



# EX7.1.5

## Toronto Civic Employees' Union, Local 416

110 Laird Drive  
Toronto, ON M4G 3V3

Tel: 416-968-7721 Fax: 416-968-7829  
www.local416.ca

### LOCAL 416

Affiliated with the Canadian  
Labour Congress and the  
Labour Council of Toronto  
& York Region

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*Recording Secretary*

July 2, 2019

Dear Mayor Tory and Executive Committee Members;

In an effort to assist the City in its endeavours to develop and implement improvements to the operation and maintenance of the 2,100 Toronto Community Housing Corporation (TCHC) buildings and 60,000 households, Local 416 has worked collaboratively with the City to complement and assist the City achieve their goals.

Local 416 members have worked tirelessly to improve the living conditions in TCHC buildings and, over these countless years of service, have identified opportunities to improve service delivery that will ultimately benefit the residents who call TCHC buildings home, especially in seniors buildings.

TCHC buildings and units are not only City assets; they are homes that many of Toronto's residents rely on. These homes, if maintained effectively, can provide the foundation for support and service improvements to some of the most vulnerable residents of our city.

We have reviewed the report entitled EX7.1 Implementing Tenants First - A New Seniors Housing Corporation and Proposed Changes to Toronto Community Housing Corporation's Governance and provide the following comments. These comments are primarily focused on improvements to the operation and maintenance of TCHC seniors' units. The comments are based on the needs of tenants, and also recognize the need to increase efficiencies in the maintenance and operation these buildings and units.

#### Proposed New Seniors Housing Corporation:

We intend to work with the City throughout the proposed due diligence period to provide advice and guidance based on our knowledge and experience. We look forward to reviewing the final report in 2020 and will provide further comment at that time.

#### Integrated Service Model (ISM):

Currently, TCHC buildings are maintained by a combination of City employees and private contract workers. This two-tiered system reduces accountability and efficiency in the maintenance of TCHC units. For example, City employees are prevented from performing a number of building maintenance functions due to contracts with private maintenance companies, even though there are often qualified employees on-site who could attend to a number of minor building maintenance issues. Often times, residents are forced to wait an unacceptable amount of time for routine maintenance provided by private contractors. These contractors create an extra layer of bureaucracy which slows down what should be routine work that could be completed efficiently and expeditiously.

The proposed ISM, when fully implemented should recognize the opportunity to utilize city employees by providing them with increased responsibility. Centralizing general maintenance responsibilities within TCHC buildings will increase accountability and efficiency, and ultimately benefit residents. With additional responsibility, Local 416 City employees can perform repairs as well as preventative maintenance which will prevent future costly repairs in certain circumstances and ultimately save the City money in the long term.

One of the many benefits of in-building maintenance for TCHC residents, especially our Seniors, will be the familiarity of those working in the buildings, allowing for city employees to build and maintain relationships with residents. In-house cleaning and maintenance support from city employees provide a sense of community and peace of mind for those living in TCHC buildings, compared with the transient nature of contracted service providers.

Conclusion:

The maintenance and state of good repair of TCHC buildings and units should always be treated as an investment that contributes to the lives of so many Toronto residents. Local 416 is proud of its continued role in maintaining City-owned affordable housing units within TCHC buildings. Our years of experience have given us a greater understanding of the needs of residents, especially seniors who rely on Local 416 members on a daily basis. By focusing on the needs of residents, the City and Local 416 will continue to establish a more constructive partnership in order to improve the lives of the residents that call TCHC units home.

Local 416 is confident in our ability to provide accountability, transparency and efficiency in the general and preventative maintenance of TCHC buildings, and are eager to showcase our commitment and results.

We look forward to continuing to work with TCHC throughout the implementation process in order to continue to improve the conditions for seniors residents in TCHC buildings.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eddie Mariconda', with a long horizontal stroke extending to the right and ending in a small upward-pointing hook.

Eddie Mariconda  
President  
Toronto Civic Employees'  
Union - CUPE Local 416