

Tenant Action Funds Procedure

Procedure Owner:	Operations
Approval:	ELT
First Approved:	New
Effective Date:	March x, 2022

Purpose

The Tenant Action Funds (TAF) are resources available to tenants and tenant groups to fund projects and initiatives that respond to tenant-identified priorities.

The *Tenant Actions Fund Procedures* are intended to help tenants and staff adhere to the Toronto Community Housing's *Tenant Funds Distribution Policy*. The Procedures will outline the steps involving the application process, internal review and decision making process of the Tenant Action Funds.

Scope

In Scope

The Procedures and associated policy apply to all Toronto Community Housing (TCHC) tenants and staff. Tenants can request resources for projects and initiatives that will respond to tenant-identified priorities.

Out of Scope

- Tenants requiring expense reimbursement as part of their initiatives.
- Members of the Tenant Action Fund Tables cannot submit funding requests however members of their community may apply.
- Agencies are excluded from submitting funding requests.



Definitions

Agency: In this Policy, an agency is an incorporated not-for-profit organization, a registered charity with the Canada Revenue Agency, a healthcare service provider as defined by the Regulated Health Professions Act, 1991, SO 1991, c 18, a City of Toronto department or subsidiary

Tenant: A person who, pursuant to a residential lease agreement with Toronto Community Housing or a Toronto Community Housing-approved sub-landlord, lives in a Toronto Community Housing building.

Tenant Action Funds (TAF) Table: Members of the TAF Table consist of TCHC Regional Managers and TCHC tenants over the age of 16 from all across the city. The TAF Table is responsible for reviewing tenant funding requests for community projects and initiatives that respond to tenant-identified priorities.

Tenant Action Funds (TAF): Funds set aside by Toronto Community Housing for the purpose of addressing tenant-identified priorities.

Procedure Details

A. Application Procedure

Step 1: Get a Tenant Actions Funds application form

Tenant applicants can get the forms from:

- Their local engagement Community Services Coordinator (CSC). If tenant applicants are unsure who their CSC is they can call Client Care Centre at 416-981-5500 to get in touch.
- Online at torontohousing.ca/TAF
- By sending an email to taf@torontohousing.ca

Step 2: Complete the Tenant Actions Funds application form

If tenant applicants require assistance or have questions when completing the form, they can contact their local engagement CSC for support.

The application form contains six sections. All parts (from A to F) must be completed before submission. A minimum of eight tenant signatures from the tenant's building/townhouse committee are required. No more than two



signatures from the same household will be accepted. If tenant applicants need help completing the form, they can get in touch with their local engagement CSC.

The below contains examples of eligible and ineligible expenses for which funding can be requested:

Eligible Expenses	Ineligible Expenses
Volunteer recognition (certificate, plaque etc.)	Alcohol, gifts
Supplies for virtual training and clubs (e.g. headphones)	Fundraising activities/events, donations to charitable causes
Virtual workshops (e.g. webinar)	Consultants
Printing supplies for event promotion (toner, paper, etc.)	Honorariums
Meeting materials and supplies (e.g. pens, pencils, chart paper, markers)	Items for personal use
Sporting equipment (e.g. basketball, team t-shirts, trophy, yoga mats etc.)	Indoor fitness equipment
Outdoor recreation (e.g. tent, outdoor chairs, BBQ grill)	Travel outside of the City of Toronto
Speaker equipment (e.g. microphone, projectors)	Activities related to political purposes
Food/refreshments for meetings (e.g. catering)	TTC monthly passes
Program facilitators (e.g. food handling training, conflict resolution facilitator, etc.)	Salaries and hourly wages and income generating activities for group members, mentors
Art supplies (supplies for art classes)	Costs to maintain activities beyond funding term
Gardening supplies (soil, seeds, flowers, tools- shears, pruners, gloves)	Professional landscaper



**All purchased items will remain the property of Toronto Community Housing and made accessible to tenants. The Manager of Community Safety and Support will keep track of an inventory and ensure funding is not approved for previously purchased items that are available, in stock for use and in working condition.*

Step 3: Submit the Tenant Actions Funds application form:

Tenant applicants can submit the completed form to:

- Their local engagement CSC or
- taf@torontohousing.ca

Submission Deadlines: Applications are due at the end of each month for the following month's review. Example: for May review, applications must be submitted by April 30th. The final deadline for the calendar year to submit an application will be on October 31st for a November review.

Internal Review and Decision Making Process

Step 4: Once the Tenant Actions Funds application form is submitted, Tenant Participation Coordinators (TPC) will review the applications to ensure completion.

The TPC must ensure:

- Tenant applicant's personal information is included, project details are completed, and eight signatures from tenants (hand written or e-signed) are included. TPC will verify against HoMES that no more than two signatures from the same household are listed.
- The project demonstrates how the application addresses tenant priorities
- Tenant applicant's signature is included on the last page (hand written or e-signed)

If application is **incomplete**:

- The local engagement CSC will work with tenant applicants to complete the application.

If application is **complete** the TPC will:



- Remove pages containing confidential tenant information including names, addresses, contact information, signatures before sending the package to TAF Table
- Create a distinct Tenant Action Fund Application number for each application
- The first 6 digits of the application number are the key identifiers of each TAF application. The TAF Application Sequence number is as follows:

TAF – (Program)
E – (Region Letter: i.e. East)
01 - (application # by year)
10 (Approval Month i.e. October)
05 (Approval Day)
22 – (Approval Year)
1 (Invoice #)

Result: **TAF-E-01-100522-1**

- If an application has more than one invoice, the TPC will update the application number to reflect the number of invoices being submitted. The updated application number will only change on the invoice, the remaining sequence will remain the same on the rest of the package.
- If a second invoice is being submitted the application number on the invoice should be TAF-E-01-100522-2
- TPC will create a package and send to TAF Table Membership a week before the TAF Table meeting. The TAF Table meeting is held on the third Wednesday of the month from 6 to 8pm to review and approve TAF applications.

Step 5: Application Approval

- The Tenant Action Funds (TAF) Table will score application in accordance to TAF guidelines described in the TAF Application Guide using the Tenant Action Fund Application Decision form and sign off on approved applications. The TAF decision form will include the TAF Application number, signature from TAF panel members, and signature from Manager of Community Safety and Support



- If the TAF Table has multiple applications to approve, the decision will be based on an assessment on whether:
 - the proposed project will meet the applicant's goals; and
 - the application has accurately identified the benefits of the proposed project for their local community
- A maximum of \$1,000 can be approved per initiative.
- Tenant applicants will be sent a letter with their application status within two weeks after the review meeting date.
- If the application is approved, the local engagement CSC will contact the tenant applicant to discuss next steps.
- All decisions made by the TAF Table are final.
- Feedback for unsuccessful applications will be provided upon request.
- Applications that were not approved may be resubmitted with the appropriate changes made or recommended additional information to the local engagement CSC to be reviewed at the following monthly review meeting.

Step 6: Ordering and receiving of TAF Items

- The TPC to check if items requested can be supplied by an approved vendor in HoMES before purchasing goods. If businesses are not a TCHC vendor, the TPC will conduct research on vendors that may provide the product or service and ensure adherence to the Procurement Policy. The TPC will then initiate the vendor set up process and ensure the process is complete before purchasing goods.
- The Manager of Community Safety and Support will sign off on all requests for purchase before they are processed. The Manager will use the TAF Application Guide and Procurement Policy as the basis for approving purchases
- The TPC will order items on the HoMES system using the approved vendor list.
- Purchases must remain in the limits of the approved amount (\$1000). The TPC must charge the orders to GL Code: ABRER 590-555100



- Local engagement CSCs will meet with the vendor and tenant applicant onsite and, upon confirming that the required goods and/or services have been provided in accordance with the approved project application, will approve the invoice for payment;
- The CSC must print and sign their name on the invoice once items are received.
- The CSC will retain such documentation, including serial number for the items, in systems established by TCHC to control program inventory.
- The CSC will provide the TPC with the original signed invoice for consolidation.

Step 7: Project Implementation

- Once the project is approved and TAF items are received onsite, the CSC will work with the tenant to help them plan their project, and assist tenant leaders with successful coordination and delivery of the project.

Step 8: Verification and Reporting

- The TPC will send TAF item invoices to the Manager of Community Safety and Support for verification, approval and consolidation.
- The TPC will send a completed package (Appendix A) containing a completed TAF Application Form, TAF Decision Form, original TAF item invoices along with a completed expense report form to Manager, Tenant Engagement System for review each month.
- The Manager, Tenant Engagement System will review the consolidated monthly report and submit it to Finance for reconciliation and disbursement within three business days of receipt of the completed package.
- Finance will authorize and submit payments to vendors within two weeks of receiving the package. Any errors or issues in the package may result in a delay of payments.
- Finance will provide the Manager, Tenant Engagement System with a monthly report on funds disbursed.



- The Manager, Tenant Engagement System will use the monthly report to track total funds disbursed and process new applications based on budget.

***Please see Appendix A for a blank copy of a completed package*

B. Roles and Responsibilities

- Finance: Responsible for the processing of expense disbursements to vendors.
- Operations: Responsible for ensuring that only allowable expenses are approved and for providing necessary documentation to Finance to allow for vendor payment including original receipts, invoices and supporting documentation.

Compliance and Monitoring

- TAF items excluding one-time use items will contain a scannable barcode to track items and ensure they remain for use in the community. Note: Barcode tracking is not yet available and will be discussed with IT for implementation.
- A sign-in and sign-out system will be required for local engagement CSCs and tenant leaders who access the storage room to use TAF items.
- Local engagement CSCs will conduct inventory audits semi-annually and report back to the Manager of Community Safety and Support.
- The Manager of Community Safety and Support will send the audit report to the Manager, Tenant Engagement System who will report back to the Board on tracking metrics annually.
- The Manager of Community Safety and Support will submit an incident report for any items reported missing. Note: Incident reporting is not yet available and will be developed for the purpose of locating missing items.

Tenants found using Tenant Funds items for personal use will be ineligible to apply for future TAF funding and will be notified in writing. The Manager of Community Safety and Support will compile a list of ineligible tenants



and reference the list before sending any new applications to the TAF Table.

Other Related Policies and Procedures

- Tenant Funds Distribution Policy
- CBR Centre Community Funds Procedures
- Procurement Policy

Commencement and Review

Revision	Date	Description of changes	Approval
First approval:	March/2022	New	ELT

Next Scheduled Review Date: March 2023