



Practices of Recording, Monitoring, & Measuring Resident Engagement

Mary Jo MacCrae, Peel Living
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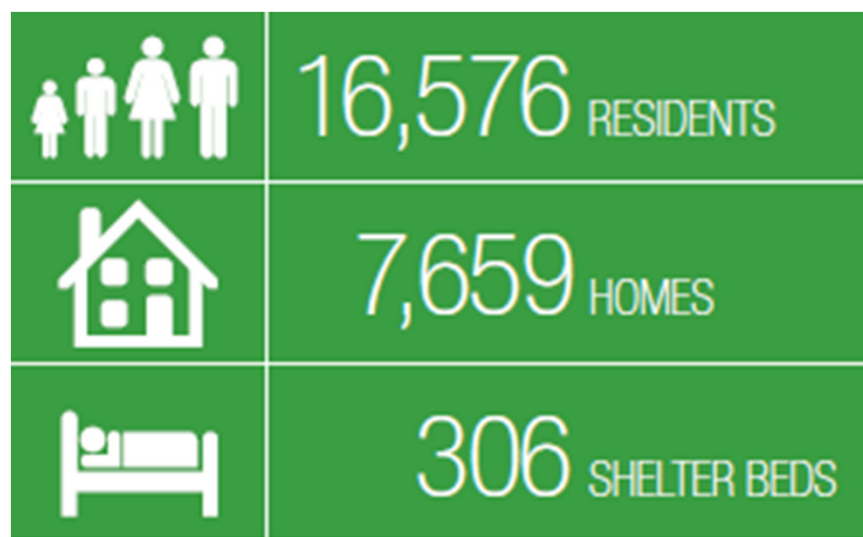


Peel Living: Overview



- Established in 1976
- Not-for Profit social housing provider owned by the Region of Peel.
- Focus: Providing community, property and tenancy management services that meet industry-wide standards of excellence and empower communities.

Peel Living: General Profile



Including:

- ▶ 7,409 Children & Youth (45%)
- ▶ 3,377 Seniors (20%)

Total properties and units

- ▶ 68 Peel Living properties totaling (6,921 units)
- ▶ 5 regionally owned buildings, 2 transitional housing properties, 3 shelters totaling (737 units and 68 beds)





Spectrum of Tenant Experience in Social Housing

Governance	Community Engagement		Generic Landlord Services to Customers as per RTA			Supporting tenants in Difficulties		Intervening in high risk tenancies
Participation In Non Profit Housing governance	Youth, Seniors Children & Family	In-Building Activities	Enjoyment of All Tenants	Tenancy Mgmt	Building Services	One-on-one intervention	Referrals of tenants to Agencies	Supporting vulnerable tenancies with social characteristics that impact negatively on independent living
Formal tenant system Or advisory body	Social Development Employment program	Community development Program	Healthy building: Pests etc Conflict resolution	Leasing, rent collection, Work Order education on costs e.g. energy	Maintenance & capital	Eviction prevention	Case intake SHIP	Case Management with ROP staff involvement





Utilizing Data - Quality of Life Survey

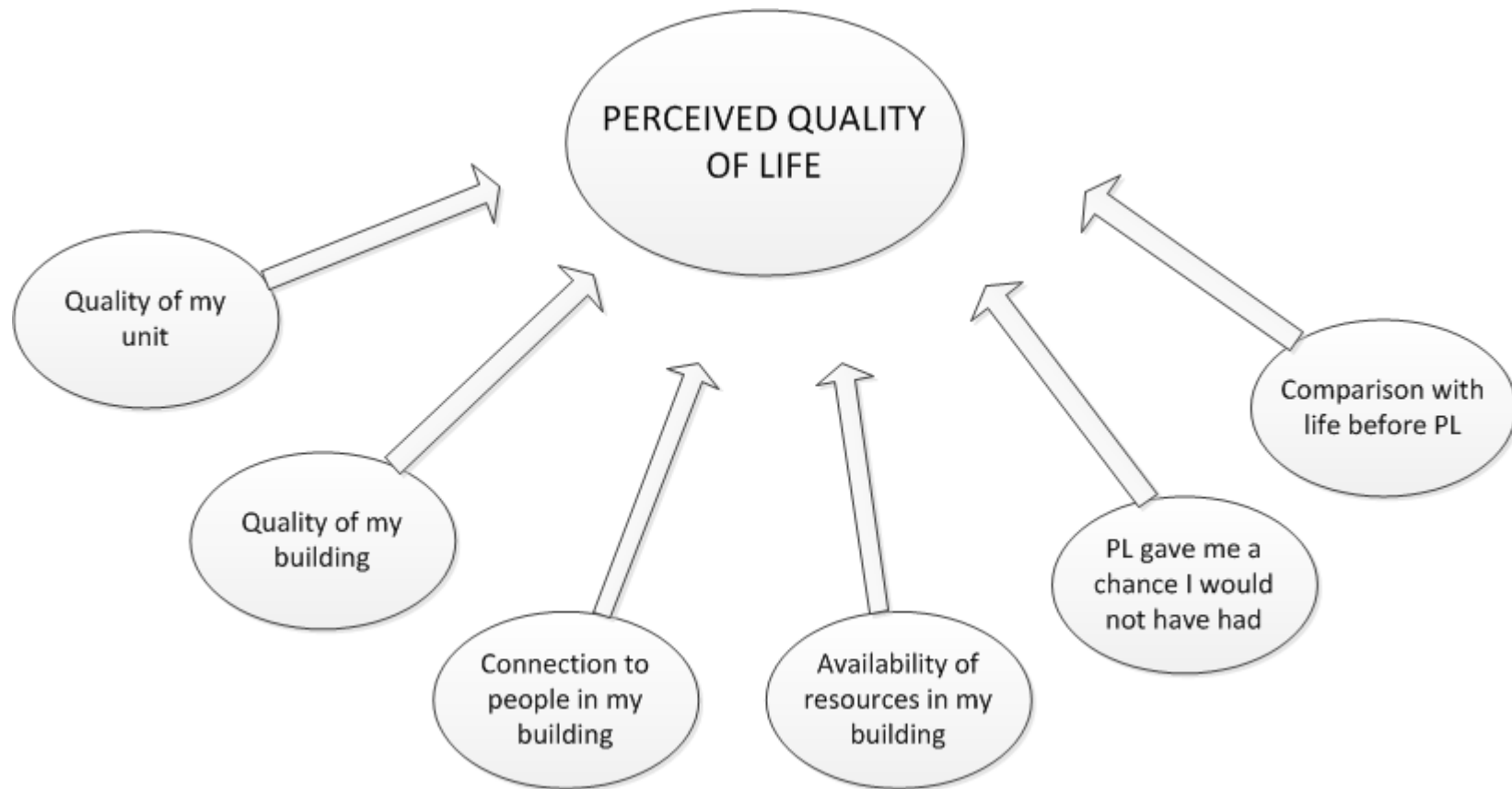
- ▶ **Focus for Peel Living**
 - ▶ Resident Quality of Life
- ▶ **Method**
 - ▶ Expanded sample: 600 Clients in total
 - ▶ Analyzed Drivers
- ▶ **Client groups**
 - ▶ Rent: Non-Subsidized tenants vs. subsidized
 - ▶ Building type: Seniors, Singles, Families
 - ▶ Children: Vs. None
- ▶ **Life Stage:**
 - ▶ Peel Living seen as transitional vs. long-term.



Summary of Quality of Life Findings

- ▶ Peel Living tenants comprise several distinct populations with differing life situations and needs
- ▶ In general, tenants have positive views of Peel Living
- ▶ Despite the diversity of the tenant population, several common factors contribute to residents' perceived quality of life. They fall into two groups:
 - ▶ 1. Life experience factor: Peel Living can influence these indirectly
 - ▶ 2. Physical factors: Peel Living's should continue to focus on these elements, which they can influence.
- ▶ Social resources contribute to quality of life, and Peel Living should seek ways to maximize tenant's access to them.
- ▶ The physical state of the unit and building contribute to quality of life, and Peel Living has direct responsibility for these.

Factors that contribute to Peel Living tenant's quality of life





Tracking Interactions

▶ Performance Measurements

- ▶ Number of fire safety meetings held for tenants
- ▶ Number of tenant meetings/ info sessions held
- ▶ Call response time
- ▶ Average superintendent response time to work orders
- ▶ Number of work orders assigned to contractors
- ▶ Number of legal notices issues (yearly) - behaviour
- ▶ Number of interventions meetings – rental arrears & behaviour
- ▶ Number of units supported by agencies as percentage of overall stock

Overall, tracking number of face-to-face meetings and group meetings



Tracking Interactions

- ▶ **Work Plans – Property Managers are tracking:**
 - ▶ Welcome package
 - ▶ Follow-up meetings with new tenants after one month
 - ▶ Tenant meetings annually for family buildings
 - ▶ face to face interaction with vulnerable/challenging tenants for illegal acts, complaints, hoarding, etc.
 - ▶ Community events
 - ▶ Number of building survey's or audits of work orders
 - ▶ On-going meeting/communication with partnership agencies – example - Peel Senior Link, Dixie Bloor Neighbourhood
 - ▶ Number of new partnerships created

Overall, tracking initiatives and interactions with tenants



Community Engagement

Tenant Engagement initiatives underway:

Youth Initiatives:

- 1) Summer hiring of 32 university/college students to contribute to Tenant Experience through working on beautification of sites.
- 2) Partnering with BOYS & GIRLS CLUB, to hire 23 youth, 18 from Peel Living communities, to provide them with employment skills, resume opportunities along with building community relations opportunities
- 3) Excellence Conference to mentor youth on ways to realize their academic and career goals. HAD 60 PLYOUTH participants. The conference is a market place for real examples of career opportunities for youth



Thank you

