



Q1 2022 Tenants First Update

Item 8

May 18, 2022

Tenant Services Committee

Report: TSC:2022-30

To: Tenant Services Committee (“TSC”)

From: Vice President, Strategic Planning and Communications

Date: May 19, 2022

PURPOSE:

The purpose of this report is to provide the TSC with the Q1 2022 update on the City’s Tenants First initiatives.

RECOMMENDATION:

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

BACKGROUND:

Reporting History:

In 2021, Management have submitted the following reports providing an update on work that took place related to the Tenants First Initiative:

- February 5, 2021: Q4 2020 Update on Tenants First (TSC:2021-13)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Jan%2025%202021/Item%207%20-%20Q4%202020%20Tenants%20First%20update%20-%20Jan%202021%20TSC%20meeting%20cw%20clean.pdf>
- May 18, 2021: Q1 2021 Tenants First Update (TSC:2021-43)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC>

[/TSC%20May%204%202021/Item%2010%20-%20Q1%202021%20Tenants%20First%20Update%20FINAL.pdf](#)

- September 14, 2021: Q2 2021 Tenant First Update (TSC:2021-56)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Sept%2014%202021%20Meeting/Item%202D%20-%20Q2%202021%20Tenants%20First%20Update%20w%20attachments.pdf>
- November 18, 2021: Q3 2021 Tenant First Update (TSC:2021-67)
<https://www.torontohousing.ca/events/Documents/TSC/2021%20TSC/TSC%20Nov%2015%202021/Item%202D%20-%20Q3%20Tenants%20First%20Update.pdf>
- February 9, 2022: Q4 2021 Tenant First Update (TSC:2022-02R)
<https://www.torontohousing.ca/events/Documents/TSC/2022%20TSC/TSC%20Feb%209%202022/Item%202D%20-%20Q4%202021%20Tenants%20First%20Update%20v2%20w%20attachments.pdf>

UPDATES:

Toronto Seniors Housing Corporation Transition

Toronto Community Housing (“TCHC”) Management, Toronto Seniors Housing Corporation (“TSHC”) and the City’s Tenants First team continue to advance this project. TCHC and TSHC are working closely together to ensure that all transition efforts are well coordinated between the two corporations and expect to meet the June 1st timeline.

Integrated Service Model (“ISM”) Implementation

The ISM is now being implemented in TCHC’s 83 seniors-designated buildings by its Seniors Housing Unit. Implementation has occurred over three phases and four regions between 2020 and 2022. Implementation of the ISM began in December 2020 with Phase 1 launching in 18 buildings in the South East Region, followed by Phase 2 in September 2021, which saw 26 buildings in the North West Region and eight buildings in the South East Region added to the implementation. The last and final Phase 3 involves bringing in the remaining 31 buildings within the South West and North East Regions into the model was completed in March and April 2022.

The model will improve the delivery of housing services, with an increased focus on addressing issues that impact seniors' housing stability, and increasing access to health and community support services so that tenants have what they need to age in place with dignity and in comfort. The transition to the Toronto Seniors Housing Corporation on June 1, 2022 will provide additional opportunities to collaborate and enhance the model from a seniors lens.

Single Family Home Asset Transfers

TCHC has successfully completed the transfer of 81 Single Family Homes to Neighbourhood Land Trust on April 4, 2022. Circle Community Land Trust has requested transfers be completed on June 1, July 29, September 1, and September 30. TCHC is on track for the June 1 transfer of 80 Single Family Homes, and preparations are underway for future transfers. As part of this process, TCHC is working with the City to secure Service Manager Consent and ensure there are a Social Housing Agreements in place for all of the transfers.

Transfer of Development Function to CreateTO

Staff continue to work in partnership with CreateTO and the City's Real Estate team to complete the transfer of the Development function to CreateTO. A final timeline for the transfer has not been confirmed, and staff will bring recommendations to the Board for approval as soon as a proposed approach has been solidified.

IMPLICATIONS AND RISKS:

The Seniors Housing Corporation transition is one of the largest projects of this nature that TCHC has ever been involved in and ongoing engagement with this Board will be a requirement. Management expects to engage with the Board on an ongoing basis, at every opportunity, as we prepare for the approval of the transition date of June 1, 2022. Ongoing collaboration with the TSHC Board and Transition team will be extremely important. TCHC is committed doing everything possible to ensure this transition is successful, and that TSHC is set up to move ahead as a strong corporation operating the 83 seniors-designated buildings.

SIGNATURE:

"Paula Knight"

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