

Toronto Community Housing



Tenancy Management Protocols for Community Safety Incidents

Item 8B

February 5, 2024

Tenant Services Committee

Report: TSC:2024-05

To: Tenant Services Committee (“TSC”)

From: Chief Operating Officer (Acting)

Date: January 16, 2024

PURPOSE:

The purpose of this report is to respond to inquiries made at the November 27, 2023 Tenant Services Committee (“TSC”) meeting regarding the relationship between Tenancy Management staff and Community Safety Unit staff in relation to addressing tenancy management matters.

RECOMMENDATION:

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

REASON FOR RECOMMENDATION:

The attached presentation addresses the relationship and the roles and responsibilities of the respective teams.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Acting Chief Operating Officer

ATTACHMENT:

1. Tenancy Management Protocols for Community Safety Incidents Presentation

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Toronto Community Housing



Tenancy Management Protocols for Community Safety Incidents

Operations Division
February 5, 2024

Tenancy Management – Anti-Social Behaviour*

- This presentation focusses on addressing anti-social behaviour and highlights scenarios where CSU involvement may be necessary, including:
 - Record keeping and documentation
 - Corroboration of incidents (e.g. CCTV camera footage)
 - Necessary action on the part of Special Constables (e.g. enforcement of provincial offenses act)
- Tenancy Management related to Anti-Social Behaviour, within TCHC, may be initiated at various points, with CSU involvement triggered either as the intake point or when staff determine their involvement is needed, based on individual case specifics.
- The Regional teams consistently lead Tenancy Management activities

*Arrears-related tenancy management activities are not covered here and do not generally intersect with CSU

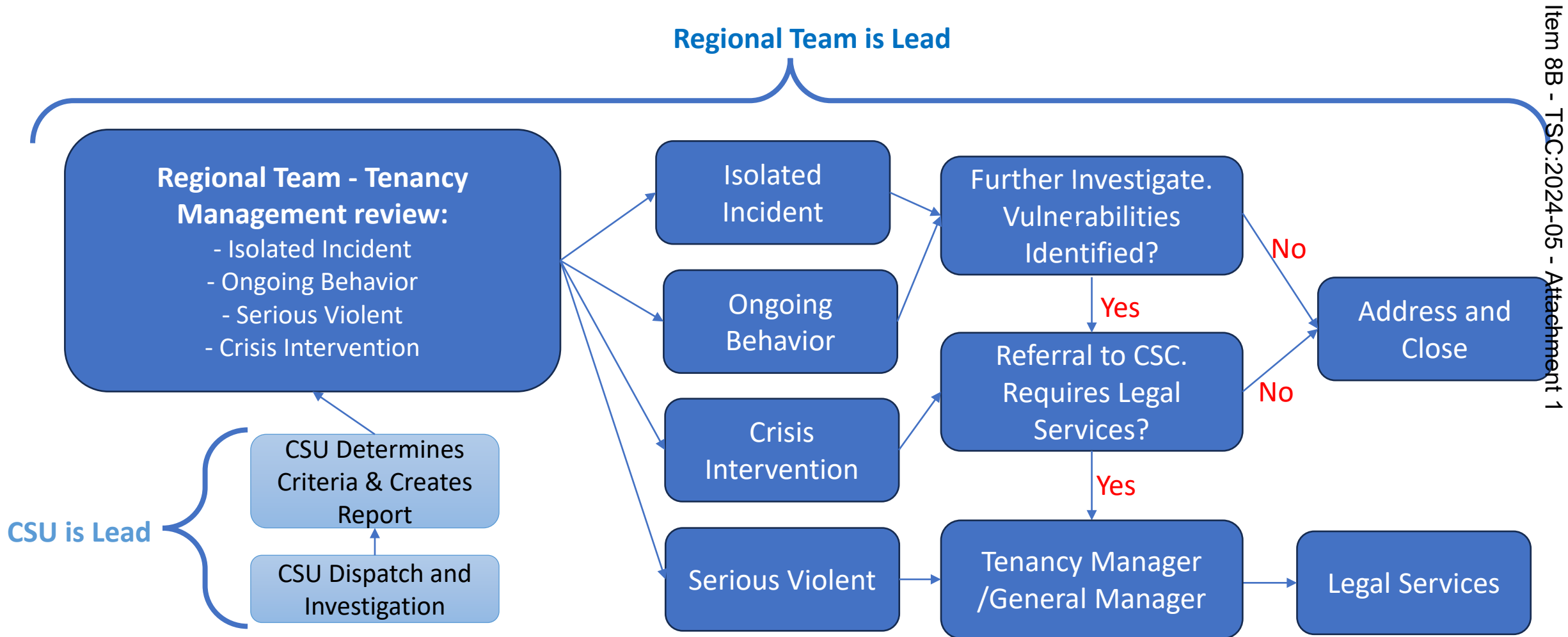
Background

TCHC has an established workflow that supports Operational team ins the regions to manage tenancy related concerns that may involve the Community Safety Unit.

The workflow is designed to ensure the following principles:

- Consistent and timely information sharing to enable Regional teams to proceed with the Tenancy Management processes
- Consistent and timely information sharing in to enable Regional teams to support vulnerable tenants.
- Compliance with various pieces of privacy legislation including MFIPPA, PHIPA, The Identification of Criminals Act, Youth Criminal Justice and the Victims Bill of Rights

Work Flow – Tenancy Management (Anti-Social Behaviour)





Thank You!
Do you have any questions?

Appendix

Incident Classifications

Isolated Incidents	Ongoing Issues	Serious Violent Incidents
<ul style="list-style-type: none"> • Cause Disturbance • Thefts • Break and Enters • Disputes • Drug Offences • Fires • Mischiefs • Dog Owner’s Liability Act • Maliciously Activated False Fire Alarms (Offender Unknown) • Personal Injuries • Confirmed Noise Reports • Vehicle Accidents • Unconfirmed Reports of Noise 	<ul style="list-style-type: none"> • Assaults • Robberies • Weapons Offences • Threatening • Maliciously Activated False Fire Alarms • Fraud • Cause Disturbance • Theft • Break and Enter • Disputes • Drug Offence • Mischief • Ongoing Anti-Social Behavior 	<ul style="list-style-type: none"> • Arson • Homicide • Attempted Homicide • Manslaughter • Child Neglect • Sex Assault • Sudden Death

Tenant Service Coordinator Responsibilities:

- Gather information
- Conduct tenancy management meetings as appropriate
- Issue Warning Letters
- Collaborate with Internal or External Stakeholders
- Consider whether the tenant is vulnerable and requires to be connected to the Community Service Coordinator (CSC).
- Identify incidents that may require our Legal Services Division.

Community Service Coordinator Responsibilities:

- Connect tenant(s) to the appropriate support agencies.
- Referrals to the SPIDER or Focus Table.
- Sit on the SPIDER Table and the 6 FOCUS tables throughout the city.
- Collaborate with Internal or External Stakeholders
- Work with tenants that may be displaced due to Fires and Floods
- Connect tenants to 'soft landing' supports.

Tenancy Management and GM Responsibilities

Tenancy Management Supervisor/Manager Responsibilities:

- Review information about the incident.
- Review documented attempts in TSC and CSC tickets and provide feedback and recommendations on actions taken.
- Provide support, update and escalate on critical incidents.
- Review of files that may go to legal services.

General Manager Responsibilities:

- Determine appropriate actions were taken on Incident.
- Final sign off for legal services.
- Provide Instructions to legal services department.

Paralegal Responsibilities

- Review File
- Provide legal advice on risks and benefits
- Prepare Notice of Termination and file application at the LTB.
- Provide the Tenancy Management pillar updates on timelines, ex. voiding period and outcomes of LTB.
- Attend hearings at LTB as Toronto Community Housing legal representative.
- Identify parties that are required for LTB hearings.
- File Sheriff Package.

Community Safety Unit Responsibilities

- Responding to initial incidents flagged through CSU dispatch.
- Establish contact with the complainant or victim, investigate, and compile a written report
- Creates HoMES records based on written reports, tailored to exclude sensitive information.
- CSU staff categorizes the incident as:
 - Isolated,
 - Ongoing,
 - Serious and Violent or
 - Crisis Support
- HoMES records are assigned to the appropriate staff in Regional teams and Legal team to action.