



Item 4 – President and CEO’s Progress Report
TCHC Public Board Meeting – April 25, 2022
Report#: TCHC:2022-27 **Attachment 1**

CEO Progress Report

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Item 4 – TCHC:2022-27 Attachment 1

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

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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





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2022 Budget

- 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



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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 low-income tenants
- Partnering with community agencies and tax clinics



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Alongside @CityofToronto, other housing providers and community agencies, we call on the federal & provincial governments and the CRA to reconsider their approach to recovering Ontario Trillium Benefit funds from financially vulnerable tenants:



cbc.ca

'A smack in the face': This TCH resident just learned she owes hu...
Residents of some TCHC buildings say they've recently learned they're not eligible for a benefit they've collected for years and ...

5:03 PM · Feb 25, 2022



[Read the full conversation on Twitter](#)



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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

Toronto Community Housing
about 3 months ago

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**

The screenshot shows the Toronto Star website with the article title "Inside a Toronto highrise where COVID testing comes to the door, and why it could be a model for vaccination". The article is by May Warren, a staff reporter, dated Thursday, February 11, 2021, with a 5-minute read time. Below the text is a photograph of a woman, Renee Sauer, wearing a mask and gloves, knocking on a door in a hallway. The caption below the photo reads: "Renee Sauer raises a gloved hand to knock confidently on the door of an apartment on the 14th floor of a downtown Toronto Community Housing seniors building. 'Do you want a COVID test?' she calls out from beneath a leopard print mask layered over a blue medical one, as a man opens his door a crack. 'Just at the door, next Tuesday?'"



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2021-2022 Strategic Priorities

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 non-profit providers and other Tenants First recommendations



**Thank you!
Questions?**

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