



Contract Management Update

Item 5

January 25, 2021

Tenant Services Committee

Report: TSC:2021-02

To: Tenant Services Committee (“TSC”)

From: Chief Operating Officer

Date: January 7, 2021

REPORT HISTORY

- November 2, 2018 – TSC:C2018-33
- May 31, 2019 – TCS:2019-19
- October 8, 2019 – BIFAC:C2019-70
- February 20, 2020 – TCHC:C2020-07

PURPOSE

The purpose of this report is to provide the TSC with an update on the contract management (“CM”) portfolio.

RECOMMENDATIONS

It is recommended that the TSC receive this report for information.

BACKGROUND

In July 2020, Toronto Community Housing Corporation (“TCHC”) took actions to enhance oversight and service delivery within the CM portfolio. Firstly, we realigned the CM portfolio to the regional management teams. The regional management teams are responsible for oversight of all services delivered to tenants in their regions, whether they are delivered by TCHC staff or vendors. Secondly, we initiated the phased transition of

developments managed by Del Management Solutions (“DMS”) in west Toronto and Etobicoke to a direct service delivery model (See Appendix A).

UPDATE

TCHC has completed the transition of all 24 developments and more than 3,800 units in the West region to a direct management service delivery model. With the implementation of the fourth and final phase this past December 2020, TCHC is now serving all tenants in the West region with the same delivery model.

SIGNATURE

“Sheila Penny”

Sheila Penny
Chief Operating Officer

ATTACHMENT:

1. DMS Transition to West Portfolio

STAFF CONTACT

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ATTACHMENT 1: DMS TRANSITION TO WEST PORTFOLIO

Phases	Address	Units	Total
Phase 1: September 30	1 Scarlettwood Ct.	47	1,030
	2-50, 3-83 Scarlettwood Ct., 58, 60-78 Waterton Rd.	149	
	1,5,9, 15 Ardwick Blvd.	56	
	206-218 Duncanwoods Dr.	53	
	1-7, 9-45 San Pietroway, 2-18 San Antonioway	32	
	1,3 Sanagan Rd., 33-81 Lightwood Dr.	56	
	1674,1676,1678,1680 Albion Rd.	38	
	1-27 Mt. Olive Dr., 53,55 Silverstone Dr.	158	
	44 Willowridge Rd.	238	
	607-617,635 The East Mall	104	
	516, 520, 530, 540, 546, 552, 559 The West Mall, 445 Rathburn Rd.	99	
Phase 2: October 31	3101 Weston Rd.	176	1,000
	900, 910 Queen's Plate Dr.	204	
	44-80 Tandridge Cres.	108	
	75 Tandridge Cres.	221	
	275 Albion Rd., 1 Shendale Dr.	34	
	7 Capri Rd.	257	
Phase 3: November 30	57 Mabelle Ave.	255	1,301
	5005 Dundas St. W.	255	
	2468 Eglinton Ave. W.	210	
	30 Denarda St.	255	
	5 Bellevue Crt.	326	
Phase 4: December 31	2 Demarco Blvd., 1620,1622 Lawrence Ave. W.	55	500
	710, 720 Trethewey Dr.	369	
	1570 Jane St.	76	
		Total	3,831