Toronto Community Housing Corporation **Tenant Services Committee**931 Yonge Street, Ground Floor Conference Room



Report on Business Arising from Public Meeting Minutes TSC Action Item List

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
1. TSC:2021- 34 May 4, 2021	Participatory Budgeting Program			
May 1, 2021	Prior to its reimplementation, Management to bring the plan for the participatory budgeting program to the TSC for discussion.	In progress	To be brought back in advance of Participatory Budgeting being reintroduced	Chief Operating Officer
2. GCHRC:20 21-34	Board and Committee Meeting Rules of			
September 10, 2021 GCHRC Meeting	1. Management to consult with former deputants who have deputed at Board/Committee meetings on the proposed deputation procedure. 2. GCHRC direct staff to amend the proposed Rules in accordance with comments from members, and bring forward the draft document to the next TSC meeting and	In progress	Q1 2022	General Counsel and Corporate Secretary

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
	thereafter return to GCHRC for its further consideration.			
3. TSC:2021- 57 September 14, 2021	Revitalization Long-Term – Economic and Employment Benefits Staff to amplify the report and report back to provide more details including: The total construction hours and project hours, broken down by revitalization communities; The total value of all constructions of all the revitalization projects, and value broken down by revitalization communities; More details on section 1.2 Contracts for Social Enterprises, which include the list of social enterprises that have been awarded the social contracts, the number of tenants employed, and how the social enterprises were procured, broken down by revitalization communities; Revision of tables under	In progress	March 29, 2022	Acting Chief Development Officer & Director, Program Delivery
	section 2.1 Employment, converting job duration to employment hours,			

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
	broken down by revitalization communities; and More information on wages dispensed to tenants, through construction and non- construction jobs. A draft revised report will be sent to Councillor Fletcher for review prior to finalization and submission to the TSC.			
4. TSC:2021- 64 September 14, 2021	Seniors Housing Unit to bring forward a report on the results of the South East Region Tenant Experience Survey in the next TSC meeting.	Complete	February 9, 2022 Meeting (TSC:2021- 80D)	General Manager, Seniors Housing Unit
5. TSC:2021 – 77 November 18, 2021	OCHE Systemic Recommendations Report - August 1, 2019 to September 30, 2021 Management to provide to the TSC a copy of the N4 notice along with the accompanying letter sent to tenants in arrears for its further discussion.	Complete	A briefing note was provided in the February 9, 2022 Meeting	Chief Operating Officer

Toronto Community Housing Corporation 931 Yonge Street Toronto, ON M4W 2H2



Briefing Note

To: Tenant Services Committee ("TSC")

From: Sheila Penny, Chief Operating Officer

Date: February 9, 2022

Re: N4 Notice & Cover Letter

At the November 18, 2021 Tenant Services Committee ("TSC") meeting, a request was made for Management to provide a copy of the N4 notice along with the accompanying cover letter that is sent to tenants in arrears.

This memo and its attachment responds to the request made at the TSC.

Toronto Community Housing Corporation HUB #030 495 WILSON AVE TORONTO, ON M3H 6B2 Tel: 416-981-5500

Month, Day Year

First Last XXX Any Street UNIT: 1000001 TORONTO, ON MXMXMX

English

This letter contains important information about your tenancy with Toronto Community Housing. Please do not throw away this package. We would like to help you maintain your tenancy and want to talk to you about several options. If you have trouble understanding the information, call 416-981-5500 at any time and tell the agent you need help understanding a letter you received.

Arabic

لا تلقوا بهذا المغلف في صندوق القمامة. إنه يحتوي على معلومات هامة عن عقد إيجاركم مع هيئة الاسكان الشعبي في تورنتو. إذا كانت لديكم صعوبة في فهم هذه المعلومات، يرجى الاتصال على رقم الهاتف 5500-981-416 في أي وقت وأخبروا الموظف المسئول أنكم بحاجة لمساعدة من أجل فهم الرسالة التي وصلتكم.

Amharic

ይህን የተሳከሎትን ጥቅል ፓኬጅ አትጣሉት. በ ቶሮንቶ ኮምዩኒቲ ሀውዚንግ ውስጥ ስላሳቹ የኪራይ ኑሮን የተመለከተ አስፈላጊ መረጃ በጥቅሉ ውስጥ ይገኛል. ይህንን መረጃ ለማንበብ ወይንም ለመረዳት ካስቸገራቹ, 416-981-5500 በመቼም ሰአት ደውሉ እና ሰራተኛ ኤጀንቶቹን የደረሳችሁን ደብዳቤ ለመረዳት እርዳታ እንደአሚያስፈልጋቹ አስታውቁን.

Bengali

এই প্যাকেজটি ফেলে দেবেন না। এর মধ্যে টরণ্টো কমিউনিটি হাউসিংয়ে ভাড়া দেয়ার ব্যাপারে গুরুত্বপূর্ণ তথ্য আছে। আপনি যদি এই তথ্য বুঝতে না পারেন, তাহলে যে কোনো সময় ৪১৬-৯৮১-৫৫০০ নাম্বারে টেলিফোন করুন এবং এজেন্টকে বলুন আপনাকে সাহায্য করতে হবে আপনি যে চিঠি পেয়েছেন সেটি বুঝতে পারার জন্য।

Chinese

不要丟掉這份資料。它包括你與多倫多社區房屋公司之間租約有關的重要讯息。如果你不明白資料的內容,請隨時致電 416-981-5500 告訴電話接綫生你不明白信上 內容。

Farsi

بسته را دور نیاندازید. بسته شامل اطلاعات مهمی در باره اجاره نشینی در مسکن منطقه ای تورنتو است. اگر در فهم مطالب مشکل دارید، لطفاً در هرزمانی که خواستید به شماره 5500-981-416 تلفن بزنید و بگویید که برای درک مطالب بسته نیاز به کمک دارید.

French

Ne jetez pas ce paquet, car il contient des renseignements importants sur votre location à la Société de logement communautaire de Toronto. Si vous avez des difficultés à comprendre ces renseignements, veuillez appeler le 416-981-5500 en tout moment et dites à l'agent(e) que vous avez besoin d'aide pour comprendre une lettre que vous avez reçu.

Greek

Μην πετάξετε αυτό το πακέτο. Περιέχει σημαντικές πληροφορίες σχετικά με τη μίσθωσή σας με την Κοινοτική Στέγαση Τορόντο. Αν έχετε πρόβλημα να κατανοήσετε τις πληροφορίες, καλέστε 416-981-5500 ανά πάσα στιγμή και πείτε στον πράκτορα ότι χρειάζεστε βοήθεια για να κατανοήσετε την επιστολή που λάβατε.

Gujarati

આ પેકેજ ફેંકશો નહીં. આમાં તમારા ટોરન્ટો કમ્યુનિટી હાઉસિંગ સાથેના ભાડા-કરાર વિશેની માહિતી છે. જો તમને આ માહિતી સમજવામાં તકલીફ પડતી હોય તો કોઇ પણ સમયે ૪૧૬–૯૮૧–૫૫૫૦ પર ફોન કરો અને એજન્ટને કહ્યે કે તમને જે પત્ર મળ્યો છે એ સમજવા માટે તમારે મદદની જરૂર છે.

Italian

Non gettate via questo pacchetto. Esso contiene informazioni importanti riguardo al vostro affitto con la Toronto Community Housing. Se avete difficoltà a capire queste informazioni, telefonate al 416-981-5500 in qualsiasi momento e chiedete all'agente di aiutarvi a capire una lettera che avete ricevuto.

Korean

받으신것 (패키지)을 버리지 마십시오. 토론토 커뮤니티 하우징과의 임차권에 대한 중요한 정보가들어 있습니다. 정보를 이해하는데 어려움이 있으시면, 416-981-5500 으로 언제든지 전화 하셔서 여러분이 받은 편지를 이해 하기 위해 도움이 필요하다고 전화 받는 직원에게 알려 주십시오.

Polish

Nie wyrzucaj tej przesyłki. Zawiera ona ważne informacje o twojej umowie o wynajmie u Korporacji Mieszkaniowej Toronto. Jeśli masz trudności ze zrozumieniem tej informacji, zadzwoń na numer 416-981-5500 o każdej porze i powiedz agentowi, że potrzebujesz pomocy ze zrozumieniem listu, który otrzymałeś.

Portuguese

Não deite fora este pacote, pois ele contém informações importantes sobre o seu aluguer na Habitação Comunitária de Toronto. Se tem problemas em entender estas informações, é favor telefonar para 416981-5500 em qualquer altura e dizer ao/à agente que precisa de ajuda para compreender uma carta que recebeu.

Russian

Не выбрасывайте этот пакет. В нём содержится важная информация о вашем проживании в Общественной Корпорации Жил-обеспечения Торонто. Если вы испытываете затруднения в понимании данной информации, то позвоните 416-981-5500 в любое время и скажите агенту о том, что вы нуждаетесь в разъяснении полученного вами письма.

Somali

Ha tuurin xirmadaan. Waxaa ku jira warar muhiim ah oo ku saabsan heshiiskaaga kiro ee Toronto Community Housing. Haddii aad dhibaato ka qabto fahmidda wararka, waqtigeey doonto ka wac wakiilka 416-981-5500 oo u sheeg in aad u baahan tahay in lagaa caawiyo fahmidda warqadda aad heshay.

Spanish

No deseche este paquete que contiene información importante sobre su alquiler con la Vivienda Comunitaria de Toronto. Si tiene dificultades en entender la información, llame al teléfono: 416-981-5500 en cualquier momento y diga al agente que necesita ayuda para entender la carta que recibió. Tamil ,ந்தப் பார்சலை நீங்கள் எறிந்து விடாதீர்கள். டொரண்டோ சமூக வீடமைப்புடன் நீங்கள் செய்து கொண்ட குடியிருப்பு வீட்டுக் குத்தகை பற்றிய முக்கிய தகவல்கள் இதில் இருக்கின்றன. உங்களுக்கு இந்தத் தகவல்களைப் புரிந்து கொள்ள முடியாவிட்டால் 416- 981-5500 என்ற தொலை பேசி எண்ணை, எந்த நேரத்திலும் அழைத்து, அங்குள்ள ஏஜன்ரிடம் நீங்கள் பெற்றுக் கொண்ட ஒரு கடிதத்தைப் புரிந்து கொள்வதற்கு உங்களுக்கு உதவி தேவை என்பதைக் கூறுங்கள்.

Twi

Mma εnto saa nkrataa aboadeε yi ntwene. Nsεm a εho hia a εfa wo danhan wo Toronto Community Housing no wo mu. Sε wonte nsεm no ase a, frε 416-981-5500 bere biara na kakyerε adwumayε nsianaamuni no sε wohia mmoa sε wobete lετε bi a wo nsa aka no ase.

Vietnamese

Xin đừng vứt bỏ thư này. Trong này có các thông tin quan trọng về việc thuê nhà ở Công ty Gia c Toronto Community Housing của quý vị. Nếu quý vị gặp khó khăn không hiểu rõ được thông tin này, hãy gọi số 416-981-5500 vào bất cứ giờ nào và nhờ một nhân viên ở đây giải thích rõ hơn cho quý vị về lá thư mà quý vị đã nhận.

Toronto Community Housing Corporation HUB #030 495 WILSON AVE TORONTO, ON M3H 6B2

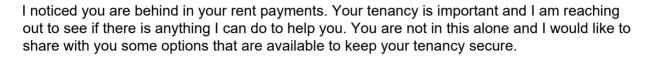
Tel: 416-981-5500

Month Day, Year

First Last XXX Any Street UNIT : 1000001 TORONTO, ON MXMXMX

Account#: 302282

Dear First Last:



Due to COVID-19, and to keep everyone safe, Staff are not meeting with Tenants in person. Instead of visiting you I will call you on DAY at TIME. Please advise if 1234567890 is the correct number to contact you at. If this is not the correct number please call or send me an email prior to our scheduled phone appointment. You can reach me at:

(416) 981-XXXX, or Any.Staff@torontohousing.ca

You will see attached is a Notice to End a Tenancy Early for Non-Payment of Rent ("Form N4"). This is a legal form that is used when Tenants are in arrears of rent. It shows you how much money you owe for rent and how you can avoid eviction.

Please feel free to contact me any time by phone or email if you have any questions or concerns. I'm here to help you.

Sincerely,

First Last

First Last SME

Tel: (416) 981-XXXX

Email: Any.Staff@torontohousing.ca Toronto Community Housing Corporation

EPP LTA: Notice of Termination (N4) – September 2020 (DM)



(Disponible en français

To: (Tenant's name) include all tenant names	From: (Landlord's name)	<u>.</u>
	1	Ţ.
		riefinc
Address of the Rental Unit:	4	<u> </u>
Address of the Rental office		
		D T
	<u> </u>	Ď.
This is a legal notice that could lead to yo	u being evicted from your home.	Ę
The following informat	tion is from your landlord	<u>∃</u>
		P
I am giving you this notice because I believe you see the table on the next page for an explanation of		Action Item
I can apply to the Board to have you evicted if		
pay this amount by dd/mm/yyyy Or	. This is called the termination date.	#5 - A#a
 move out by the termination date. 	\$	٦ ۲
-	he date you make the above payment to your landlord,	ttachment

WHAT YOU NEED TO KNOW

The following information is provided by the Landlord and Tenant Board

The The date that the landlord gives you in this notice to pay or move out must be at least: • **termination**14 days after the landlord gives you the notice, if you rent by the month or year, or • 7 days after the landlord gives you the notice, if you rent by the day or week.

What if you If you agree that you owe the amount that the landlord is claiming, you should pay this amount **agree with** by the termination date in this notice. If you do so, the landlord cannot apply to the Board to **the notice?** evict you based on this notice.

If you do not pay the amount owing, you do not have to move out. However, the landlord can apply to the Board to evict you. If the landlord applies to the Board to evict you and the Board orders the eviction, you will likely have to pay the landlord's filing fee, in addition to what you owe.

What if you You do not have to move out if you disagree with this notice. You could talk to your landlord.

disagree You may also want to get legal advice. If you cannot work things out, the landlord may apply to

with the Board for an order to evict you. The Board will schedule a hearing where you can explain

notice? why you disagree.

What if you If you move out by the termination date in this notice, your tenancy will end on the termination **move out?** date. However, you may still owe money to your landlord. Your landlord will not be able to apply to the Board but they may still take you to Court for this money.

v. 01/04/2020 Page 1 of 2

Item 3 - Briefing Note re: Public Action Item 1 #5 Attachmen

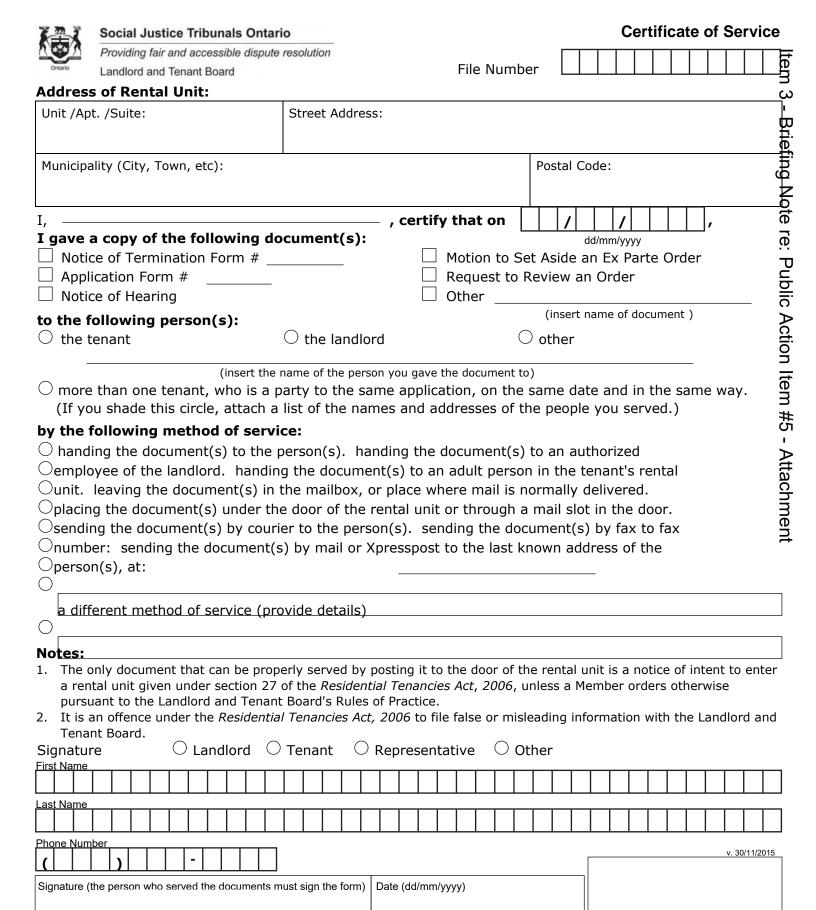
How will The earliest date that the landlord can apply to the Board is the day after the termination date **you** in this notice. If the landlord does apply, the Board will schedule a hearing and send you a copy **know if the** of the application and the *Notice of Hearing*. landlord applies to the Board? What you • Talk to your landlord about working out a payment plan. can do if • Go to the hearing where you can respond to the claims your landlord makes in the the application; in most cases, before the hearing starts you can also talk to a Board mediator landlord about mediating a payment plan. applies to . Get legal advice immediately; you may be eligible for legal aid services. the Board How to get For more information about this notice or about your rights, you can contact the Landlord more and Tenant Board. You can reach the Board by phone at 416-645-8080 or 1-888-332-3234. information You can also visit the Board's website at sito.ca/LTB. The following information is from your landlord This table is completed by the landlord to show how they calculated the total amount of rent claimed on page 1: Rent Period Rent Charged \$ Rent Paid \$ Rent Owing \$ From: (dd/mm/yyyy) To: (dd/mm/yyyy) Total Rent Owing \$ Signature Landlord Representative First Name **Last Name** Phone Number) Signature Date (dd/mm/yyyy) Representative Information (if applicable) Name LSUC# Company Name (if applicable) Phone Number Mailing Address

Province

Municipality (City, Town, etc.)

Postal Code

Fax Number



Under section 185 of the *Residential Tenancies Act, 2006*, the Landlord and Tenant Board has the right to collect the personal information requested on this form. We use the information to resolve your application. After you file the form, your information may also be available to the public. If you have questions about how the Board uses your personal information, contact one of our Customer Service Officers at **416-645-8080** or **1-888-332-3234 (toll free).**

Delivery Method: On Person Mail Courier Email Efile Fax

OFFICE USE ONLY:

Tenant Statement

Lease Code XXXXXXXTelephone (O) : Telephone (H) : 1234567890 Lease Name First Last

Telephone (M)

Lessee Names

Address XXX Any Street

Toronto Community Housing

Г			_			Housing
Trans Date	Post Month	Chg/Rec	Description	Charge	Payment	Balance
11/03/2021	11/2021			0.00	XXX.00	0.00
11/01/2021	11/2021		DMRENTR - DM - Rent - RGI	XXX.00	0.00	100/00
10/01/2021	10/2021		DMRENTR - DM - Rent - RGI	XXX.00	0.00	0.00
10/01/2021	10/2021			0.00	650.00	-XXX.00
09/03/2021	9/2021	X-XXXX		0.00	XXX.00	X.00
09/01/2021	9/2021		DMRENTR - DM - Rent - RGI	XXX.00	0.00	XXX.00

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08/05/2021	8/2021		0.00	XXX.00	X.00
					(
08/01/2021	8/2021	DMRENTR - DM - Rent - RGI	XXX.00	0.00	XXX.00
07/05/2021	7/2021		0.00	XXX.00	X.00
07/01/2021	7/2021	DMRENTR - DM - Rent - RGI	XXX.00	0.00	XXX.00

Toronto Community Legal Clinics

Community Legal Clinics are funded by Legal Aid Ontario to provide free legal advice and representation. Legal clinics may assist with tenancy problems and problems with Ontario Works or Ontario Disability Support Program benefits. Clinics also have access to interpreters. It is usually best to contact the legal clinic by telephone first before attending their office.

Local community legal clinics serve people who live in the clinic's geographic catchment area. You can find your local community legal clinic using the Legal Aid Ontario website listed below: www.legalaid.on.ca/en/getting/type civil-clinics.asp

West End

Downsview Community Legal Services 416-635-8388 www.downsviewcommunitylegalservices.com 540 Finch Avenue West #132 OR 12 Flemington Road **Jane Finch Community Legal Services** 416-398-0677 www.janefinchcommunitylegalservices.ca 1315 Finch Ave, West Suite #409 **Rexdale Community Legal Clinic** 416-741-5201 21 Panorama Court, Suite #24 www.rexdalecommunitylegalclinic.ca Serves people who live north of Eglinton Avenue West 416-252-7218 South Etobicoke Community Legal Services 5353 Dundas St. West Unit #210 www.southetobicokelegal.ca Serves people who live south of Eglinton Avenue West 416-653-5400 extension.1244 **Unison (serves former City of York)** www.unisonhcs.org/service/community-legal-clinic 1651 Keele St 416-531-7376 **West Toronto Community Legal Services** 1032 Bloor St W. www.wtcls.org **East End Don Valley Community Legal Services** 416-441-1764 www.donvalleylegal.ca 1 Leaside Park Drive Unit #1 416-438-7182 **Scarborough Community Legal Services** 695 Markham Rd, Suite #9 www.scarboroughcommunitylegal.ca Cedar Heights Plaza – 2nd Floor Serves people who live east of Midland Avenue West Scarborough Community Legal Services Intake 416-285-4460 www.westscarboroughlegal.ca 2425 Eglinton Ave East Unit #201 Serves people who live west of Midland Avenue Willowdale Community Legal Services 416-492-2437 www.willowdalelegal.com 245 Fairview Mall Drive, Unit #106 Local Legal Clinics - December 2019 Page 1 of 2 Downtown **East Toronto Community Legal Services** 416-461-8102

www.etcls.ca

Kensington-Bellwoods Community Legal Services

www.kbcls.org

Neighbourhood Legal Services

www.nlstoronto.org

Parkdale Community Legal Services

1320 Gerrard Street East

416-924-4244

489 College Street, Suite #205

416-861-0677

163 Queen Street East Suite #101

416-531-2411

Specialty Community Legal Clinics:

Aboriginal Legal Services

www.aboriginallegal.ca

Advocacy Centre for the Elderly

www.acelaw.ca

ARCH Disability Law Centre

www.archdisabilitylaw.ca

Centre francophone de Toronto

www.centrefranco.org

Centre for Spanish-Speaking Peoples

www.spanishservices.org

Chinese and Southeast Asian Legal Clinic

www.csalc.ca

HIV & AIDS Legal Clinic Ontario (HALCO)

www.halco.org

Justice for Children and Youth

www.jfcy.org

South Asian Legal Clinic of Ontario

www.salc.on.ca

Community Legal Education Ontario (CLEO)

www.cleo.on.ca and www.stepstojustice.ca

CLEO does not provide legal advice or representation.

CLEO provides public legal education information in many areas of law including tenancy and social assistance.

Local Legal Clinics - December 2019

416-408-3967, 408-4041 Toll-free 1-844-633-2886

211 Yonge Street 5th Floor

416-598-2656 / 1-855-598-2656

2 Carlton Street Unit #701

416-482-8255 / 1-866-482-2724 TTY:416-482-1254 / 1-866-482-2728

55 University Ave #1500, Toronto

416-922-2672 ext. 300

555 Richmond St. West #300

416-533-0680

2141 Jane Street, 2nd Floor

416-971-9674

180 Dundas Street West #1701

416-340-7790 / 1-888-705-8889

55 University Avenue Unit #1400

416-920-1633 / 1-866-999-5329

55 University Avenue Unit #1500

416-487-6371

45 Sheppard Ave. East #106A

416-408-4420