

Toronto Community
Housing Corporation
931 Yonge Street
Toronto, ON
M4W 2H2



May 25, 2015

Via Courier and Email: jlivey@toronto.ca

Mr. John Livey
Acting City Manager
City Manager's Office
Toronto City Hall
100 Queen Street West, 11th Floor East Tower
Toronto, ON M5H 2N2

Dear Mr. Livey:

**RE: Results of Nomination Process of Tenant Directors to the Board of
Directors of Toronto Community Housing Corporation ("TCHC")**

According to Section 6.4 of the Shareholder Direction between the City of Toronto and TCHC dated November 29, 2013 ("Shareholder Direction"), Tenants of TCHC will be nominated for appointment to the Board having regard to the recommendations of the Tenants, formulated through a process approved by City Council. TCHC facilitated the Tenant-developed nomination process, and I am writing to report that the process ended on Friday, May 15, 2015, with the following results.

The 2 candidates nominated by the Tenant Representatives through an election process are: Catherine Wilkinson and Robert Carlo. The two alternates are Conrad Hall and Anita Dressler. These nomination results are hereby submitted for consideration by City Council, through the City Manager's Office, as per the Shareholder Direction.

Sincerely,



Greg Spearn
Interim President and Chief Executive Officer

Attachment: 1: Overview of the 2015 Tenant Board Member Selection Process
2: Profiles of the Candidates

cc: Peter Notaro, Director, Corporate Intergovernmental and Agency Relations, City
Manager's Office (pnotaro@toronto.ca)

Attachment 1:

Overview of the 2015 Tenant Board Member Selection Process

The nomination process began on March 20, 2015, with notices in the form of post cards mailed to all TCHC households and posters displayed in TCHC buildings. On or about April 2, 2015, application packages were made available on TCHC's website, and hard copies available in the offices of each TCHC Operating Unit and building superintendents.

Five information sessions were held at TCHC locations across the City of Toronto for prospective applicants in the period between April 7 and 20, 2015. A total of 149 attendees attended the information sessions. These information sessions were held in North York, Scarborough and downtown Toronto. Out of 5 information sessions, one was held during the day to accommodate prospective applicants who were unable to attend in the evening. Information sessions schedule was as follows:

- April 7, 2015 – 65 Greenbrae Manor – evening session – Scarborough;
- April 8, 2015 – 2195 Jane Street – evening session - North York;
- April 9, 2015 – 931 Yonge Street – day session - downtown Toronto;
- April 9, 2015 – 341 Bloor Street West – evening session - downtown Toronto; and
- April 20, 2015 – 341 Bloor Street West – evening session - downtown Toronto.

The application period closed on April 22, 2015 at 4:00 p.m. TCHC received a total of 85 applications. Out of the 85 applications, 53 applications met the eligibility criteria applicable under the Ontario *Business Corporations Act*, the Shareholder Direction, and TCHC's tenant-developed nomination process. On April 25, 2015, 23 out of a total of 26 eligible delegates reviewed and scored each of the 53 eligible applications, and shortlist 8 candidates to be placed on an election ballot.

The selection process included one all-candidates session held on May 4, 2015, at the North York Civic Centre, Council Chambers. 82 individuals were in attendance, as well as the all-candidates meeting was videotaped and posted on TCHC's website (www.torontohousing.ca/board) on May 5, 2015.

As per TCHC's tenant-developed nomination process, only Tenant Representatives were eligible to vote. Voting was held at TCHC locations across the City of Toronto from May 12 to 15, 2015, using ballots produced by the City of Toronto Election Services. Out of the total of 320 eligible voters (Tenant Representatives), 154 voted. Votes were counted on May 15, 2015, by City of

Toronto Elections Services' staff and 3 TCHC tenant scrutineers using a City Vote Tabulator in the presence of candidates, tenants, and TCHC staff. The two tenants receiving the highest number of votes are Catherine Wilkinson and Robert Carlo. The tenants receiving the third and fourth highest number of votes are Conrad Hall and Anita Dressler. The profiles of these 4 candidates are enclosed in Attachment 2. Information about the nomination process was frequently updated at TCHC's website: www.torontohousing.ca/board.

With the end of the nomination process, TCHC will facilitate a process to receive feedback from TCHC Tenants on the current tenant-developed nomination process for consideration by the Shareholder, the City of Toronto. TCHC has recently conducted tenant representative elections and is commencing a process to refresh its resident engagement system. As part of this process, TCHC will work with residents to review the existing tenant board member nomination process, which may result in recommendations to the Shareholder on changes to the nomination process.

Attachment 2:
Profiles of the Candidates

2015 Tenant Board Member Selection Candidate Biography

Catherine Wilkinson



My Community

Proudly serving as Tenant Rep in a family oriented community for many years with caring neighbours who go the distance to help each other in times of need.

Experience

- Current Tenant Director on TCH Board
- 30 years experience in business and community organizations
- Well versed in Municipal, Provincial and Federal governments, Social Service Agencies, Ontario Works & ODSP
- Chair Resident Services Committee, Member, Building Services/Neighborhood Safety and Governance Committees of the board

Skills

- Familiar with social housing legislation, landlord responsibilities and tenant rights

- Several years experience in strategic planning
- Ability to grasp complex situations and work towards solutions
- Well informed and involved community member, strong leadership skills
- Proven track record representing tenants across the TCH portfolio

My Message

As a current Tenant Director it has been an honour and a privilege to serve you and I thank you for allowing me to represent you. I have been a strong voice for tenants and hold staff accountable.

I look forward to the results of the Mayor's Task Force who are looking at TCH and how service can be improved, because as Tenants, we all know much improvement is needed.

We have been told things will change, service will improve, we will consult with you on decisions that affect your lives, have patience, and have hope. We have heard it all before.

There is a total disconnect between tenants and the board. We cannot improve service delivery if we don't consult with the tenants we serve.

The board needs to recognize the challenges our tenants face each and every day of their lives whether it's physical barriers, isolated seniors, the challenges faced by youth, tenants living with mental health concerns or addictions. We need real solutions, right now, to assist tenants who are victimized in our communities.

Policies and procedures look good on paper but fall short on delivery. You deserve better. I need your support to continue to work towards much needed change.

I have 100% attendance on the current board and I will continue to serve you honestly and in good faith because YOU are worth fighting for.

2015 Tenant Board Member Selection Candidate Biography

Robert Carlo



Besides my active role in Victoria Village Community Center my dedicated engagement has been mainly on Sunrise Towers, 1420 Victoria Park Ave. North York, where I have lived for the past 3 years.

Sunrise Towers is a 10-storey, 330 unit Senior & Single Family residence under operating unit OUA. The seniors living here are vulnerable but very friendly, cooperative, multilingual and multicultural with many ethnic backgrounds. It is considered one of the best communities under TCHC.

Experience

- My involvement in community building and residence engagement spans more than ten years.
- 6 years - Treasurer and co-coordinator of a worldwide charitable and non-profit organization; outreaching the under privileged and low income communities
- 5 years - Fundraiser in support of United Way, Society of St. Vincent de Paul, Action for Neighborhood Change (ANC) and Sunrise Towers Christmas and Canada Day events
- 2 years - Chair of Tenants Association a "Voice of the Sunrise Community"
- 3 years - President, Leader & Facilitator of Laughter Yoga Club bringing joy and happiness to residents

- 1 year - Certified Instructor of the Falls Prevention and Home Support Program by City of Toronto Public Health department
- 35 years - International banking experience in senior management, team leadership, budget participation, recruitment & training, staff appraisals and promotions.
- Proven track record covering various functions that include risk management and control, investment securities processing, international trade finance operations, foreign exchange & money market and anti-money laundering investigations
- 2 years - Successful sales representative for auto and home insurance
- 3 years - Leader of seniors choir entertaining residents in multi languages during holiday season, Canada Day. Family Day and other functions

Skills

- Extensive knowledge about social housing in Toronto
- Exceptional in negotiating with hard-to-serve tenants
- Possess a dynamic personality that carries well-balanced perspectives guided by management and volunteer experience in Toronto's neighborhoods
- Ability to motivate and bring the best to others for collective achievements
- Influential and articulate in communicating goals and objectives
- Open-minded in valuing diversity, multi-culturism and Toronto's social fabric
- Multi-lingual to interact with varied ethnic and religious groups
- Highly developed organizational, administrative and analytical skills
- Ability to motivate and bring the best in others for collective achievement

My Message

My vision is to uphold the Corporation's mission statement and help it to advance to success.

Having helped communities develop innovative solutions, I will focus on bringing a tenant's perspective to the Board's decision making process. I

promise to exercise the duties and responsibilities of the office with integrity, prudence, honesty and utmost care to work across diversity in the best interest of the City of Toronto and TCHC residents. However, collective action is stronger and sustainable than individual efforts.

2015 Tenant Board Member Selection Candidate Biography

Conrad Hall



Tell us about the community you live in

My building is 291 George St. My community is the Garden District, although my bike gets me as far as Edwards Gardens in the north, the islands in the south, Humber College to the west and The Beaches to the east.

Experience

- 20 years' experience in high-mid and low-rise residential construction. There isn't much about building construction and maintenance that I haven't done.
- I am the tenant rep for my building, and have a lot of experience in advocacy and mediation.

Skills

- 7 books published, so I can write and communicate
- I have a lot of experience around contract tendering and administration (so I know when a contractor is fudging the truth)
- Active listening - means hearing what is said, and working toward solutions

My Message

Living at 291 George St. and serving as tenant rep has shown me that some TCHC staff have an inclination toward condescension and infantilism. At the same time, I've encountered tenants who want everything done for them, and who refuse to participate in any community process. Sometimes, it really seems as though tenants and TCHC staff are rival gangs standing on opposite sides of a street. Each side thinks the other is wrong, and no one seems to be making the effort to find solutions. My whole working life has been centred around one major skill: I'm the sort of person who finds solutions.

**2015 Tenant Board Member Selection
Candidate Biography**

Anita June Dressler



Tell us about your community

I am the tenant rep for Sheppard Place (4 previous years and acclaimed for another 3 years).

We have a vibrant community made up of 304 apartments. Our tenant base is predominantly Russian, Iranian and South American. Our tenants enjoy gardening, exercise classes, ESL, music, lectures and card playing. We are fortunate to have excellent staff and numerous supportive services and agencies.

Experience

- I am the Co-Chair of Seniors Voice
- Past member of Seniors Lens
- Recording Secretary for OUB council meetings
- Owner of Med Access- support to doctors doing house calls
- Probation and Parole (Halifax) teaching life skills to paroled prisoners

- Supervisor of By-Law Enforcement Department including licensing, property standards, and zoning
- Night School Teacher, Seneca College, Multicultural subjects and concerns of the disabled in the Law Enforcement Program
- Instructor, Ontario Police College in the Municipal Law Enforcement Program, Multi-cultural subjects
- Banking - teller, supervisor, assistant accountant and loan officer
- Seneca College of Applied Arts (Graduated Investigative Sciences and Police Studies High Honours)
- Commissioner of Oaths - Relating to traffic control and municipal documentation
- Recipient of The Eleanor Roosevelt Memorial Citation for community service and leadership

Committees and Boards

- OUB Council
- Participatory Budget (participant for last four years)
- Halifax Regional Health Board
- Director of the Board for my religious affiliation
- Director Board of Municipal Law Enforcement Association
- Ontario Municipal Management Institute designation
- Numerous committees for charitable causes

Skills

- Report writing
- Strong analytical skills
- Strong investigative skills
- Conflict resolution and negotiating
- Strong social commitment to communities and causes

My Message

Be ready to change things, in a positive way to assist others. Give 100% to your commitments