



Tenant & Community Services Committee

931 Yonge Street
Toronto M4W 2H2

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The Tenant & Community Services Committee of Toronto Community Housing Corporation met on November 24, 2011, in the Main Floor Conference Room, 931 Yonge Street, commencing at 9:30 a.m.

Committee Directors present: Councillor Cesar Palacio, Chair **Regrets:** Councillor Frances Munira Abukar, Vice Chair Nunziata

Additional Directors present: Norman (Bud) Purves, Chair of the Board of Directors
Ms. Catherine Wilkinson

Also present: Marta Asturi, Assistant Corporate Secretary and Legal Counsel
Mary Boushel, Legal Counsel
LoriAnn Girvan, Director, Community Health Unit
Nadia Gouveia, Social Investment Fund Coordinator
Michelle Haney-Kileeg, General Manager
Mitzie Hunter, Chief Administrative Officer
Len Koroneos, Chief Executive Officer (Interim)
Deborah Simon, Chief Operating Officer

Councillor Cesar Palacio, the Chair, called the meeting to order and Mirela Bolentiru served as recording secretary.

DECLARATION OF CONFLICT OF INTEREST

The Chair requested members of the Tenant & Community Services Committee to indicate any agenda item in which they had a conflict of interest, together with the nature of the interest. **None were declared.**

CONFIRMATION OF AGENDA

Motion carried **ON MOTION DULY MADE** by Ms. Munira Abukar, seconded by Mr. Norman (Bud) Purves, the Tenant & Community Services Committee approved the change of the agenda order to have items 7 and 8 discussed before item 6.

DEPUTATIONS

The Committee Chair polled for any depositions to be heard at the meeting and explained the deposition process. He noted that several written submissions had been distributed to the Committee members and a list of those who had made written submissions would be included with the minutes. A list of people wishing to provide verbal depositions was received for the meeting.

MINUTES CONFIRMATION OF TENANT & COMMUNITY SERVICES COMMITTEE MINUTES – SEPTEMBER 29, 2011

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee received the above-captioned minutes and recommended they be forwarded to the Board of Directors for information.

ITEM 1 Q3 2011 QUARTERLY PERFORMANCE REPORT TCSC:2011-12

Motion carried The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-12) from the Interim Chief Executive Officer.

The Committee Chair provided opening remarks and then invited deputants to speak to the agenda item. Mr. Dan King provided a verbal deposition in relation to this item.

The Chair thanked Mr. Dan King and opened the floor for questions.

Catherine Wilkinson recommended that:

- on page 3 of the report “Tenant in Arrears & Changes over Time” the amount and percentage of Rent and Parking Arrears be split for clarification purposes;
- due to some work orders entered in Easy Trac that do not end up in the superintendent’s office – on pages 11-12 of the report “Improved Customer Service” – there should be a process in place to ensure that all work orders reach the on site staff in due time; a better communication is needed to improve turning over the work orders to new staff;
- the approved capital repairs list should be kept by management and readily available for reference, showing the outstanding items;
- large capital repair items to be addressed in due time and management should include them in the capital repairs list;
- management should clarify the numbers associated with empty

units and turnover units under Vacancy Loss metric that are not included in the total numbers provided in the report.

In response to Ms. Catherine Wilkinson's recommendations, Mr. Hugh Lawson informed the Committee that large capital repair items are addressed within one year and then they are included in the capital repair list. He also noted that management's approach was based on the assumption that the following units have not been included in the vacancy loss calculations:

- non-rentable units, including units on hold, under refurbishment, and held for Regent Park Relocations;
- 200 Wellesley Street East vacant units;
- units that are vacant in new developments at revitalization sites; as soon as they are turned over to the Operating Units for ongoing operational management they will be accounted for under the vacancy loss review;
- the Rental Task Force (RTF) is focusing on hard-to-rent units in buildings with high vacancies, most of which have been vacant for long periods of time; the rental of these units will cause a temporary spike in average rental turnaround times.

Staff informed that the breakdown of the above requested information is not readily available, but it will be brought back at a future meeting.

Motion carried **ON MOTION DULY MADE** by Ms. Munira Abukar, seconded by Mr. Norman (Bud) Purves, the Tenant & Community Services Committee unanimously received the report and recommended to forward the report with performance measures that are below target to the Board of Directors for information.

**ITEM 2 SUCCESSFUL TENANCIES AND HEALTHY
COMMUNITIES PRESENTATION**

Motion carried The Tenant & Community Services Committee had before it the above-captioned PowerPoint presentation from Mary Bushel, Legal Counsel.

Mr. Dan King provided a verbal deputation in relation to this item.

Mr. Clive Williams provided a verbal deputation and a written submission in relation to this item, which it was provided to the Committee members prior to the Committee meeting.

Motion carried Ms. Catherine Wilkinson requested that:

- staff bring back to the Committee a summary of the legislative framework, including subtitles/specific sections, to ensure that the Committee members have a better understanding of their roles;
- the summary should also cover the pest control and hoarding issues.

Ms. Mary Boushel explained to the Committee that there are many challenges along the road, especially related to the tenants' behaviour and actions, which are either intentional or **related to mental health**. In such circumstances, there is also a challenge for staff to maintain quiet neighbourhoods. She also explained that the issue of hoarding will be included in the new category named "Unit Condition Initiative".

The Committee Chair informed the Committee that in his neighbourhood there are many people living with mental disabilities, as well as many senior citizens. He expressed his concerns with respect to the safety of the senior citizens in relation to the behaviour of the mentally challenged individuals, suggesting enhanced security services.

In response to a question raised, management explained that the Residential Tenancies Act provides alternate options, such as mediation agreements and conditional orders that are available through the Landlord and Tenant Board, to prevent termination of tenancy and eviction.

In response to a question raised, staff explained that the cost of eviction consists of the following cost categories:

- administrative cost of enforcing the eviction
- vacancy and turnover costs
- emergency shelter costs borne by the City, which are higher than the Corporation's costs
- start-up funds for people re-housed elsewhere
- emergency room and health care costs, and
- personal and emotional costs to tenants and their families.

Mr. Norman (Bud) Purves requested that the costs of eviction be specified and spread over each cost category.

Councillor Palacio informed the Committee that there will be meetings in all four points of the City with respect to raising the necessary funds

required for successful tenancies, by working with communities and shaping the TCHC's strategies. Councillor Palacio will keep the Committee informed of the development of this initiative.

Motion carried **ON MOTION DULY MADE** by Ms. Munira Abukar, seconded by Mr. Norman (Bud) Purves, the Tenant & Community Services Committee unanimously received the presentation on Successful Tenancies and Healthy Communities for information.

ITEM 3 **POLICY ON EVICTIONS FOR CAUSE - UPDATE** TCSC:2011-13

The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-13) from the Interim Chief Executive Officer.

Mr. Dan King provided a verbal deputation in relation to this item.

Ms. Catherine Wilkinson requested that:

- the Le Sage Report be distributed to the new Board of Directors as the new directors have not yet seen it;
- public consultations be held with tenants to determine ways of improvement;
- the issues that cannot be addressed and the reasons why they cannot be addressed;
- tenants need to be educated as well as staff;
- communications should be posted in all superintendent's offices.

Mr. Norman (Bud) Purves requested that staff report back to the Committee at a future meeting on all 81 recommendations included in the Le Sage Report.

Staff informed the Committee that management developed strategies, included in the Community Management Plan that are intended to address all 81 recommendations of the Le Sage report.

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee unanimously received the report for information.

ITEM 4	COMMUNITY SAFETY INITIATIVES – STATUS REPORT	TCSC:2011-14
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The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-14) from the Interim Chief Executive Officer.

Mr. Dan King provided a verbal deputation in relation to this item.

Ms. Beverly Smith provided a verbal deputation in relation to this item.

Ms. Catherine Wilkinson requested that:

- issues of **addiction** should be tied into the Mental Health Strategy;
- due to reducing the number of community officers by 100 staff, the TCHC staff is now responsible for clusters of communities, which represents a huge workload;
- staff bring back to the Committee the pilot project's results;
- staff bring back to the Committee the results of the CCTV audit and provide the Committee with information on who was responsible for what happened;
- there is inconsistency in parking enforcement; staff should revisit the policy that addresses the parking payments and clarify the tenants' situation;
- staff should ensure that all communications reach in due time the mentally challenged individuals and that they understand them.

The Committee Chair requested that staff bring the Community Safety Initiatives back to the Committee at a future meeting.

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee unanimously received the report for information.

ITEM 5	MENTAL HEALTH STRATEGY UPDATE	TCSC:2011-15
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The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-15) from the Interim Chief Executive Officer.

Mr. Dan King provided a verbal deputation in relation to this item.

Ms. Susan Gapka provided a verbal deputation in relation to this item.

Ms. Catherine Wilkinson recommended that the Corporation build its own business case and present it to the City advocating for funding for mental health.

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee unanimously received the report for information.

ITEM 6 ACCESSIBLE CUSTOMER SERVICE - UPDATE TCSC:2011-16

Motion carried The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-16) from the Interim Chief Executive Officer.

The Committee agreed to hear the deputations on this item, but deferred for discussion to the January 16, 2012 Committee meeting.

Mr. Dan King provided a verbal deputation in relation to this item.

Ms. Catherine Wilkinson informed the Committee that elevators are out of service very often. There has never been a policy to provide for situations when tenants get stuck in elevator. In reference to section 2.3 of the "Guidelines Accessible Customer Service September 2011", the Corporation cannot decide whether a disable tenant should come with a support person. This is their right. Ms. Catherine Wilkinson recommended that the policy be amended to say "...a person with disability, or his/her support person be allowed to give feedback".

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee deferred the report for information to the January 2012 Committee meeting.

ITEM 7 SOCIAL INVESTMENT FUND 2011 UPDATES TCSC:2011-17

The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-17) from the Interim Chief Executive Officer.

Mr. Chris Lyttle and Ms. Beverley Smith provided a verbal deputation and a written submission in relation to this item, which was provided to the Committee members prior to the Committee meeting.

Motion carried **ON MOTION DULY MADE** by Ms. Munira Abukar, seconded by Mr. Norman (Bud) Purves, the Tenant & Community Services Committee unanimously received the report for information.

**ITEM 8 TENANT COMMUNICATIONS STRATEGY -
UPDATE**

TCSC:2011-18

The Tenant & Community Services Committee had before it the above-captioned report (TCSC:2011-18) from the Interim Chief Executive Officer.

The Committee agreed to hear the deputations on this item, but deferred for discussion to the January 16, 2012 Committee meeting.

Ms. Susan Gapka provided a verbal deputation in relation to this item.

Mr. Clive Williams provided a verbal deputation and a written submission in relation to this item, which was provided to the Committee members prior to the Committee meeting.

Mr. Noor Hussain provided a written submission in relation to this item, which was provided to the Committee members prior to the Committee meeting.

Ms. Halima Saad provided a verbal deputation in relation to this item.

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee deferred the report for information to the January 2012 Committee meeting.

IN CAMERA PROCEEDINGS

Motion carried **ON MOTION DULY MADE** by Mr. Norman (Bud) Purves, seconded by Ms. Munira Abukar, the Tenant & Community Services Committee resolved to defer the *in camera* items A and B to the January 2012 Committee meeting.

ADJOURNMENT

The meeting of the Tenant & Community Services Committee was adjourned at 11:10 a.m.

Secretary

Chair, Tenant & Community Services Committee