



Toronto
Community
Housing



Positive tenant experience

Advisory group Information Package

Introduction

Hi.

If you're reading this, you're someone who is committed to bringing change to your community.

We're looking for tenants to be part of our 2022 Advisory group.

Members of the Advisory group will include Toronto Community Housing tenants from across the city. They will review tenant funding requests for community projects and initiatives that respond to tenant-identified priorities.

This package contains more information about the role, responsibilities and how to apply for the position. If you have any questions, you can send an email to

EngagementRefresh@torontohousing.ca or

call **416-981-4435**.

Thank you for reading.

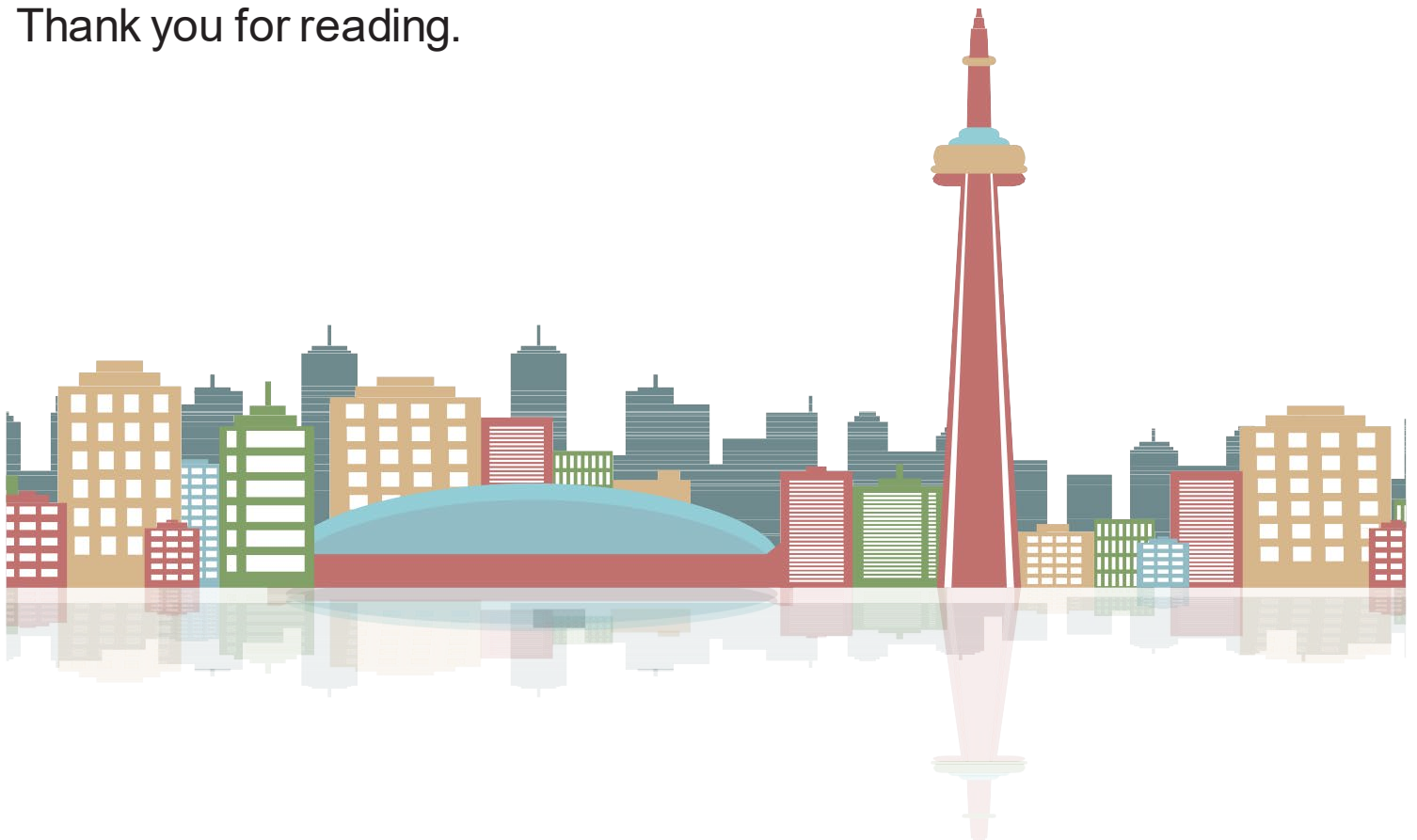


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**Advice TCHC on
how to implement
the Tenant
Engagement
System**



The Tenant Engagement System

The Tenant Engagement System was approved by Toronto Community Housing's (TCHC) Board of Directors on July 19, 2019. It is the formal system of engaging tenants living in Toronto Community Housing.

The goal of the refreshed Tenant Engagement System is to increase tenant participation in local decision-making, as recommended in the Mayor's Task Force and Tenant's First Reports. Tenants

and staff have worked together over the past several years to develop a refreshed Tenant Engagement System that encourages and empowers more TCHC tenants to get involved in local decision-making in their community.

The model reflects the principles 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. The Tenant Engagement System supports an inclusive and accessible environment that promotes dignity and respect, free of discrimination and harassment.

Guided by the principles for effective and meaningful engagement - Respect, Equity, Informative, Inclusiveness, Accessibility and Collaboration, TCHC is committed to a robust and effective tenant engagement process and equitable opportunities for all tenants.

The vision of the Tenant Engagement System is to foster relationships with tenants and build vibrant communities through diverse, inclusive and collaborative methods that gives all tenants of TCHC a voice and input in community-related decision-making.

The foundation of the Tenant Engagement System is the needs and priorities identified by tenants through a priority setting process. Tenant priorities inform the focus of all structures in the Tenant Engagement System. Tenant priorities will also inform our approach to partnership development and our program and service delivery model.



Tenant Advisory group:

How we got here

TCHC wants to create a group of tenants who advise TCHC on the implementation of Tenant Engagement System and tenant facing procedures within the system. Such as Tenant Action Fund (TAF) application form review, help plan upcoming tenant forums and overall implantation of TCHC's Tenant Engagement System.

Next steps

We are looking to establish the 2022 Tenant Advisory group by September, 2022. An information session will also take place in September. The first Tenant Advisory group meeting will take place in November.



Eligibility criteria

To be eligible to be part of the Tenant Advisory Group, you must be a tenant 16 years of age or older, who is committed to individual and community well-being, passionate about your community and looking to enhance your leadership skills. If this sounds like you will be a good fit, we encourage you to apply.

Personal attributes

You are interested in and committed to community well-being, are empathetic, a passionate collaborator and communicator, reliable, guided by an anti-oppression framework, are sensitive, respectful and have demonstrated leadership skills within your community.



Skills and qualifications

You are knowledgeable about the City of Toronto, communities in our city and tenants' needs and priorities. You also have knowledge of Toronto Community Housing's policies and operations or have a strong willingness to learn.

Experience

You are involved in your community and/or have experience in community development and working with tenants through Tenant Councils, advocacy initiatives, ongoing events, allocating resources etc.



Tenancy

You are 16 years of age or older and on a Toronto Community Housing lease agreement.

Advisor roles and expectations

As a member of the Tenant Advisory Group, you will advise TCHC on the implementation of Tenant Engagement System and tenant facing procedures within the system. Such as TAF application form review, help plan upcoming tenant forums and overall implantation of TCHC's Tenant Engagement System.

This is a great opportunity to network, build your skills and gain strongcommunity engagement experience.

Members of the Advisory group are expected to:

- support an inclusive environment that promotes dignity , respect andis free of discrimination and harassment
- attend scheduled meetings
- adhere to the expectations set out in the Tenant Charter. Visit torontohousing.ca/tenant-charter to read the Charter on our website.
- promote the availability of funds

Advisory Group process

Selection process

1. Interested? Submit an application to your local Community Services Coordinator or email EngagementRefresh@torontohousing.ca by January 31, 2020 at 11:59 p.m.
2. Short-list of applicants will be contacted for an interview. The final decisions on membership selection will be determined by a panel of tenants and staff.
3. Interviews will take place in early February.

Information sessions

Attend a virtual information session to learn about the Advisory group and the application process.

Information session details

Date: Thursday September 25, 2022

Time: 6:00 p.m. to 7:30 p.m.

Join by meeting number:

Meeting number (access code): 2634 434 8725

Meeting password: 7iwGe4baKt7

Meeting link:

<https://torontohousing.webex.com/torontohousing/j.php?MTID=m1d44e9fd3b1c2be21eb14c4374eaff2d>

Contact your local Tenant Participation Coordinator for more information.

Region	Tenant Participation Coordinator
EAST	Annisha Abdul Annisha.Abdul@torontohousing.ca 416-885-4465
CENTRAL	Tania Reid Tania.Reid@torontohousing.ca 647-471-9768
WEST	Devonte Beard Devonte.Beard@torontohousing.ca 647-567-6352

Get in touch



torontohousing.ca/TES



EngagementRefresh@torontohousing.ca



416-981-4435



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