

Tenant Engagement System Refresh



Positive tenant experience



Tenant-Staff Election Working Group
information session
January 30, 2019



Agenda



1. Welcome and introduction



2. Tenant Engagement System Refresh updates

3. Tenant-Staff Election Working Group (TSEWG)

- Purpose of the group
- Roles and responsibilities of members
- Eligibility and selection process



4. Next steps



5. Questions/comments



Ground rules

- **Listen** to others and allow them to speak
- **Respond** respectfully
- **Observe** the Tenant Charter principles
 - **Respect**
 - **Community collaboration**
 - **Accountability**
 - **Integrity**
 - **Accessibility**



Why tenant engagement?



- Tenants are in the best position to understand the needs of their community and provide meaningful insight that supports TCHC to improve services and create a more positive tenant experience.
- To make sure that tenant voices are heard, TCHC is committed to providing a robust and effective tenant engagement process.



What is the tenant engagement system?

The Tenant Engagement System is the formal system of engaging tenants living in Toronto Community Housing (TCHC).



Why refresh?

Shareholder Direction mandated TCHC to have a Tenant Engagement System.

2003

The Mayor's Task Force final report and the Tenants First Phase I Implementation Plan recommended a strengthened system of tenant engagement.

2015

2016

TCHC began a review of its current Tenant Engagement System and conducted a series of consultations with tenants to identify ways to improve the system.

The City-Wide Tenant-Staff Engagement Advisory Committee (CWTSEAC) is formed to develop recommendations on how TCHC can approach any changes to the Tenant Engagement System.



Why refresh?

TCHC committed to take action to implement the CWTSEAC recommendations and presented its 2018 actions that will be undertaken to refresh the Tenant Engagement System.

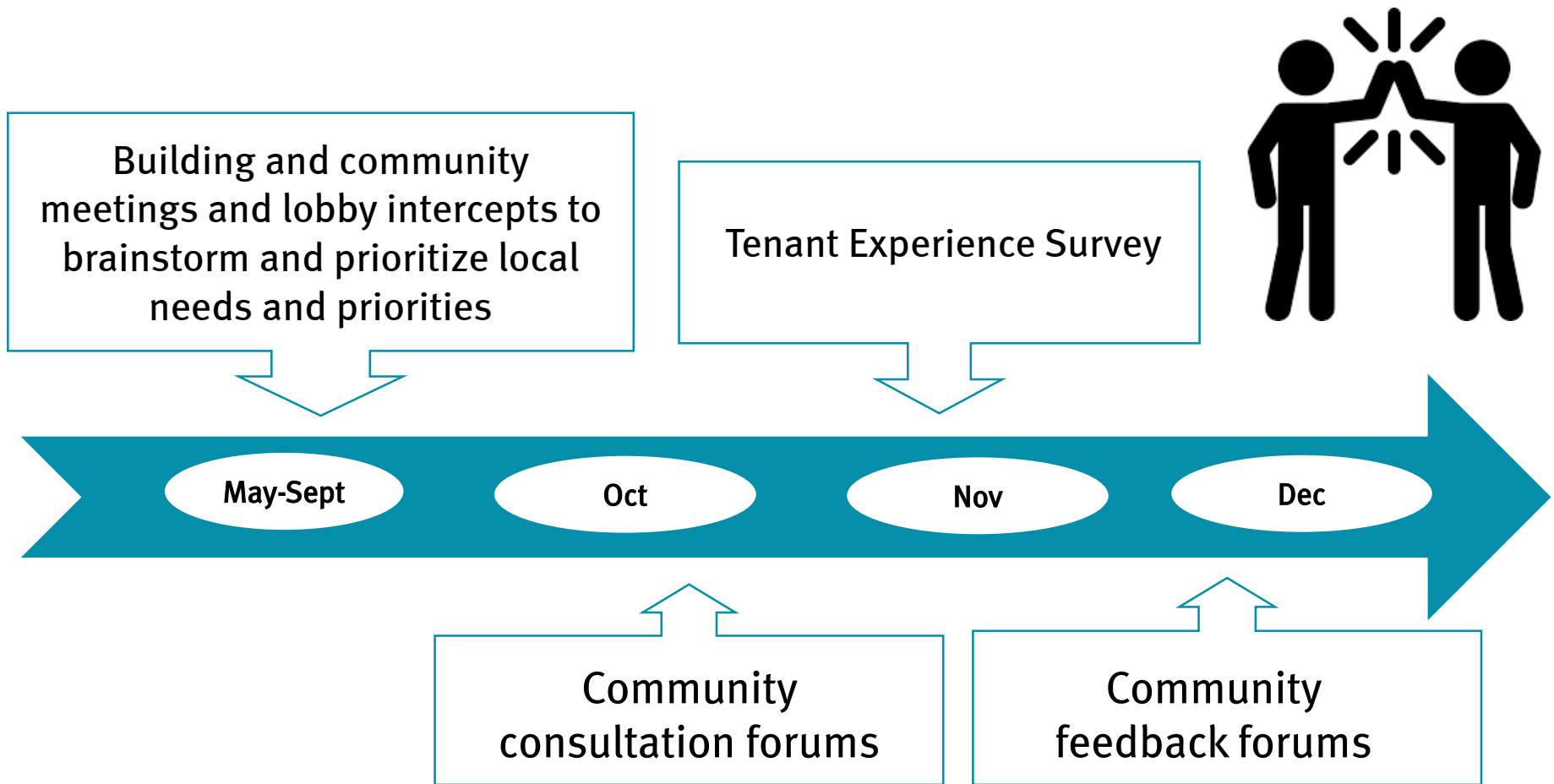
2017

2018

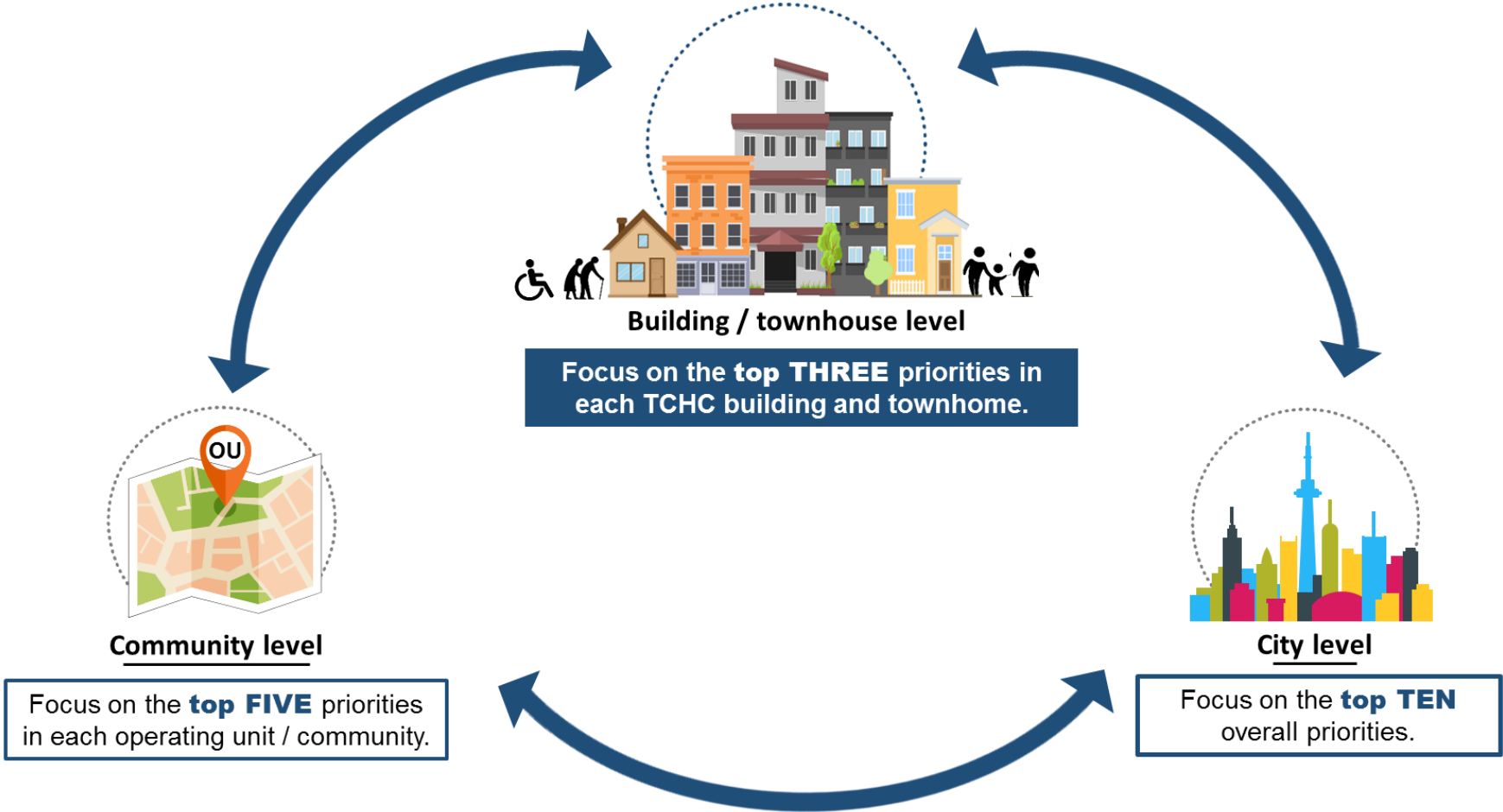
The Tenant Services Committee (TSC) adopted 52 recommendations presented by CWTSEAC. It directed TCHC to consult with R-PATH on accessibility issues related to the new Tenant Engagement System, and to report back with an implementation plan and budget.



How we engaged with tenants in 2018



New Tenant Engagement System



Engagement based on tenant priorities

WHAT IS DIFFERENT?

CURRENT TENANT ENGAGEMENT SYSTEM

NEW TENANT ENGAGEMENT SYSTEM

<p>One elected tenant representative per every 250 households</p> <p>Represent community at Tenant Council</p>	<p>Building/townhouse committee (open to all tenants) that elects representatives (Community Representatives) to the neighbourhood committee</p> <p>Implement local action plan</p>
<p>Tenant Councils</p> <p>Neighbourhood committee that addresses issues, sets priorities, allocate resources and make decisions on behalf of their communities</p>	<p>Neighbourhood committee (Tenant Community Action Table)</p> <p>Address priorities identified by tenants at the building/townhouse level</p>
<p>N/A</p>	<p>City-Wide Tenant-Staff Governance Oversight Committee</p> <p>Accountability mechanism for tenants and staff</p>

Tenant priorities inform the focus of all structures



TSEWG



Background

Recommendation

Create and empower a Tenant-Staff Election Working Group (TSEWG) that is responsible for planning, implementing and evaluating the election process.

Process

We consulted with tenants at community forums in 2018 on the process and criteria to select members of the working group.

Selection

Interested tenants are asked to fill out a detailed application. Group members will be chosen by a panel of tenants and staff based on qualifications.



Member duties



- Develop tenant election work plan, selection process, evaluation plan and standard operating procedures on how elections will be conducted.
- Create information materials that give tenants a greater understanding of:
 - the roles/responsibilities of the Tenant Committee members
 - participating at the Tenant Community Action Table (currently known as Tenant Councils), and/or
 - becoming a member of the City-Wide Tenant-Staff Governance Oversight Committee



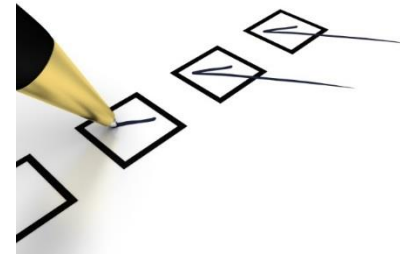
Member expectations



- Support an inclusive environment that is free of discrimination and harassment and promotes dignity and respect
- Attend one orientation/training session
- Attend scheduled meetings between March and June 2019
- Attend and participate in local community meetings and activities
- Act as an election ambassador



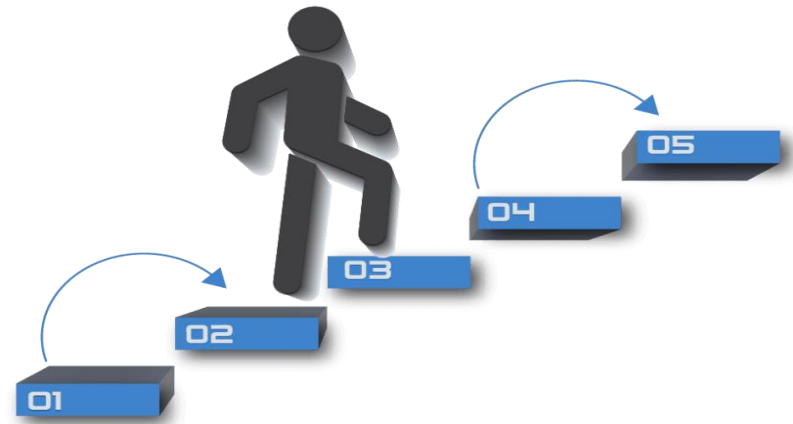
We are looking for you



- ✓ Are you a tenant of Toronto Community Housing who is 16 years of age or older?
- ✓ Do you have community development experience and/or involvement in TCHC communities?
- ✓ Do you have personal attributes that can demonstrate why you will be a great asset to the working group?
- ✓ Are you passionate about your community?
- ✓ Are you looking for a leadership role and/or to enhance your skills?



Selection process

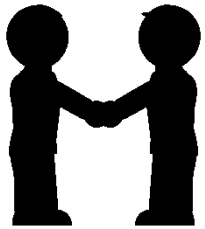


1. Pick up an application form today.
2. Interested tenants must submit their application by midnight, February 8, 2019.
3. The decision to short-list applicants and final decisions on membership selection will be made by a panel of tenants and staff.
4. Short-listed applicants will be contacted for an interview by February 13, 2019.
5. Successful candidates will be contacted directly by February 22, 2019.





How to submit your application



Submit in person to your Community Services Coordinator



Email EngagementRefresh@torontohousing.ca





Thank you!

