



Contract Management Update

Item 7G

June 9, 2022

Tenant Services Committee

Report: TSC:2022-29

To: Tenant Services Committee (“TSC”)

From: Chief Operating Officer (Acting)

Date: May 10, 2022

PURPOSE:

The purpose of this report is to provide the Tenant Services Committee with an update on the contract management (“CM”) portfolio transition to the direct management family and senior portfolios.

RECOMMENDATIONS:

It is recommended that the TSC receive this report for information and forward this report to the Board of Directors for its information.

REASONS FOR RECOMMENDATIONS:

Toronto Community Housing Corporation (“TCHC”) owns 28,832 residential housing units in the east and central areas of the City. Del Management Solutions (“Del”) operated 5,863 of these units (4,870 in the East Region and 993 in the Senior Housing Unit). Del’s contract was renewed on March 1, 2021, and was valued at \$13.92 million. Greenwin Inc. (“Greenwin”) operated 2,502 of these units in the Central Region. Greenwin’s contract was also renewed on March 1, 2021, and was valued at \$9.33 million.

Toronto Community Housing Corporation (“TCHC”) took actions to enhance oversight and service delivery within the CM portfolio. TCHC realigned the contract managed portfolio to the management teams in the Senior Housing Unit, Central Region and East Region. The management teams were responsible for overseeing all services delivered to tenants in their regions, whether by TCHC staff or vendors. TCHC then initiated the phased transition of 33 developments managed by Del Management Solutions (“DMS”) in East Toronto and Greenwin in Central Toronto to a direct service delivery model.

See Attachment 1 for the phased implementation of the transition.

Update

TCHC has completed the phased transition of all 33 developments and 8,365 units to a direct management service delivery model as of April 20, 2022. The contract with Del and Greenwin officially ended on April 30, 2022.

In partnership with Del and Greenwin, TCHC worked to make the transition to direct management as seamless as possible to ensure minimal or no interruptions to service delivery. Tenants in the family portfolio will have centralized, convenient access to its tenant-focused hub-based services. Office Services and Regional Operations are establishing interim office spaces in the transitioned developments until permanent hub spaces can be secured. Some of these spaces require refurbishment and capital work before they are suitable as hub offices. All TCHC seniors-designated buildings are managed by the Seniors Housing Unit (and later, by Toronto Seniors Housing Corporation) using the Integrated Service Model for seniors housing.

The project team carried out a consistent approach in Seniors, Central and East regions to collect critical documentation and data, which included the transfer of tenant data into the HoMES (Yardi) system. TCHC will continue to address tenant concerns, work orders and site issues. For example, Office Services and Regional Operations continue to work to ensure interim offices are fully equipped to provide the same services to tenants as other direct managed hub offices.

All tenants across the TCHC portfolio are now provided the same direct services and have regular engagement with TCHC site staff. All tenants have access to services by the same TCHC approved vendors. TCHC staff strive to continue to standardize and enhance tenant experiences, regardless of where in the City they live.

SIGNATURE:

“Nadia Gouveia”

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Chief Operating Officer (Acting)

ATTACHMENT

1. Del East and Del SHU Transition Schedule

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ATTACHMENT 1. Del East and Del SHU Transition Schedule

OU	DEV	Development Name	Units
Phase 1: Last date of management services: January 31, 2022			
Official Transition Date: January 25, 2022			
OUY	63	Agnes MacPhail	293
OUY	96	Birchmount Eglinton	236
OUY	50	Flemingdon Park	524
OUY	73	Kennedy Road	275
OUY	69	St. Clair Birchmount 1	98
OUY	78	St. Clair Birchmount 2	94
Unit Count Sub-total:			1520
Phase 2: Last date of management services: February 28, 2022			
Official Transition Date: February 22, 2022			
OUY	80	Lawrence Orton	337
OUY	81	Lawrence Susan	213
OUY	136	Morningside Apartments	345
OUY	135	West Hill Apartments	375
OUY	144	Cedarbrae Manor	400
Unit Count Sub-total:			1670
Phase 3: Last date of management services: March 31, 2022			
Official Transition Date: March 22, 2022			
OUY	211	Kingston Galloway	489
OUY	60	Eglinton Markham	264
OUY	21	Kingston Rd. (3190)	91
Unit Count Sub-total:			844

Phase 4: Last date of management services: April 30, 2022			
Official Transition Date: April 20, 2022			
OUY	6	Mornelle Ellesmere	145
OUY	23	Lawrence Galloway	370
OUY	212	Mornelle Morningside	198
OUY	100	Greenbrae Circuit 2	256
OUY	49	Greenbrae Circuit 1	33
OUY	213	Morningside Ling	99
OUY	139	Tam O'Shanter	300
OUY	140	Wishing Well Manor	293
OUY	215	Lawrence Valia	34
OUY	75	Morningside Coronation	101
Unit Count Sub-total:			1829
Total Units:			5863

Greenwin Central Transition Schedule

OU	DEV	Development Name	Units
Phase 1: Last date of management services: January 31, 2022			
Official Transition Date: January 18, 2022			
OUX	65	Davenport Road	461
OUX	811	Adelaide St. E	180
OUX	802	Carlton St	110
Unit Count Sub-total:			751
Phase 2: Last date of management services: February 28 2022			
Official Transition Date: February 22, 2022			
OUX	375	Jarvis St	55
OUX	718	Mutual St. 145	145
OUX	724	Mutual St. 25	97
OUX	902	Wood St.	72
Unit Count Sub-total:			369
Phase 3: Last date of management services: March 31, 2022			
Official Transition Date: March 22, 2022			
OUX	859	Dan Leckie Way	427
Unit Count Sub-total:			427
Phase 4: Last date of management services: April 30, 2022			
Official Transition Date: April 20, 2022			
OUX	66	Bleecker Street	955
Unit Count Sub-total:			955
Total Units:			2502