

Resident Engagement at Toronto Community Housing



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Who we are: Overview

- Canada's largest social housing provider and the second largest in North America
 - 90% of public housing in GTA and 44% in Ontario
- Home to 58,500 households in Toronto in 2,200 buildings (same population as Prince Edward Island or St. Catharines)
- We are one of the largest residential developers in Canada
- We directly employ about 1,600 people



Resident Fast Facts

- Diverse population that includes many marginalized and vulnerable residents
- 94% of residents are living below the poverty line
 - RGI resident median income is \$14,916 vs. \$58,381 in Toronto
 - Up to 75% of households rely on social assistance as their primary source of income
- 38% Children & Youth / 25% Seniors / 37% Adults
- At least 69 Languages spoken
- Top 5 languages other than English
 - Chinese languages, Russian, Tamil, Somali, Spanish
- Over 22,000 family households with children
- 21,110 households with seniors living alone
- 29% of RGI households have a member with a disability (vs. 12% in Ontario)



Vibrant Communities

We aim to create and foster opportunities that contribute to improved well being for residents and neighbourhood quality of life

We do this by:

- Creating Economic Opportunities for Residents
- Strengthening Communities and Resident Leadership
- Supporting Housing Stability



Creating Economic Opportunities for Residents

Focus is on:

- Connecting residents to economic opportunities
 - Small Business Development and Social Enterprise
 - Providing Employment Opportunities (jobs, internships, job fairs)
- Providing Residents with Employment Support
 - Employment Readiness (training)
 - Education Opportunities and Mentorship



Strengthening Communities and Resident Leadership

- Support leadership development at the local level
- Engage residents in the formal tenant engagement system (tenant councils, and issue based groups)
- Work with residents to support decision making about things that have direct impact in their lives (Participatory Budget program)
- Promote active living by providing sport and recreational programs for children and youth



Tenant Council System

- Meet monthly with active staff support
- Budget
- Capacity building and training
- Community development



Elections

In 2009, Toronto Community Housing held its first tenant representative election under the current Tenant Engagement System.

- A total of 726 candidates ran city-wide, marking the 2009 elections as the most successful held by Toronto Community Housing to date.
- Approximately 31% of tenants cast their votes in 189 polls portfolio-wide
- 416 tenants received a new three year mandate to represent tenants in their buildings.



Issue Based Groups

- Involved in governance issues related to TCH (Governance, Finance and Communications, TERC- Tenant Engagement Reference Committee)
Or
- Advocate for change on a variety of issues:
 - Food security
 - Disability issues
 - Seniors Lens group



Support leadership development at the local level

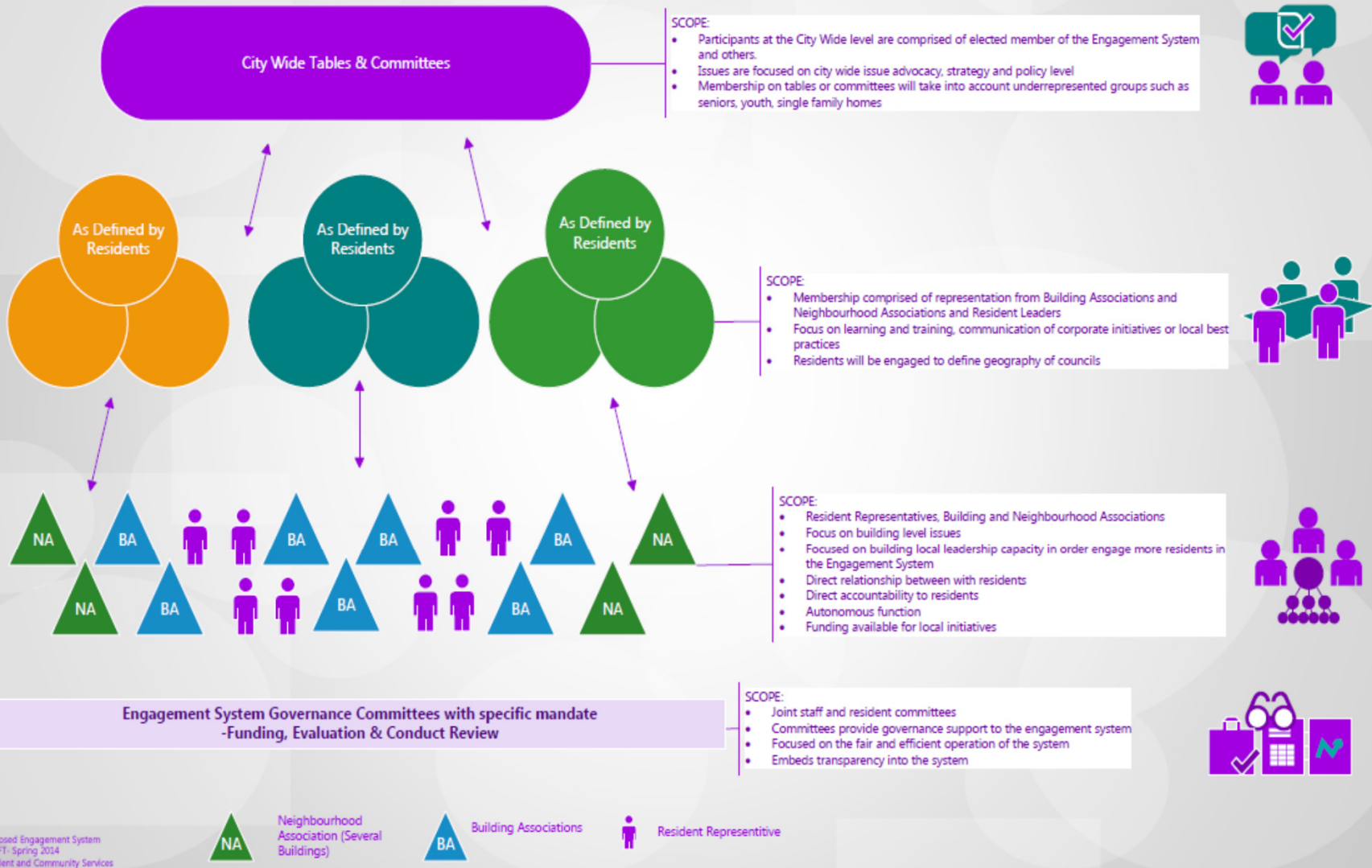
- Resident leaders are best able to work with their communities to create change

Animator Model

- Safety ambassador program
- Green Animators
- Revite Animators



Appendix B: Proposed Structure of the Resident Engagement System



Proposed Engagement System
 DRAFT: Spring 2014
 Resident and Community Services



OUTCOMES

- Increasing resident engagement and local capacity across the city
- Increasing resident input at all levels of the organization (local, board)
- Improved services through effective local input and feedback
- Leveraging local capacity to attract resources
- Providing more autonomy for resident decision making at the local level





Thank you

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Toronto Community Housing

