



Tenant Engagement Refresh Update

Item 8D

December 1, 2022

Tenant Services Committee

Report: TSC:2022-57

To: Tenant Services Committee ("TSC")

From: Chief Operating Officer (Acting)

Date: November 2, 2022

PURPOSE:

The purpose of this report is to provide the TSC with an update on the implementation of the Tenant Engagement System Refresh.

RECOMMENDATIONS:

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

BACKGROUND:

A total of 1,486 tenant leaders have been established as a result of the implementation of the Tenant Elections completed in spring 2022. This includes 335 Community Representatives (compared to 200 that were in place in 2019) and 1,151 Building/Townhouse Committee Members. Since the orientation of tenant leaders concluded, they have been involved in key activities to support the implementation of tenant engagement at the community level.

In June, TCHC developed a four-step plan aimed at consulting tenant leaders, receiving their feedback, and developing recommendations in order to make necessary changes/improvements in the Tenant Engagement System. The plan includes:

- i. Launch of Community Actions Table at regional level;
- ii. Establishment of Tenant Advisory Committee;

- iii. End-of-year Regional Forums; and
- iv. Launch of Citywide Tenant Forum in 2023.

The implementation of the four-step plan is in progress.

COMMUNITY ACTIONS TABLE AT REGIONAL LEVEL

In August, we organized three Community Actions Table (“CAT”) meetings across the three regions – Central, West and East. The meetings were great opportunities for tenants to reconnect with regional frontline and management staff, and for staff to receive feedback on the progress of tenant engagement at the community level. More than 50% of Community Representatives participating in the Tenant Engagement System attended the meetings. Several TCHC departments and community partners, including Toronto Elections and Toronto Employment & Social Services (“TESS”) participated in the each of the regional meetings.

We are now working with various departments/divisions that were present at the regional meetings to provide responses to the feedback provided by the Community Representatives. The responses will be presented to tenant leaders at the regional forums taking place in November and December.

TENANT ADVISORY COMMITTEE

In September, we launched an open call for tenants to join the Tenant Advisory Committee, which will work with staff to advise TCHC on proposed changes, procedures and processes that are related to the implementation of the Tenant Engagement System. An information session was organized to inform interested tenants about the purpose of the group and to answers questions they may have. 29 tenants from across the three regions applied to join the Tenant Advisory Committee. At the end of the process, which includes review of applications and interviews, 15 tenants (five from each region) were successful and confirmed as members of the new Tenant Advisory Committee.

END-OF-YEAR REGIONAL FORUMS

TCHC is holding end-of-year regional tenant forums on November 19, 26 and December 3 to engage Community Representatives and Building Committee Members on a wide range of community-focused issues as part of the effort to make tenant engagement processes and programs more responsive to tenants’ needs post-pandemic. At the forums, participants will receive TCHC’s response to issues raised and feedback provided during the Tenant Community Action Table meetings held in August. We will also

solicit further input on the Tenant Engagement System as part of developing recommendations that will inform further amendments to the current system.

IMPLICATIONS AND RISKS

The City's Shareholder Direction requires TCHC to maintain a democratic system of active tenant participation and involvement that will:

- provide a Tenant council structure or similar organization;
- provide Tenant input into decisions at the corporate and local levels;
- provide Tenant input for setting local spending priorities and service levels; and
- include Tenant representation on the Board.

NEXT STEPS AND RECOMMENDATIONS

- Inaugurate the Tenant Advisory Committee to start working with staff to review tenants' feedback and develop recommendations for the proposed changes, procedures and processes that are related to the implementation of Tenant Engagement System.
- Planning for a citywide tenant forum in spring 2023.

SIGNATURES:

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