



Good morning/afternoon. My name is \_\_\_\_\_. I am from Harris/Decima and I am calling on behalf of Toronto Community Housing. You are one of 8,000 randomly chosen tenants being asked to take part in Toronto Community Housing's second Tenant Survey. We value your opinion. Tell us what you think about our services. It is completely confidential. Harris/Decima will collect all of the questionnaires. They will put together the results of the survey and provide Toronto Community Housing with an overall report – not anyone's individual response. This interview will take about 20-25 minutes to complete.

The survey will help us to deliver on our commitments to quality housing, quality service and quality communities. Your participation is greatly appreciated.

## TENANT SURVEY

### Section A: Quality of Housing

#### Building and Unit Conditions

1. Please rate the **current condition and cleanliness** of your building/complex's...  
[INTERVIEWER NOTE: ASK A-H ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
a) Exterior (e.g. outside of building, lawn, garden, etc.)	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
b) Common areas (e.g. hallways, lobby area, recreation room, stairwells, etc.)	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
c) Laundry room	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
d) Elevators	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
e) Garbage area	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
f) Recycling area	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
g) Fire safety systems (smoke detectors, fire alarms, carbon monoxide detectors)	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
h) Parking lot/garage	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>

2. Taking everything into consideration, please rate the overall condition and cleanliness of your building/complex.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good <sub>5</sub>
- Good <sub>4</sub>
- Fair <sub>3</sub>
- Poor <sub>2</sub>
- Very Poor <sub>1</sub>

3. Please rate the current condition of your apartment/unit's...



[INTERVIEWER NOTE: ASK A-G ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
a) Appliances (e.g. refrigerator, stove, etc.)	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
b) Kitchen	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
c) Bathroom	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
d) Windows and window locks	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
e) Carpet and floors	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
f) Walls and ceilings	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
g) Exhaust fans in the kitchen and bathroom	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>

4. Taking everything into consideration, please rate the overall condition of your apartment/unit.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good <sub>5</sub>
- Good <sub>4</sub>
- Fair <sub>3</sub>
- Poor <sub>2</sub>
- Very Poor <sub>1</sub>

4b. Thinking of your building and how it has changed over the years, would you say that your building is cleaner, about the same or less clean than it was ...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Cleaner	About the Same	Less Clean	Does Not Apply
a) 1 year ago	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
b) 2 years ago	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
c) 3 years ago	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>

### Maintenance Services

5. Thinking of **general maintenance or repairs** in your apartment or unit, do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-E ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) It is easy to request repairs	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
b) The repairs are done properly	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
c) The repairs are done quickly	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
d) The maintenance staff are helpful	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
e) <i>EasyTrac</i> is an easy/helpful way to check the status of your service request	<input type="radio"/> <sub>5</sub>	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>

5b. Have you ever used any maintenance services ...?



[INTERVIEWER NOTE: READ SCALE AND ACCEPT ALL THAT APPLY]

- In the past 6 months  3
- In the past 12 months  2
- Over 12 months ago  1
- No, have never requested repairs  9

6. Taking everything into consideration, please rate the overall quality of service related to **general maintenance or repairs** to your apartment or unit.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good  5
- Good  4
- Fair  3
- Poor  2
- Very Poor  1
- Does not apply (e.g., never requested repairs)  9

### Emergency Repairs

7. Thinking of **emergency repairs** (e.g. flood in your unit, elevator problem, no electricity, etc.), where an urgent response is required, do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) The repairs are done correctly	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) The repairs are done quickly	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
c) The maintenance staff are helpful	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

8. Taking everything into consideration, please rate the overall quality of service related to **emergency repairs** to your apartment or unit.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good  5
- Good  4
- Fair  3
- Poor  2
- Very Poor  1
- Does not apply (e.g., never requested repairs)  9

## Section B: Community Safety

9. Please rate the safety of...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
a) Your neighbourhood	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) Outside areas of your building/complex (e.g. parking lot,	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9



front lawn, etc.)						
c) Inside areas of your building/complex (e.g. lobby, hallways, stairways, etc.)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

10. Thinking about Toronto Community Housing's Safety and Security services in your community, do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-D ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) It is easy to request assistance	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b) Security officers arrive quickly	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
c) The problems are resolved successfully	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
d) The security officers act professionally	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

11. Please indicate how effective each of the following would be in making you feel safer in your building or community.

[INTERVIEWER NOTE: ASK A-G ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Effective	Somewhat Effective	Not Very Effective	Not At All Effective	Does Not Apply
a) Having education programs on safety for tenants	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b) Getting tenants involved in community programs (e.g., safety programs, gardening, outdoor events)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
c) Better building maintenance	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
d) More security measures (e.g. lighting, locks, cameras in the lobby)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
e) More security staff	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
f) More security program partnerships between TCHC and the police, legal clinics, and crime prevention groups	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
g) More support from police (e.g., foot patrols)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

12. Which of the following activities, if any, have you done within the past year?

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Yes	No	Does Not Apply
a) Talked to your friends or neighbours about a security concern	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b) Been to a TCHC or neighbourhood meeting about a safety issue	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
c) Joined a safety committee or group (e.g. Neighbourhood Watch, Vertical Watch)	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

13. Taking everything into consideration, please rate the overall safety of your community.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]



- Very Good  O<sub>5</sub>
- Good  O<sub>4</sub>
- Fair  O<sub>3</sub>
- Poor  O<sub>2</sub>
- Very Poor  O<sub>1</sub>

13b. Thinking of your building and how it has changed over the years, would you say that your building is safer, about the same or less safe than it was...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Safer	About the Same	Less Safe	Does Not Apply
a) 1 year ago	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
b) 2 years ago	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
c) 3 years ago	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>

## Section C: Building Community

### Communications

14. Thinking about the information you receive from Toronto Community Housing, would you agree or disagree that...

[INTERVIEWER NOTE: ASK A-D ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) The information is useful	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
b) You get the information at the right time	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
c) The information is in the language that you need	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
d) TCHC does a good job at keeping you up-to-date on things that are important to you	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>

15. Taking everything into consideration, please rate the overall quality of information you receive from Toronto Community Housing.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good  O<sub>5</sub>
- Good  O<sub>4</sub>
- Fair  O<sub>3</sub>
- Poor  O<sub>2</sub>
- Very Poor  O<sub>1</sub>

### Relationship with Staff

16. Thinking about your local property management office, would you agree or disagree that...



[INTERVIEWER NOTE: ASK A-F ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) You know how to contact staff	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) You are able to contact staff when you need to	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
c) The hours that your local community office is open are convenient	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
d) The staff are helpful	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
e) The customer service they provide helps to solve your problems	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
f) Your local office provides you with the information you need about services in the community	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

16b. Do you know who your Superintendent is?

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes  2  
No  1

16c. How easy do you find it to contact the ...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Easy	Somewhat Easy	Neutral	Somewhat Difficult	Very Difficult
a) Superintendent	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
b) Operating Unit Manager	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
c) Health Promotion Officer	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

17. Taking everything into consideration, please rate the overall quality of service you receive from your local property management office.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good  5  
Good  4  
Fair  3  
Poor  2  
Very Poor  1  
Does not apply (e.g. have not dealt with management office)  9

**TCHC Response Line: 416-981-5500**

18. Have you ever called Toronto Community Housing's Response Line (416-981-5500) from Monday to Friday **during business hours (i.e. between 8:30 a.m. and 4:30 p.m.)**?



[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]  
[PN: IF "YES" = CONTINUE, IF "NO" OR "DON'T KNOW" = SKIP TO Q20]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>
- Don't Know  O<sub>9</sub>

19. Thinking of when you have called Toronto Community Housing's Response Line **during business hours (i.e. between 8:30 a.m. and 4:30 p.m.)**, do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) My wait time was acceptable	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
b) The person who answered my call was polite	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
c) The person who answered my call was able to help me	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>

20. Have you ever called Toronto Community Housing's Response Line (416-981-5500) **after hours (i.e. before 8:30 a.m. or after 4:30 p.m.) or on the weekend?**

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]  
[PN: IF "YES" = CONTINUE, IF "NO" OR "DON'T KNOW" = SKIP TO Q22]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>
- Don't Know  O<sub>9</sub>

21. Thinking of when you have called Toronto Community Housing's Response Line **after hours (i.e. before 8:30 a.m. or after 4:30 p.m.) or on the weekend**, do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) My wait time was acceptable	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
b) The person who answered my call was polite	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>
c) The person who answered my call was able to help me	<input type="radio"/> O <sub>5</sub>	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>9</sub>

22. Taking everything into consideration, please rate the overall quality of service you receive from Toronto Community Housing's Response Line.

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Good  O<sub>5</sub>
- Good  O<sub>4</sub>
- Fair  O<sub>3</sub>
- Poor  O<sub>2</sub>
- Very Poor  O<sub>1</sub>



## Section D: Community Engagement

### Tenant Participation

23. Do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-B ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) I have a say and participate in decisions that TCHC makes about my building and community	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) My participation has an impact on issues/decisions that matter to me	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

24. Please answer each of the following questions about your Toronto Community Housing involvement.

[INTERVIEWER NOTE: ASK A-E ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Yes	No	Does Not Apply
a) Have you attended a TCHC meeting in the last year?	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) Do you know who your tenant representative is?	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
c) Are you aware of your Operating Unit (OU) Tenant Council and what it is working on?	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
d) Do you know when your Tenant Council meetings take place?	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
e) Has a community consultation/information meeting taken place in your building/complex in the last 12-18 months?	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

25. Please answer each of the following questions about your community involvement.

[INTERVIEWER NOTE: ASK A-B ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Yes	No	Does Not Apply
a) I have participated in a volunteer activity in my community during the last 2 years	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) I have participated in a community meeting/event in the last year	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

### Healthy Communities

26. Do you agree or disagree that...

[INTERVIEWER NOTE: ASK A-D ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
a) I have a strong sense of belonging to my community	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
b) I am proud to live in my neighbourhood	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9





c)	I live in a neighbourhood where people are willing to help their neighbours	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
d)	I have access or know how to access the community services and supports I need in my neighbourhood	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

27. Thinking about your own community, how serious are each of these issues?  
[INTERVIEWER NOTE: ASK A-H ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Serious Issue	Somewhat Serious Issue	Not A Very Serious Issue	Not An Issue At All	Does Not Apply
a) Racism	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b) Discrimination against gays and lesbians	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
c) Age discrimination against children (0-12 years of age)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
d) Age discrimination against youth (13-24 years of age)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
e) Age discrimination against seniors (59+ years of age)	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
f) Discrimination against people with physical disabilities	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
g) Discrimination against people with mental illness	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
h) Discrimination on the basis of social class/income	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

28. Overall, how satisfied are you with Toronto Community Housing's efforts to help make sure all people are equally valued and fairly treated? Are you...  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very Satisfied 4
- Somewhat Satisfied 3
- Not Very Satisfied 2
- Not At All Satisfied 1
- Don't Know 0

29. Please answer each of the following questions.  
[INTERVIEWER NOTE: ASK A-C ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Yes	No	Does Not Apply
a) I have the opportunity to recycle	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
b) I have the opportunity to compost food or yard waste so it doesn't have to go in the garbage	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
c) I have the opportunity to participate in a community garden or gardening program	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0



30. For each of the following programs, please indicate whether you are aware of the program and whether you participate in the program. If you are unclear about what any of these programs are, please ask me and I can provide you with a definition.

[INTERVIEWER NOTE: ASK A-H ONE AT A TIME AND GET AN ANSWER FOR EACH]

[INTERVIEWER NOTE: DEFINITIONS PROVIDED IN "GLOSSARY OF TERMS" – ONLY READ IF ASKED]

	Unaware	Aware, but have not participated	Aware and have participated
a) Tenant Participation Program	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
b) Green Plan (e.g. recycling, energy efficiency, new fridge/toilet)	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
c) Community Business Planning & Distribution of Tenant Allocated Capital Funds	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
d) Tenant Council Funding (funding for local community initiatives)	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
e) Recreation Programs for Children & Youth	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
f) Building Renewal Program (e.g. new windows, new balcony doors, energy efficient appliances)	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
g) Youth Development Programs (e.g. leadership development, apprenticeship, training and employment programs)	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>
h) Social Investment Fund (grants for community projects)	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>3</sub>

### Economic Opportunities

EO1. Which of the following would you be interested in accessing in order to find fulfilling employment?

[INTERVIEWER NOTE: ASK A-D ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Very Interested	Somewhat Interested	Not Very Interested	Not At All Interested	Does Not Apply
a) General employment listings	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>5</sub>
b) TCHC employment and contracts listing	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>5</sub>
c) Access to affordable commercial space	<input type="radio"/> O <sub>4</sub>	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>	<input type="radio"/> O <sub>5</sub>
d) Other, please specify: _____					

EO2. For each of the following types of learning opportunities, how helpful do you feel each one would be in helping you find fulfilling employment?

[INTERVIEWER NOTE: ASK A-H ONE AT A TIME AND GET AN ANSWER FOR EACH]



	Very Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Does Not Apply
a) English as a Second-Language (ESL) Classes	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
b) Part-time school	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
c) Full-time school	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
d) Job training for trades	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
e) Co-op and placements	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
f) Internships / Apprenticeship	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
g) Equivalency testing (e.g. high school, college, university, profession/trades – related, etc.)	<input type="radio"/> <sub>4</sub>	<input type="radio"/> <sub>3</sub>	<input type="radio"/> <sub>2</sub>	<input type="radio"/> <sub>1</sub>	<input type="radio"/> <sub>9</sub>
h) Other, please specify: <hr/>					

EO2b. Are you employed in your area of expertise?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes <sub>2</sub>
- No <sub>1</sub>
- Not applicable <sub>9</sub>

EO3. Are you an internationally-trained professional (e.g. doctor, engineer, architect, lawyer, etc)?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes <sub>2</sub> → Continue to Question EO4
- No <sub>1</sub> → Skip to Question EO8
- Don't Know <sub>9</sub> → Skip to Question EO8

EO4. Have you had your international credentials evaluated for equivalency with Canadian standards?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes <sub>2</sub> → Continue to Question EO5
- No <sub>1</sub> → Skip to Question EO7

EO5. Are you currently seeking employment in your field? (Check one answer only)  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes <sub>2</sub> → Skip to Question EO8
- No <sub>1</sub> → Continue to Question EO6

EO6. In which of these types of professional careers are you seeking employment?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Doctor <sub>1</sub>
- Engineer <sub>2</sub>
- Architect <sub>3</sub>
- Lawyer <sub>4</sub>
- Other, specify <sub>77</sub>



EO7. What are the reasons why you have not had your international credentials evaluated?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ALL THAT APPLY]

- Cost of service  O<sub>1</sub>
- Time  O<sub>2</sub>
- Access to testing service  O<sub>3</sub>
- Not knowing where to go  O<sub>4</sub>
- Other, please specify:  O<sub>77</sub>

EO8. Are you concerned that by participating in an economic opportunities program you would risk losing or having your benefits reduced (e.g. OSDP, OW, Rent-Geared-to Income housing subsidy)?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>

EO9. Toronto Community Housing would like to promote employment opportunities in partnership with service providers/employers. Who should those opportunities be targeted towards?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ALL THAT APPLY]

- Youth  O<sub>1</sub>
- Adults  O<sub>2</sub>
- Women  O<sub>3</sub>
- Newcomers  O<sub>4</sub>
- Skilled trades-people  O<sub>5</sub>
- Internationally-trained Professionals  O<sub>6</sub>
- Self-employed and/or entrepreneurial tenants  O<sub>7</sub>
- Persons with physical disabilities  O<sub>8</sub>
- Persons with mental health issues  O<sub>9</sub>
- Older Worker  O<sub>10</sub>
- Other, please specify:  O<sub>77</sub>

EO10. Which of the following supports would help you to participate in employment opportunities?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ALL THAT APPLY]

- Child Care  O<sub>1</sub>
- Transportation  O<sub>2</sub>
- Job-related costs (ex. uniforms, training, etc.)  O<sub>3</sub>
- Language training (ESL classes)  O<sub>4</sub>
- Literacy training  O<sub>5</sub>
- Other, please specify:  O<sub>77</sub>

EO11. Do you currently have or would you be interested in starting your own business?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Currently have my own business  O<sub>1</sub>
- Don't have now, but would be  O<sub>2</sub>
- Interested in starting my own business  O<sub>3</sub>



- Possibly Interested  O<sub>4</sub>
- Not interested  O<sub>5</sub>

EO12. What type of business would this be?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Service: Cleaning business/ Courier/ Delivery/Landscaping/Moving  O<sub>1</sub>
- Retail: Clothing/Designing/Accessories/Tailoring  O<sub>2</sub>
- Trades: Renovation/Painting/Contractor  O<sub>3</sub>
- Beauty: Hair/Cosmetics sales or supplier/Nails  O<sub>4</sub>
- Arts: Music recording/ Singing/Writing/Visual arts  O<sub>5</sub>
- Some other type of business  O<sub>77</sub>

**Internet access**

43. Do you currently have access to the Internet?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]  
[PN: IF "YES" = CONTINUE, IF "NO" OR "DON'T KNOW" = SKIP TO Q46]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>
- Don't Know  O<sub>9</sub>

44. Where do you access the Internet?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ALL THAT APPLY]

- Home  O<sub>1</sub>
- Work  O<sub>2</sub>
- School  O<sub>3</sub>
- Library  O<sub>4</sub>
- Other \_\_\_\_\_  O<sub>77</sub>

45. Do you visit the Toronto Community Housing website to find information about Toronto Community Housing?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>
- Don't Know  O<sub>9</sub>

46. Are you aware that the Toronto Community Housing has recently undergone a reorganization?  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]  
[PN: IF "YES" = CONTINUE, IF "NO" OR "DON'T KNOW" = SKIP TO Q47]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>
- Don't Know  O<sub>9</sub>

46b. In your opinion, was the reorganization a ...  
[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Very good idea  O<sub>5</sub>



- Good idea  O<sub>4</sub>
- Neither good nor bad idea  O<sub>3</sub>
- Bad idea  O<sub>2</sub>
- Very bad idea  O<sub>1</sub>

## Section E: Demographics

The following questions will be used to help us analyze the answers given by different groups of tenants. All information you provide is completely confidential.

47. Are you...?

[INTERVIEWER NOTE: RECORD GENDER – DO NOT READ]

- Female  O<sub>1</sub>
- Male  O<sub>2</sub>

48. How old are you?

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Less than 18 years  O<sub>1</sub>
- 18 – 24 years  O<sub>2</sub>
- 25 – 34 years  O<sub>3</sub>
- 35 – 49 years  O<sub>4</sub>
- 50 – 58 years  O<sub>5</sub>
- 59 – 64 years  O<sub>6</sub>
- 65 years or more  O<sub>7</sub>

49. How many people, living in your household, are **under the age of 18**?

[INTERVIEWER NOTE: RECORD NUMBER]

← Write the number of people in your household under 18 years of age here

50. Does anyone in your household have a physical disability?

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>

51. Does anyone in your household have a mental illness?

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

- Yes  O<sub>2</sub>
- No  O<sub>1</sub>

52. Aside from Canadian, what other ethnicity, heritage or background do you consider yourself or identify with?

[INTERVIEWER NOTE: READ SCALE AND ACCEPT ONE]

English, Scottish, Irish, Welsh	<input type="radio"/> O <sub>1</sub>
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Western European (e.g. French, German, Italian Dutch, Portuguese, Greek, Spanish, Austrian, Belgian, Swiss, etc.)	<input type="radio"/> O <sub>2</sub>
Eastern European (Ukrainian, Polish, Russian, Hungarian, Romanian, Croatian, Czech, etc.)	<input type="radio"/> O <sub>3</sub>
Scandinavian (e.g. Norwegian, Swedish, Danish, Finnish, Icelandic, etc.)	<input type="radio"/> O <sub>4</sub>
East Asian (e.g. Chinese, Japanese, Korean, Vietnamese, etc.)	<input type="radio"/> O <sub>5</sub>
South Asian (e.g. Indian, Pakistani, Sri Lankan, etc.)	<input type="radio"/> O <sub>6</sub>
Southeast Asian (e.g. Filipino, Indonesian, Malaysian, Singaporean, Thai, etc.)	<input type="radio"/> O <sub>7</sub>
Oceania (e.g. Australian, New Zealander, Pacific Islands, etc.)	<input type="radio"/> O <sub>8</sub>
Middle Eastern (e.g. Israeli, Lebanese, Iranian, Arab, etc.)	<input type="radio"/> O <sub>9</sub>
North African (e.g. Egyptian, Sudanese, Algerian, etc.)	<input type="radio"/> O <sub>10</sub>
Southern African (e.g. South African, Namibian, Basotho, etc.)	<input type="radio"/> O <sub>11</sub>
Central African (e.g. Congolese, Cameroonian, Angolan, etc.)	<input type="radio"/> O <sub>12</sub>
East African (e.g. Tanzanian, Kenyan, Ugandan, Somali, etc.)	<input type="radio"/> O <sub>13</sub>
West African (e.g. Nigerian, Ghanaian, Ivorian, etc.)	<input type="radio"/> O <sub>14</sub>
Caribbean (e.g. Jamaican, Trinidadian/Tobagan, Haitian, etc.)	<input type="radio"/> O <sub>15</sub>
Central American (e.g. Mexican, Guatemalan, Honduran, etc.)	<input type="radio"/> O <sub>16</sub>
South American (e.g. Brazilian, Colombian, Argentinian, etc.)	<input type="radio"/> O <sub>17</sub>
First Nations, Metis, Inuit	<input type="radio"/> O <sub>18</sub>
American	<input type="radio"/> O <sub>19</sub>
Multi-racial	<input type="radio"/> O <sub>20</sub>
Prefer not to say	<input type="radio"/> O <sub>99</sub>

53. Is anyone in your household...?

[INTERVIEWER NOTE: ASK A-D ONE AT A TIME AND GET AN ANSWER FOR EACH]

	Yes	No	Prefer not to say
a) Gay	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>
b) Lesbian	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>
c) Bisexual	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>
d) Transgender	<input type="radio"/> O <sub>3</sub>	<input type="radio"/> O <sub>2</sub>	<input type="radio"/> O <sub>1</sub>

## Section F: Comments

Do you have any comments or suggestions on ways Toronto Community Housing can improve services provided to tenants? Please remember that Harris/Decima Research guarantees the confidentiality of your comments.



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Thank you for your assistance with this project. The information provided by you and other tenants will greatly assist Toronto Community Housing to improve the services it provides to tenants.





## **Glossary of Terms**

### **Building Renewal Program (BRP)**

A program that encompasses a holistic review of buildings. It takes into consideration energy conservation (energy savings are reinvested to support this program), construction and building renewal (on tenant selected items) with a significant emphasis on tenant participation. The program is designed to improve living conditions, correct building deficiencies and introduce environmentally friendly changes to buildings.

### **Community Business Planning**

Community business planning is a collaborative local business planning process that engages tenants, Tenant Councils, staff, community agencies and other stakeholders in setting priorities, developing initiatives and allocating resources in Toronto Community Housing communities.

### **EasyTrac**

A Service Management Model where your questions or service requests are recorded in a service database and given a specific EasyTrac number. This is a simple way for you to know that your service request is being processed. It also allows you to follow up on the status of your request.

### **Economic Opportunities Program**

Refers to a broad spectrum of opportunities Toronto Community Housing is looking to develop which can increase tenants' capacity to earn a sustainable livelihood - a decent living wage. Initiatives currently include employment, self-employment, education and apprenticeship opportunities.

### **Green Plan**

An initiative in Toronto Community Housing's business plan to develop a green culture among staff and tenants. Green culture, as defined by Toronto Community Housing, is an attitude shared by tenants and staff of Toronto Community Housing that it is important to reduce waste and conserve energy. Promoting a green culture requires communication, education, changes to practices and technical improvements so that this attitude can be put into practice.

### **Recreation Programs**

Toronto Community Housing hosts recreation programs in over 40 communities across the City. Programs include baseball, aquatics, pre-school programs, children's programs, residential camp programs, leadership and youth programs.

### **Social Investment Fund**

A program created by Toronto Community Housing in 2004 that allocates \$1 million annually to support community initiatives that enhance the quality of life at Toronto Community Housing.

### **Tenant Allocated Capital Funds**

As part of the business planning process, tenants and staff also provide input into the allocation of capital funds for projects at the building and community level, portfolio wide. Tenants currently decide how \$9 million in capital funds are allocated annually, through a fully tenant-developed and tenant driven process. Of the \$9 million, \$7.2 million is divided between communities and allocated to projects determined by tenants at the community level. The remaining \$1.8 million is allocated by community delegates at a "participatory decision-making day". At this event, each operating unit can submit and



present one community project in need of funding. Tenant delegates then vote on the projects they want to fund.

**Tenant Council**

Elected tenant community representatives who come together to address issues, set priorities, allocate resources and make decisions at the community level.

**Tenant Council Funding Program**

The Tenant Council Funding Program supports activities that build capacity of Tenant Councils. Funds can be allocated for community building projects, training for tenant representatives and for other initiatives that help the Councils develop skills and contribute to building healthy communities.

**Tenant Participation System**

The Tenant Participation System (TPS) is Toronto Community Housing's formal system of tenant representation. The Tenant Participation System sets up a structure for tenants to work with staff to solve problems, set priorities, allocate resources, and make things work better at the community level. The Tenant Participatory System also ensures that Toronto Community Housing is accountable to tenants for the quality of services and housing that is provided.

**Tenant Representative**

A tenant who is elected to represent the tenants of a particular building on a Tenant Council in a community.

**Youth Development Programs**

Toronto Community Housing's approach to investing in youth – programs and initiatives focus on building young people's personal and social skills through leadership training, civic engagement, peer mentoring, life skills support, work readiness and job experience.