



# Tenant – Staff Election Working Group Terms of Reference

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## Mandate

The Tenant-Staff Election Working Group is responsible for planning, implementing and evaluating the Tenant Engagement System Refresh election process.

## Objectives

Tenant-Staff Election Working Group members will:

- develop a Tenant Election work plan
- develop a Tenant Election selection process
- develop a Tenant Election evaluation plan
- develop standard operating procedures on how elections will be conducted
- create information materials that give tenants a greater understanding of:
  - the roles and responsibilities of community representatives and/or tenant committee members;
  - how to participate at the Tenant Community Action Table (currently known as Tenant Councils); and
  - how to become a member of the City-Wide Tenant-Staff Governance Oversight Committee

## Values

Tenant-Staff Election Working Group members 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*
- use direct and simplified language
- support group decisions



- be transparent
- listen to others and allow them to speak
- respond respectfully

## **Membership Roles and Responsibilities**

Tenant-Staff Election Working Group members will:

- champion the voices of tenant leaders, tenant representatives, and tenant volunteers throughout the process
- support an inclusive environment that is free from discrimination and harassment and promotes dignity and respect
- attend one orientation or training session
- attend all scheduled meetings between April and July 2019
- elect two tenants and two staff to be the chairs of the Tenant-Staff Working Group
- Select the Chairs during the May 22, 2019 meeting using a decision-making process

The Chairs will:

- Be responsible for setting meeting agenda and supporting the Tenant-Staff Election Working Group to deliver on the group's mandate

## **Decision Making**

Tenant-Staff Election Working Group members will:

- 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

## **Conflict Resolution**

Tenant-Staff Election Working Group members will put a progressive system in place to respond to membership violations of values or roles and responsibilities. The process for reinforcing the Tenant-Staff Election Working Group's values and roles and



responsibilities will be led collectively by all members of the of the Tenant-Staff Election Working Group

### **Process Overview**

- Step one: Informal 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

### **Meeting Frequency**

Tenant-Staff Election Working Group members will meet on a bi-weekly basis

### **Reporting**

Tenant-Staff Election Working Group members will report to the Tenant Services Committee.

### **Commencement and review**

The Terms of Reference was reviewed and signed by the members of the Tenant-Staff Elections Working Group on May 22, 2019.