



QUESTIONS & ANSWERS

TENANT ENGAGEMENT SYSTEM REFRESH

AUGUST 2019

The following materials have been prepared to help answer questions about the Tenant Engagement System Refresh project.

What are some key elements of the refreshed Tenant Engagement System?

- Providing for new three-level structure for the local, operating unit/community and city level.
- Giving tenants the opportunity to decide if they want to participate in the Tenant Engagement System
- Giving tenants the option to select the local engagement option that best fits their community, from two choices: community representatives and building/townhouse committee.
- Allowing tenants to establish independent groups known as tenant associations in their community. A community can choose to have a tenant association in addition to engaging in the Tenant Engagement System.

When was the refreshed Tenant Engagement System approved?

Toronto Community Housing Corporation's (TCHC) Board of Directors approved the Tenant Engagement System and the implementation plan at on July 19, 2019.

Why was the Tenant Engagement System implementation delayed?

The original implementation rollout was planned to be completed by June 2019; however, Toronto Community Housing took some time to address concerns raised by tenants and create solutions to potential issues.

Working in collaboration with tenants, we agreed on the importance of offering tenants several options to choose from at the local level. This will allow tenants to can select the local engagement model that best suits their community's needs.

The proposed engagement system and implementation plan were considered for approval at the June board meeting, but were deferred to July's board meeting, where it was approved.

How is TCHC planning to educate and engage with tenants on the refreshed Tenant Engagement System?

TCHC is preparing an awareness campaign to educate tenants about the voting process and different options for local engagement. This will be done before we start implementation of the system. The awareness communication campaign has started this summer.

How will TCHC continue to engage with tenants while implementing changes to the refreshed Tenant Engagement System?

TCHC will continue to interact with tenants to create awareness about the refreshed Tenant Engagement System and how it will affect them. TCHC is committed to making sure that engagement continues while we implement the refreshed Tenant Engagement System.

As we move forward, there are a number of opportunities for tenants to get involved. Here's how:

- Help your community finalize their Community Action Plan
- Identify the non-capital items that will help improve your community through the Participatory Budgeting program
- Apply for the Tenant Action Funds (previously known as Tenant Council Funds) to get funding for a project or initiative that will address your community priorities

- Participate in local events, initiatives and programs

To find out more, you can connect with your engagement Community Services Coordinator (CSC). If you are not sure who your CSC is, you can call our Client Care Centre at **416-981-5500** and an agent will connect you to the right person.

How is TCHC making sure it is adhering to accessibility practices and values?

Everything from the consultation process, designing the refreshed engagement system, and implementation planning, adheres to the values and principles in the Tenant Charter. Those values and principles are a reflection of internal and external policies, including, but not limited to, *The Accessibility for Ontarians with Disabilities Act* and Toronto Community Housing's Human Rights, Harassment and Fair Access Policy.

The refreshed Tenant Engagement System supports an inclusive and accessible environment that promotes dignity and respect and that is free of discrimination and harassment. TCHC is and will continue to be committed to providing equitable opportunities for engagement and will support tenants to be engaged in activities that influence their quality of life. The system is founded on human rights, accessibility and anti-oppression. We realize that we must make these key aspects of the system explicit.

Have a question or concern about the Tenant Engagement System Refresh?

Send an email to EngagementRefresh@torontohousing.ca or call **416-981-4435**. A member from the Tenant and Community Services team will reach out to you regarding your request.