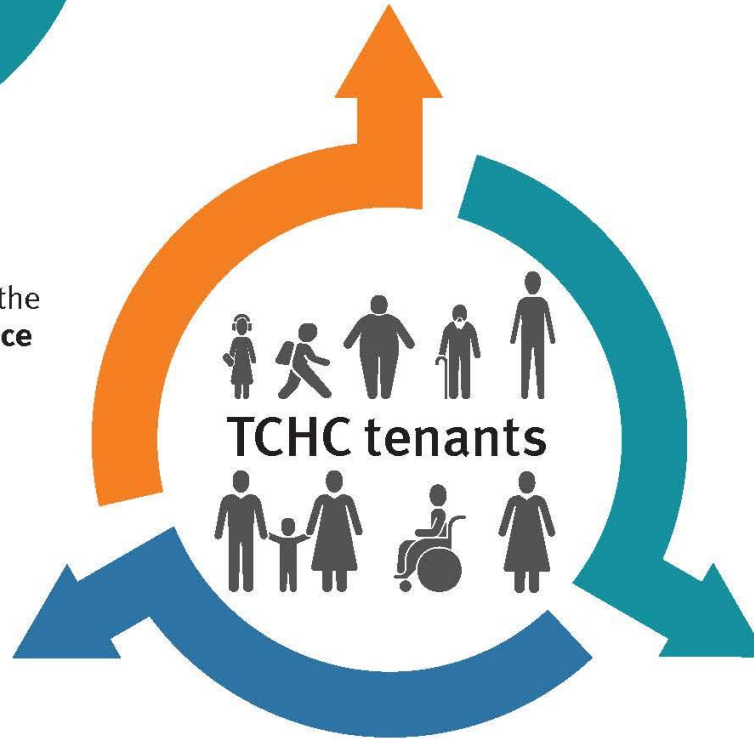
2. Community level

Tenants from every building or townhouse level structure are elected or selected to represent their community at the **Tenant Community Action Table**.

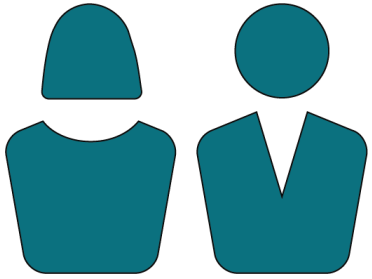


3. City level

Tenants are selected through an application process to make up the **City-wide Tenant-Staff Governance Oversight Committee**.



Addressing tenant priorities to build vibrant communities



Wakiilada Bulshada

- **Habka xulashada:** Dagganeyaasha waxay doran karaan labo wakiil marka la soo qaado 250 reer kasta
- **Ka tirsanaanta:** Dhamaan dagganeyaasha, sida kuwa toos iyo si gaar ah ugu nool bulshadaha sida gaarka ah loo maamulo iyo Qeybta Guryaha Ku Meel Gaarka Waayeelka (Interim Seniors Housing Unit), waa is-sharaxi karaan iyo waa bixin karaan codkooda.
- **Termka:** Termka saddaxda sanno ee ku dhamaada Abriil 15, 2023
- Wakiilada la soo doortay waxay kaloo xubin ka yahiin Jadwalka Falka Bulshada Dagganaha (Tenant Community Action Table)

Habka Doorashada Dagganaha



1. Kullamada macluumaadka: **Febraayo 3, 2020 ilaa Maarso ~~9, 2020~~**

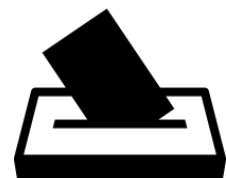
2. Muddada magacaabidda: **Febraayo 3, 2020 ilaa Maarso 16, 2020**



3. Ololaha musharaxiinta: **Febraayo 3, 2020 ilaa Abriil 15, 2020 marka ay tahay 11:59 p.m.**



4. Shirka dhamaan musharaxiinta: **Maarso 24, 2020 ilaa Abriil 8, 2020**



5. Doorashooyinka la soo hormariyo: **Abriil 9, 2020**

6. Maalinta Doorashada: **Abriil 16, 2020**



Sida aad adiga uga qeybgeli kartid

Toronto Community Housing



Ahaw musharax
ama magacaaw
musharax

La hadal
deriskaada

Qaado
qoraalada
doorashada
lana wadaag
deriskaada

Booqo
[torontohousing.ca/
tenantelections](https://torontohousing.ca/tenantelections)

Nagala soco
meediyaha
bulshada iyo
nala qeybso
wararka

Imaashada?
dhamaan musharax
shirka

Codeey Maalinta
Doorashada: Abriil
16, 2020



Kor ka eegidda kaalinta Wakiilka Bulshada

Kaalintaada adiga oo ah Wakiilka Bulshada (Community Representative) oo ku sugan dabaqa dhismaha/guriga "townhouse", waxaad:



- La shaqeyn doontaa dagganeyaalka, Wakiilo kale oo ka socda Bulshada (other Community Representatives), shaqaale iyo iskaashi si loola socdo loona fulliyo Qorshaha Hawsha Bulshada deegaanka (Community Action Plan).*
- Wada hadal furan oo socda la yeelo dhamaan dagganeyaasha bulshada.
- Ka qeybgeli iyo ku dhiirigeli xubnaha bulshada in ay ka soo qeybgalaan.
- La socodsii kireysteyaasha.
- Qabso shirarka bulshada saddaxdii bil kasta.
- Mattal bulshada adiga oo ka hadla waxyaabaha muhiimka u ah dagganaha.
- U dood bulshada.

* Sannadkii 2019, dagganeyaasha iyo shaqaalaha waxay ka wada shaqeyeen Qorshooyinka Hawsha Bulshada (Community Action Plans) ee soo taxa hawlaha iyo xalka muhiimka ah taasoo ka jawaabeysa saddaxda shay ee ugu muhiimsan sida ay u tilmaameen dagganeyaasha sannadkii 2018.

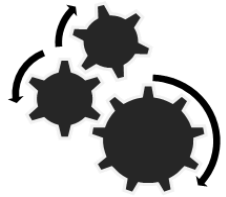


Kor ka eegidda kaalinta Wakiilka Bulshada



Kaalintaada adiga oo xubin ka ah Jadwalka Hawsha Bulshada Dagganaha (Tenant Community Action Table), Wakiilada Bulshada waxay:

- Si firfircoon uga qeybgal falka Bulshada Dagganaha (Tenant Community Action Table) adiga oo taga shirarka.
- La shaqeey xubnaha Jadwalada Hawsha Bulshada Dagganaha (Tenant Community Action Tables), shaqaalaha iyo kuwa daneeya si ay isu dhaafsadaan fikradaha una tilmaamaan xalka iyo xiiladaha wax ka qabta waxyaabaha muhiimka u ah dagganaha.
- Ilo u qorsheey si wax looga qabto waxyaabaha muhiimka u ah dagganaha.
- La wadaag xasuusta aad ka soo qortay shirarka.



Waxyaabaha la filaayo



1. In loo hoggaansamo waxyaabaha uu aaminsan yahay Dastuurka Dagganaha Guryaha Bulshada Toronto (Toronto Community Housing's Tenant Charter): xushmad, wada shaqeynta bulshada, xisaabtan, sharaf, helitaan.

2. In loo hoggaansamo Xuquuqda Aadanaha Guryaha Bulshada Toronto (Toronto Community Housing's Human Rights), Kadeedka (Harassment) iyo Siyaasadda in aad Heshid Xaqa (Fair Access Policy)

3. In loo hoggaansamo mabaadiida muhiimka ah iyo waxa laga aaminsan yahay Siistemka Ka-Qeybgelinta Dagganaha (Tenant Engagement Sistemka)



4. In loo hoggaansamo Qodobada Tixraaca (Terms of Reference) iyo Xeerka Asluubta (Code of Conduct) ee la saffan mabaadiida iyo waxa uu aaminsan yahay Dastuurka Dagganaha (Tenant Charter) kana mid ah dhamaan sharuudaha helitaanka sida hoos timaado Sharciga Helitaanka Dadka Ontariyo ee Itaalka Darran (Accessibility for Ontarians with Disabilities Act) iyo Xuquuqda Aadanaha, Kadeedka iyo Siyaasadda Helitaanka Xaqa ee TCHC (TCHC's Human Rights, Harassment and Fair Access Policy).

5. In laga qeybgalo tababar waajib ah iyo kullanada wargelinta kuna saabsan siyaasadaha Guryaha Bulshada Toronto (Toronto Community Housing)



Sida TCHC u taageerto Wakiilada Bulshada



TCHC waxay taageertaa Wakiilka Bulshada:

- Waxay bixisaa tababar waajib ah iyo waxbarasho iyo fursado lagu dhiso awoodda.
- Waxay bixisaa qalab iyo ilaha lagu fulliyo kaalinta iyo mas'uuliyadda.
- Waxay meesha ka saartaa waxyaabaha ku dadban ka-qeybgalka sida bixinta raashinka iyo soo celinta kharashka gaadiidka, tarjamada qoraalka iyo tarjamada afka, iwm.
- Waxay taageero siisaa arjiyada Maaliyadda Hawsha Dagganaha (Tenant Action Funds).



Yaa isu sharaxi kara in uu noqdo Wakiilka Bulshada?



Musharaxa Wakiilka Bulshada waa in uu ahaado:

- Daggane, dadka la daggan ama kuwa ku tiirsan dagganaha, gudaha dhismaha ama bulshada guryaha "townhouse" meesha isaga/iyada iska soo sharaxday.
- Qof ka diiwaan gashan kirada reerka TCHC oo taageero ka haysta daggane kale oo ku nool isla dhismaha/guryaha "townhouse" meesha musharaxa iska soo sharaxay.
- 16 sanno jir ama ka badan marka la gaaro waqtiga la gudbiyo foomka magacaabidda si loo magacaabo ama si uu u magacaabo musharax.
- Dagganaashada musharaxa waa in ay ahaato mid wanaagsan;

Xasuusin: Ma noqon karaan Wakiilada Bulshada (Community Representatives) shaqalaha joogtada ee shaqeeya waqti buuxa kana tirsan Guryaha Bulshada Toronto (Toronto Community Housing), Dagganeyaasha Muhiimka ah (Resident Key Persons), Wakiilada Guryaha Qolalka (Rooming House Representatives) iyo xubnaha qoysaskooda ee ka tirsan reerkooda.



Dagganaashada wanaagsan

Dagganaha wanaagsan waxaa loola jeedaa:

- a) In dagganaha/reerka aysan ku aruurin kharash la xariira kirada ay ku leedahay Guryaha Bulshada Toronto (Toronto Community Housing) ama, haddii ay jiraan kharash ku aruuray, in ay saxiixeen heshiis ay la galeen Guryaha Bulshada Toronto (Toronto Community Housing) in ay dib u bixiyaan kharashka ku aruuray iyo in ay u hoggaansamaan heshiiskaas.
- b) In Guryaha Bulshada Toronto (Toronto Community Housing) aysan talaabo sharci ka qadin dagganaashada [tusaale, in aysan arji ka soo horjeedo dagganaashada aysan u gudbinin Guddiga Milkiileyaasha iyo Dagganaha (Landlord and Tenant Board)].
- c) In aysan jirin falal uu soo sheegay dagganaha, reerkiisa/reerkeeda ama martida, oo ku saabsan ama la xariira hantida TCHC, taasoo u dhigan jebin culus oo loo geystay sharciga federaalka, dagmada ama dawladda hoose.
- d) In aysan jirin dabeecado ka soo horjeeda bulshada oo la soo sheegay, sida rabsho socota uu ka dambeeyo dagganaha, reerkiisa/reerkeeda, ama martida oo faragelisa raaxada macquulka ah ee guriga ama guryaha si milkiilaha ama dagganaha u isticmaalosi macquul ah taasoo aan lagu xallinin maamulka dagganaashada.



Foomka Magacaabidda

Foom kasta oo la xariira magacaabidda waa in uu soo saxiixo musharaxa, taasoo muujisa in uu isaga/iyada:



- Ogolaatay magacaabidda.
- Waafaqday heshiiska ku saabsan qodobada tixraaca iyo heerarka asluubta.
- Bixisay ruqsad in la isticmaalo sawirada iyo magacyada, sida laga rabo warqadda cod bixinta iyo qoraalada kale ee la xariira doorashada dagganaha, daabacaadda ama xagga ujeedada xoojinta ka-qeybgelinta bulshada iyo isgaarsiinta.



Maanta gudbi foomka magacaabidaada ama kama dambayn Maarso 16, 2020 marka ay tahay 4 p.m.



Shaqaalaha waxay xaqiijin doonaan qabashada magacaabidaada iyo waxay xaqiijin doonaan in aad xaq u leedahay.



Hambalyo ku saabsan go'aankaada in aad u tartantid booska Wakiilka Bulshada (Community Representative)!

Waxa aad u baahan tahay in aad ogaatid:

- In aad soo saartd fariimo muhiim ah
- In aad madaxa ku haaysid dabeecadaada inta lagu dhex jiro waqtiga ololaha: In TCHC aysan u dul qaadan doonin ololaha xun.
- In aad heli kartid ilo.
- In aad raadsatid dadka ku shaqeeyo iskaa wax u qabso iyo in ogaatid dadka adiga ku taageersan.
- In aad baratid arrimaha ka jira bulshadaada iyo in aad ogaatid dadka ku dhageysta.
- In aad firadaada la qeybsatid dadka kale marka aad timaadid shirka loo qabto dhamaan musharaxiinta.
- Muddada ololaha waxay dhamaataa Abrill 15, 2020 marka ay tahay 11:59 p.m.

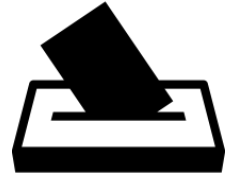


Ololaha musharaxiinta

Waxaa jira fursado oo dagganeyaasha ku kaalmeeya in ay fahmaan sababta aad u tahay qofka ku habboon in uu noqdo Wakiilka Bulshada (Community Representative).

Saddax siyaabo aad ku horumarisid naftaada:

1. In aad soo saartid kaddibna soo gelisid xayaysiinta ololaha ee ku soo saara adiga iyo waxa aad ku talojirtid in aad samaysid.
2. In aad dagganeyaasha kula xariirtid wiji-ka-wiji, meelaha la marmaro, albaabkooda ama meelaha kale gudaha bulshada.
3. In aad ka qeybgashid shirka dhamaan musharaxiinta.



Maalinta Doorashada



- Musharaxiinta looma ogola in olole ku qabtaan dhismahooda ama meel u dhaw goobta cod bixinta Maalinta Doorashada (Election Day).
- Musharaxiinta ama dagganeyaasha looma ogola in ay ku warwaregaan goobta doorashada haddii aysan bixineynin codkooda.
- Kaddib marka aad bixisid codkaada, waa in aad ka tagtid goobta cod bixinta
- Qof kasta oo cod bixiye ah waa in uu la yimaado aqoonsi waqtiga diiwaangelinta goobta cod bixinta.
- Dhamaan dagganeyaasha ku sugan dhismaha/bulshada ee ka weyn 16 sanno waxay xaq u leeyahiin in ay bixiyaan codkooda
- Dagganeyaasha waxay codkooda baxsan karaan hal mar keliya.
- Cod bixiyeyaasha waxaa la siin doonaa warqad nadiif ah oo lagu bixiyo codka. Kaddib marka ay helaan warqadda codbixinta aan weli la isticmaalin, waa in ay gadaal ka maraan daaha cod bixinta, calaameyaan codkooda, laalaabaan kaddibna geliyaan gudaha sanduuqa cod bixinta.
- Dagganeyaasha waxaa lagu soo dhaweynaa in dadweynaha tiriyo codadka kuna dhawaaqaan natijadaha kaddib marka cod bixinta dhamaato.

Mahadsanid,

*Safarkaada cusub wuxuu bilaaban doonaa **iminka***

#Bulshadaada Waxa aad Sheegi Lahayd




Toronto
Community
Housing



Macluumaad badan

 EngagementRefresh@torontohousing.ca

 torontohousing.ca/tenantelections

 416-981-4435

Xariiri

 @TOhousing

 @TorontoCommunityHousing

 @torontohousing

 @TorontoCommunityHousing



Su'aalo?