



Terms of Reference

Building/townhouse level: Tenant Committee Members and Community Representatives

Mandate

Tenant Committee Members and Community Representatives at the building/townhouse level are responsible for monitoring and evaluating the implementation of their Community Action Plan (CAP), which outlines key activities and solutions in response to tenant identified priorities.

Objectives

Tenant Committee Members and Community Representative will

- foster tenant engagement and build vibrant communities through diverse, inclusive and collaborative methods
- aim to ensure that tenants are valued in all local decision-making processes

Values

Tenant committee members and Community Representative will:

- adhere to the Toronto Community Housing Tenant Charter values: respect, community collaboration, accountability, integrity, accessibility
- adhere to *Toronto Community Housing's Human Rights, Harassment and Fair Access Policy*
- adhere to the core principles and values of the Tenant Engagement System:
 - respect: mutual respect between all involved
 - equity: ensuring equitable treatment for all involved



- informative: ensuring all involved have the capacity to make informed decisions
- inclusive: inclusive and representative of all TCHC tenants
- collaborative: working together as partners
- innovative: continue to foster innovation and change

Membership roles and responsibilities

All Community Representatives or Building/Townhouse Committee members will

- work with tenants, staff and community partners/neighbourhood groups to identify tenant priorities and implement the Community Action Plan developed by tenants
- work with local Building/Townhouse Committee members or local Community Representatives to hold at least quarterly building/community meetings and events that encourage and bring culturally diverse/mixed-income communities together
- represent tenants in their community and liaises with staff on local issues
- promote the availability of funds for the community, including posting, emailing, face-to-face, etc. (e.g., Participatory Budgeting, Tenant Action Funds)
- share information from TCHC with tenants in their community (e.g., event posters, updates, opportunities) as well as information about local community programs and initiatives
- maintain an open and ongoing dialogue with all tenants in the their local community, including other Community Leaders and fellow Building/Townhouse Committee Members or Community Representatives, including attending and participating in meetings and sharing decisions made by the Building/Townhouse Committees or Community Representatives at the local level
- help direct tenants to appropriate sources to address their concerns (Client Care, Superintendent, etc.)



- participate in a mandatory accessibility training and an orientation session on applicable Toronto Community Housing policies
- participate in capacity building training to enhance their leadership skills and support them in fulfilling their roles
- Adhere to a Code of Conduct aligned with principles and values of the Tenant Charter including all requirements for accessibility under the Accessibility for Ontarians with Disabilities Act and TCHC's Human Rights, Harassment and Fair Access Policy

Decision making

Tenant committee Members and Community Representatives will:

- brainstorm and have discussion with the committee or fellow Community Representatives before decisions are made
- respect all decisions made by the group based on an absolute majority rule of 50 per cent plus one of members present on the day the decision was made
- sign-off on their group decisions

Conflict resolution

All Tenant Committee Members and Community Representatives are expected to adhere to a Code of Conduct aligned with principles and values of the Tenant Charter including all requirements for accessibility under the Accessibility for Ontarians with Disabilities Act and TCHC's Human Rights, Harassment and Fair Access Policy. Should there be a breach by any Tenant Committee Members or Community Representative, staff will take the appropriate steps to address it.

Actions taken will depend on the nature and severity of the breach as follows:

- step one: informal verbal conversation about membership expectations. If the behaviour continues, proceed to step two.
- step two: written documentation of membership expectations. If the behaviour continues, proceed to step three.



- step three: meeting with individual. If the behaviour continues, proceed to step four.
- step four: remove member from group.

Time commitment

Three year term ending on April 15, 2023.

Meeting frequency

Tenant Committee Members and Community Representatives will meet as a group at least once every quarter.

Reporting

Tenant Committee Members and Community Representatives will

- post meeting minutes and decisions after each meeting
- provide an annual report of their accomplishments

Commencement

The Terms of Reference will be signed by all tenant committee members once building/townhouse committees are established and all Community Representatives are elected.