



Positive tenant experience



# Ku biir

# Guddiga Dhismaha/Guriga "Townhouse"



Toronto  
Community  
Housing

# Agendada



1. Soo Dhawow iyo Horudhaca



2. Sababta aan anaga halkaan u joogno maanta



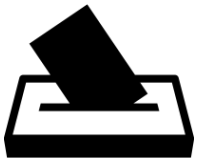
3. Siistemka Ka Qeybgelinta Dagganaha



4. Sida loogu biiro guddigaada



5. Ma ku fakartaa in aad noqotid Wakiilka Bulshada?



6. Abriil 16, 2020 Xulashada Wakiilada Bulshada (Community Representatives)



7. Su'aalaha

# Sharciyada aasaasiga



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



# Maxay tahay sababta aan halkaan u joogno maanta

Ka hadal:

- Siistemka Ka-Qeybgelinta Dagganaha
- Sida aad adiga uga qeybgeli kartid
- Sida loogu biiro guddigaada
- Sida loo noqdo Wakiilka Bulshada (Communit Representative)
- Sida Wakiilada Bulshada loo xullan doono maalinta Abriil 16, 2020



# 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

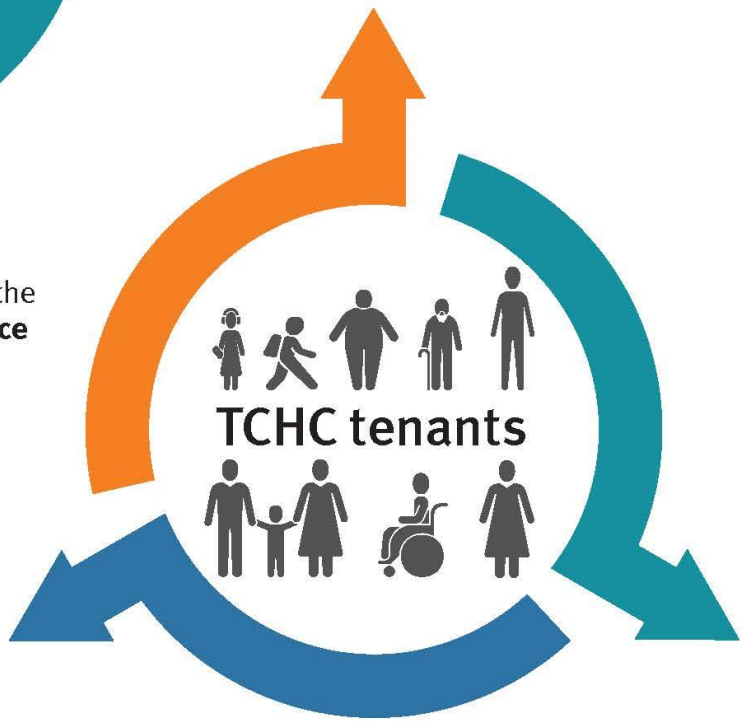
## 3. City level

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



## 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.**



**Addressing tenant priorities to build vibrant communities**



# Dhismaha/Guriga "Townhouse" Guddiga

**Habka xulashada:** U furan dhamaan dagganeyaasha, sida kuwa toos iyo si gaar ah ugu nool bulshadaha la maamulo iyo Qeybta Guryaha Ku Meel Gaarka Waayeelka (Interim Seniors Housing Unit).

**Ka tirsanaanta:** Waxaa loo baahan yahay tirada ugu yar dagganeyaasha in ay sameyaan guddiga. Ma jirto xad loo sameyay inta qof ee ka soo qeybgeli karta.

**Termka:** Termka saddaxda sanno ee ku dhamaada Abriil 15, 2023

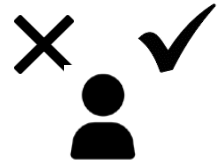
**Mattalaadda Miiska Hawsha Bulshada Dagganaha:** Guddiga wuxuu xullan doonaa labo xubin.

# Kor ka eegidda hawsha



1. Fur shirarka lagula xariiro telefoonka si aad u dhistid guddiyada:

**Febraayo 3, 2020 ilaa Maarso 9, 2020**



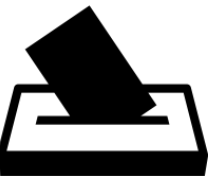
2. Muddada magacaabidda qof kasta oo daneeya in uu noqdo Wakiilka Bulshada:

**Febraayo 3, 2020 ilaa Maarso 16, 2020**



3. In lala xariiro xubnaha guddiga:

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



4. Xulashada iyo codka la siiyo Wakiilada Bulshada:

**Abriil 16, 2020**



# Sida aad adiga uga qeybgeli kartid

Toronto Community Housing



Ku biir  
Guddiga

Ahaw musharax  
ama magacaaw  
musharax

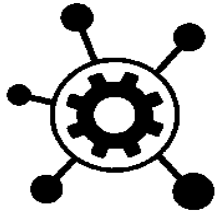
La hadal  
deriskaada  
kuna dhiirigeli  
in ay ku soo  
biiraan

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

Nagala soco  
meediyaha  
bulshada iyo  
nala qeybso  
wararka

Xullo  
Bulshada  
Wakiilada  
bisha Abriil 16, 2020



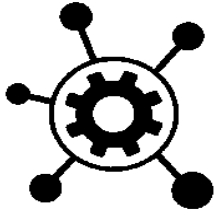


# Kor ka eegidda kaalinta Xubinta Guddiga Dagganaha (Tenant Committee Member)

Kaalintaada adigoo ah xubin ka tirsan guddiga oo ku sugan dhismaha/heerka guriga "townhouse", waxaad:

- La shaqeysid dagganeyaalka, Wakiilo kale oo ka socda Bulshada (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 shaqeeyeen 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.

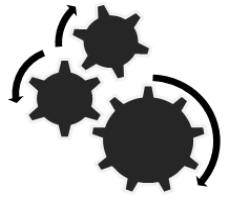


# Kor ka eegidda kaalinta Wakiilka Bulshada



**Kaalinta aad ka qaadatid dhismaha/heerka guriga "townhouse" waxaa kuu sii dheer, haddii guddiga ku soo doorto adiga, waxaad:**

- 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.



# Waxaabaha la filaayo



1. U hoggaansami doontaa 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 kullanaada 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).



# Sida loogu biiro guddigaada?

## Saxiix foomka dhawaaqa guddiga maanta:

- Xaqiiji in aad tahay daggane, in aad tahay la-daggane, in aad ku tiirsan tahay daggane (dagganeyaal), ku sugan dhismaha ama bulshada guryaha "townhouse" meesha aad dooneysid in aad ku jiirtid guddiga;
- Xaqiiji in aad jirtid 16 sanno, ka jirtid kirada reerka dhismaha/bulshada guryaha "townhouse" meesha aad ku nooshahay;
- Waafaqday heshiiska ku saabsan qodobada tixraaca iyo heerarka asluubta.
- Bixiyo ruqsad in uu isticmaalo magaca iyo sawirada xagga daabacaadda, guud ahaan ujeedooyinka ka-qeybgalka dagganaha iyo/ama xoojinta ka-qeybgalka iyo isgaarsiinta.



# Yaa noqon kara Wakiilka Bulshada

## Musharaxa Wakiilka Bulshada waa in uu ahaado:

- ahaado daggane ka tirsan guddiga, taageero ka haysta xubin kale oo ka tirsan guddiga kuna sugan dhismaha ama bulshada guryaha "townhouse" meesha isaga/iyada iska soo sharaxday. Adiga waad is magacaabi kartaa;
- Dagganaashada musharaxa waa in ay ahaato mid wanaagsan;

**Xasuusin:** Ma ka qeybgeli 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 xaqiiqin doonaan qabashada magacaabidaada iyo waxay xaqiiqin doonaan in aad xaq u leedahay.





# Ololaha Musharaxiinta - Xariirinta Xubnaha Guddiga (Committee Members)

## Waxa aad u baahan tahay ka hor inta aadan bilaabin ololahaada

- Waxaad xubnaha guddigaada ku kaalmeysaa in ay fahmaan sababta aad u tahay qofka ku habboon in uu noqdo Wakiilka Bulshada (Community Representative).
- In aad soo saartid fariimo muhiim ah
- Madaxa ku haay dabeecadaada inta lagu dhex jiro waqtiga ololaha: TCHC ma u dul qaadan doonto 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.
- La qeybsatid aragtidaada maalinta Abriil 16, 2020, marka xubnaha guddiga dooran doonaan labo ka mid ah Wakiilada Bulshada.
- Muddada ololaha waxay dhamaataa Abriil 15, 2020 marka ay tahay 11:59 p.m.



# **Abriil 16, 2020 Xulashada Wakiilada Bulshada (Community Representatives)**

## **Waxa xubnaha guddiga u baahan yahiin in ay ogaadaan:**

- Xubaha guddiga in ay xushaan labo dagganeyaal oo ka mid noqda Miiska Hawsha Bulshada Dagganaha (Wakiilada Bulshada)
- Musharaxiinta Wakiilka Bulshada waxaa la siin doonaa fursad ay fikradooda la wadaagaan una sheegaan xubnaha guddiga sababta ay u danneyaan
- Haddii aysan awoodin in ay yimaadaan, xubnaha guddiga waa in ay foomka mattalaadda u saxiixaan xubin ka tirsan guddi kale oo iyaga mattala una bixiya codkooda
- Natijadaha waxaa lagu qoraa boostar kaddibna waxaa lagu soo dhejin doonaa bulshadaha

**Mahadsanid,**

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

*#Bulshadaada Waxa aad Sheegi Lahayd*




Toronto  
Community  
Housing

# Macluumaad badan

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

 [torontohousing.ca/tenantelections](http://torontohousing.ca/tenantelections)

 416-981-4435

# Xooji xariirinta

 @TOhousing

 @TorontoCommunityHousing

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# Su'aalo?