



# An Introduction to Toronto Community Housing

April 2017



# Overview

## **We are Canada's largest social housing provider and the second largest in North America**

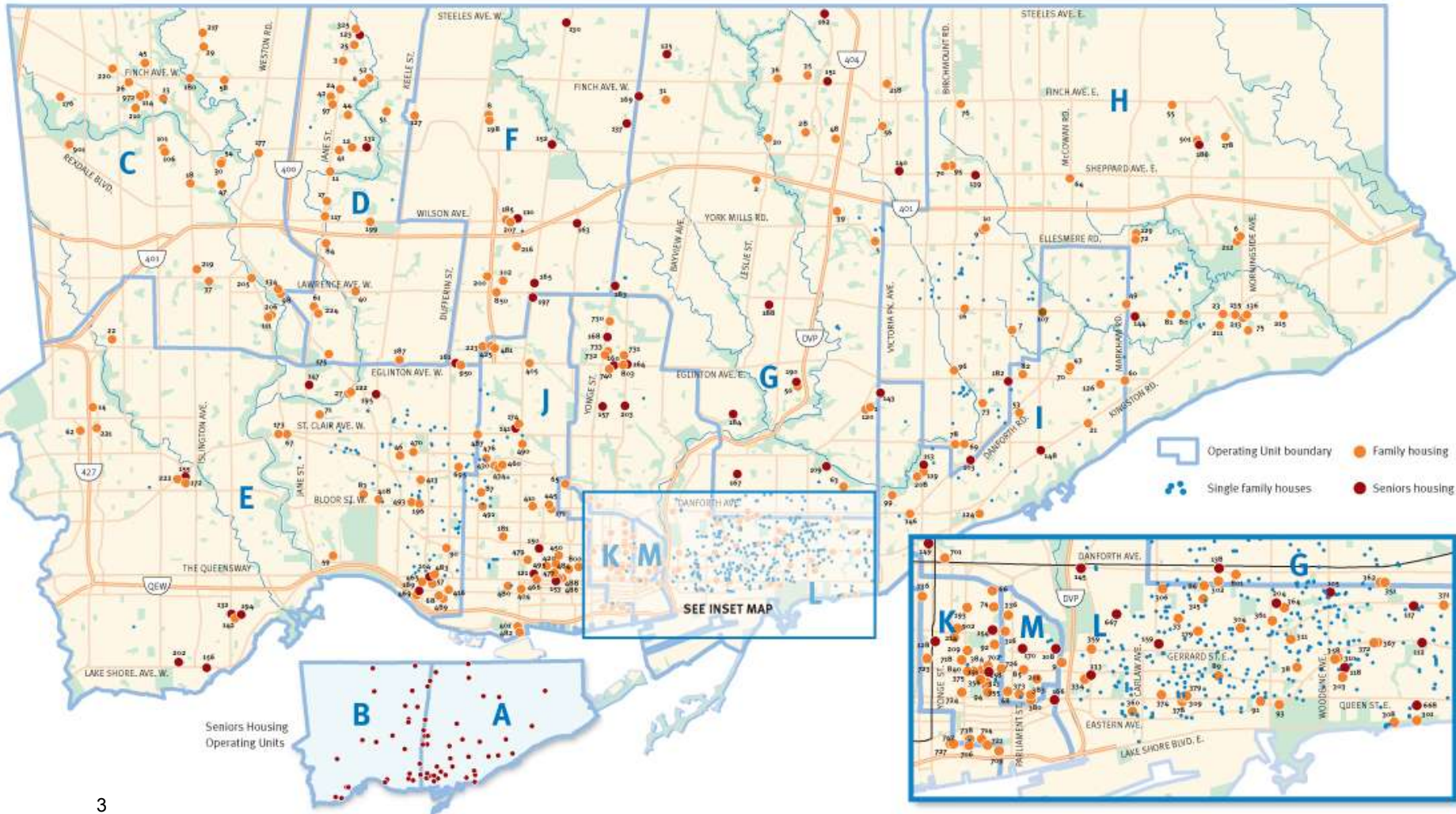
- TCHC is a landlord that provides subsidized rental housing to low income Torontonians
- Owns/operates 90% of public housing in GTA, 44% in Ontario
- Home to 58,500 households comprising 110,000 people (same population as Prince Edward Island or St. Catharines)
- Our 2,100 buildings / 50 million sq. ft. of real estate represent a \$12 billion public asset
- We are one of the largest residential developers in Canada
- We directly employ about 1,600 people, about 15% of whom are/were residents of social housing



# Who We Are

## Our Homes

Our homes are part of almost every neighbourhood in the city



# Who We Are

## Our Homes



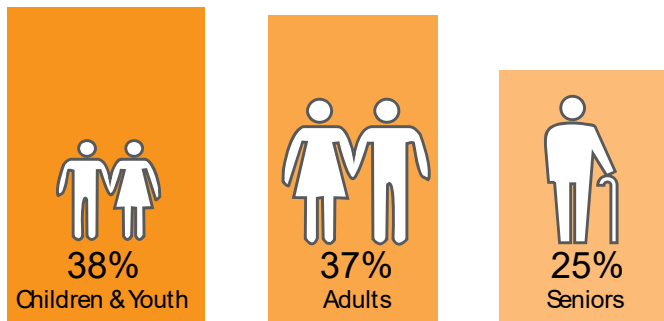
- Most of our homes are over 50 years old and urgently need major repairs
- We have thousands of homes in critical condition and over 500 are boarded up
- We need to invest \$2.6 billion over 10 years to repair our aging buildings

# Who We Are

## Residents – Fast Facts

**Our residents are a diverse population that includes many who are marginalized and vulnerable**

Our residents are...



- 22,000 households include children
- 21,110 households are seniors living alone

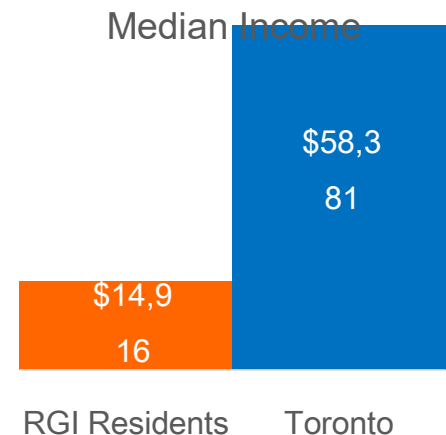


29% of RGI households have a member with a disability (vs. 12% in Ontario)



Up to 75% of households rely on social assistance as their primary source of income

94% of residents are living below the poverty line



# Governance

- TCHC is a Corporation under the *Business Corporations Act* (Ontario), led by a Board of Directors (Councillors, citizen members, tenants)
- Provincial *Housing Services Act* governs social housing in Ontario, designates municipality as Service Manager
- City of Toronto is both our sole shareholder and Service Manager
- Shareholder Direction sets out principles that govern our business
- We report on financial and operational targets annually to:
  - City Manager
  - City's Chief Financial Officer
  - General Manager of Shelter, Support and Housing Administration
- Annual budget developed in consultation with the City



# Resident & Community Services

- Focuses on communities, and is responsible for
  - Resident access and support services, connecting residents to services and supports in the community where needed
  - Resident engagement and community development services
  - Revitalization and renewal communities
  - Programs for specific resident populations, such as youth or seniors
  - Tenancy issues arising out of vulnerabilities, and referring residents to one of our over 300 community agency partners
- 120 staff have a wide range of experience and expertise
  - Community development, resident engagement, mental health, economic development, sport-for-development



# Community Safety Unit

- Delivers security programs related to resident safety, security and protection of physical assets
- Safety strategy includes
  - Crime prevention
  - Community patrols and outreach
  - Joint patrols and information sharing with Toronto Police Service (TPS)
  - Participation in TPS Crime Management and Community Policing Liaison Committees
- Staff include:
  - 102 Special Constables: have the authority of a police officer on TCHC property
  - 6 Community Safety Advisors: responsible for developing community safety plans, coordinating safety services and providing community outreach
  - 6 Provincial Offences Officers
  - Dispatch Centre: receives approximately 100,000 calls annually





# Other Divisions and Corporate Services

- **Asset Management**
  - Operates the “landlord” part of the business: building maintenance/cleaning, preparing leases, calculating rent-geared-to-income, demand maintenance repairs, etc.
  - Divided into 13 Operating Units; comprises roughly half of all TCHC employees
- **Facilities Management**
  - Responsible for facilities operations, facilities planning, Smart Buildings and energy management, design and engineering, Client Care Centre, and vendor management
  - Carries out the \$2.6 billion, 10-year capital repair plan
- **Development**
  - Responsible for construction of new buildings, Revitalization programs (currently six including Regent Park, Lawrence Heights, Alexandra Park) and commercial business development
- **Corporate Services**
  - Includes Legal Services, Strategic Planning and Stakeholder Relations, Human Resources, Strategic Communications, Finance, Information Technology, Service Integration and Delivery

# Partnership Opportunities

- Traditionally, Toronto Community Housing has secured 75% of its annual operating funding through rents, commercial ventures, partnerships and sponsorships, and 25% through City subsidies
- TCHC's mandate as a rental housing provider means non-core work such as RCS and CSU is unfunded
- However, the demographics of TCHC's resident population make it prudent to provide programs to improve long-term outcomes for the benefit of individual residents, plus the community as a whole

# Partnership Opportunities

- Home Run Scholars afterschool program (Jays Care Foundation / City of Toronto)
  - Supports 440 children aged 6 to 12 in 26 communities
  - Provides a safe, welcoming environment 3 days a week from 3:30 to 7:30 p.m.
  - Help with homework, healthy meal preparation, sport-for-development activities
- Urban beekeeping program
  - Provides training and marketing experience for residents
  - Residents produce hundreds of bottles of premium all-natural wildflower honey annually
  - Pilot program in a Scarborough community being extended to 2 others in 2017
- Community safety program
  - Opportunities for Special Constables and Community Safety Advisors to interact with youth in a positive way
  - Includes fields trips, community barbeques, art projects, and other events

# Partnership Opportunities

- Community gardens
  - Over 60 community gardens throughout the city that support the environment
  - Organized and operated by residents, with support from TCHC staff
  - Vegetable gardens supplement families with free, fresh produce
- Community hubs
  - TCHC is renovating 11 community hubs which include gyms, classrooms, community kitchens, computer labs and other common areas; “feeder hubs” for MLSE LaunchPad
  - Partnering with local community agencies to provide programming to seniors, families, and youth
- Investing in Our Diversity Scholarship program
  - Up to \$4,000 towards first-year tuition, fees and other expenses
  - Over past 15 years, almost \$1 million in scholarships granted to over 360 students
- Seniors programs
  - Christmas lunches, classes, intergenerational programs, etc., help build social interactions and reduce isolation

# Contact Us

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