

CEO Progress Report

Toronto Community Housing



An exciting time for TCHC

- We have the right strategic priorities at the right time
- We have a great team with great leaders
- Our tenants care about TCHC and want to be part of the solution
- Our partners and stakeholders who are working with us to achieve our goals
- Our shareholder, the City of Toronto, strongly supports us





Did you know that R-PATH is a tenant-led committee which works to improve physical and digital #Accessibility for thousands of #TCHC tenants? Hear R-PATH founder and chair Cathy Birch describe this unique partnership in #AccessibleHousing bit.ly/3pgZG12





Continuous improvements for service and business excellence

- 88 Hubs opened across the city, with more to come
- Integrated Service Model in place in all 83 seniors housings
- All contract-managed buildings taken back
- Final phase of HoMES project launches May 9





Partnering with the City on the Tenants First Plan

- Integrated service model for seniors housing
- Toronto Seniors Housing Corporation transition
- Transferring 643 single family homes to non-profit housing providers
- Moving our development function to CreateTO





Toronto Seniors Housing Corporation

- Delivering a key part of the City's Tenants
 First Plan
- Enabling seniors to age in place with dignity and in comfort
- On track for a smooth transition on June 1, 2022
- Employee transfer agreements with labour partners
- Service agreements for administrative and support functions





Transforming our TCHC culture

- Equity, Diversity and Inclusion Strategy
- Confronting Anti-Black Racism Strategy
- The Centre for Advancing the Interests of Black People
- The Future of Work/ModernTO
- TCHC 20th anniversary





COVID-19 response

- Mandatory vaccination for employees and vendors
- Organizing 600 vaccination clinics in TCHC buildings and communities
- Keeping food banks and essential programs open in our buildings
- Wellness checks for 1,000+ senior tenants with mobility issues
- Safely re-opening community rooms in our buildings for tenant use
- Maintaining mask requirement in indoor common spaces





- Investing in improved service delivery and business performance
- A net zero operating budget, with the COVID-19 expenses excluded
- Delivering a \$350 million building capital renewal plan for the third year in a row
- Building retrofits to reduce energy use, energy costs and our carbon footprint



Support for tenants around CRA issue

- Providing tenants with information about tax credits
- Posting eligible/ineligible buildings list on our website
- Calling for fair treatment of lowincome tenants
- Partnering with community agencies and tax clinics





Tremendous growth in TCHC social media channels

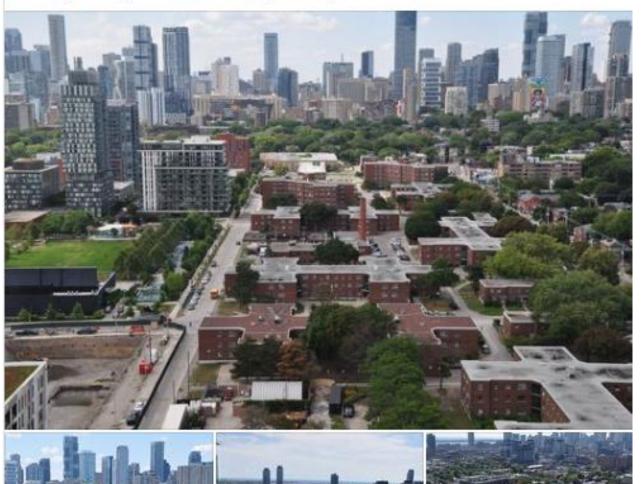
- Four channels reaching a total audience of 30,000+
- Net growth (12%) and engagement rate
 (3.8%) double the industry average
- More than 2 million impressions in
 2021
- Offers a powerful tool for tenant communications





The revitalization of Regent Park is driven by feedback from tenants and this ten minute survey will help us continue to shape the vision for Phases 4 and 5. The survey presents more detailed design concepts for streets and blocks, open spaces, ground floor animation and building designs. By providing your input, you can help us complete the plan for Phases 4 and 5.

The survey closes this Sunday, January 16, at 5:00 p.m., so make sure you have your say this weekend! https://bit.ly/3GvUzBQ







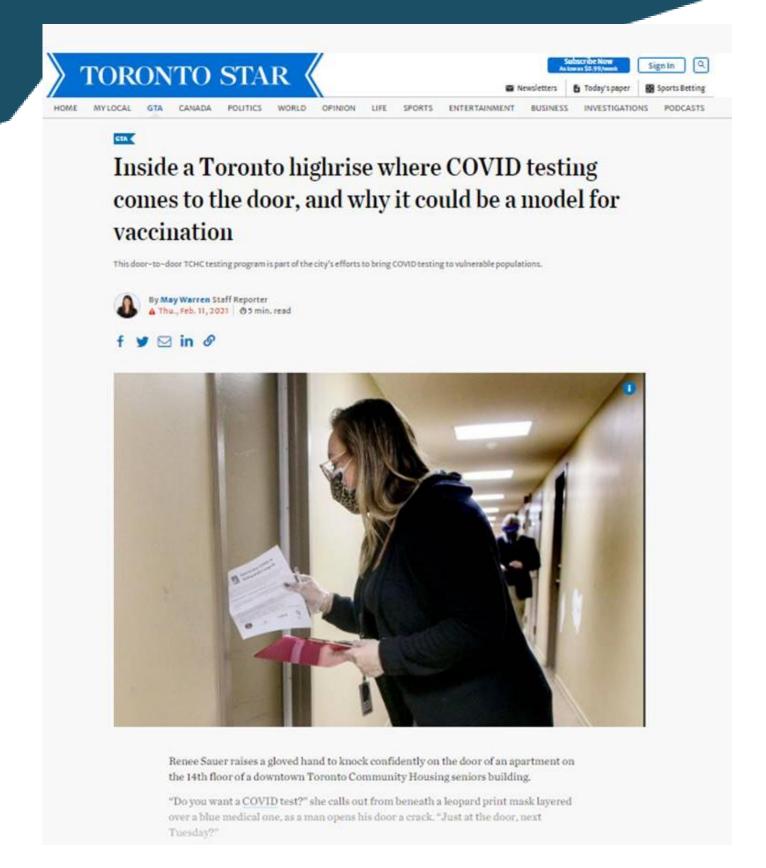


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Key Media Wins in 2021

- Sentiment of TCHC media coverage trending to positive or neutral (62.5%)
- Adding TCHC's voice to negative coverage for a more balanced perspective
- CityNews profile of Evelyn Amponsah and launch of The Centre
- Toronto Star story showcasing TCHC as a model for COVID-19 testing



2021-2022 Strategic Priorities Toronto Community Housing

Strategic Priorities Progress

- Robust data and findings from the 2021 Tenant Survey are informing service and communications strategies
- HoMES Track 2 training, delayed by COVID-19, is back on track
- Despite supply chain issues, we have opened 88 permanent or temporary Tenant Service Hubs with more to come in 2021
- Work progresses on the sale of TCHC's scattered houses to nonprofit providers and other Tenants First recommendations



Thank you! Questions?

Toronto Community Housing