
2019 OPERATING BUDGET BRIEFING NOTE

Tenant Defence Fund – Cost for Additional Staff

Issue:

At the Budget Committee meeting held on February 6, 2019, City staff were requested to provide a Briefing Note identifying:

- The costs of an additional 2.5 FTE from the Tenant Defence Fund for the Tenant Hotline and the Outreach and Organizing programs.

Key Messages:

- The Tenant Defence Fund (TDF) supports private market tenants through the Tenant Support Grant Program, administered by SSHA, and the Outreach and Organizing Program, funded by SSHA and administered by the Federation of Metro Tenants' Associations (FMTA).
- In addition to the TDF, SSHA currently funds FMTA to provide a Tenant Hotline Program, a telephone information service for private market tenants in the city.
- In 2018, City Council authorized an additional \$50,000 funding for the Tenant Support Grant Program to support additional applications to the Landlord Tenant Board and an additional \$25,000 funding for the Tenant Hotline Program to respond to increased call volume.
- In 2018, a Request for Proposals was issued for the Outreach and Organizing and Tenant Hotline programs. The contract was awarded to FMTA for \$205,835 for the Tenant Hotline and \$199,456 for the Outreach and Organizing program. Funding commenced January 1, 2019 with an option of an additional two years.
- Providing funding to FMTA to fund an additional 2.5 FTE for the Outreach and Organizing and Tenant Hotline Programs will require that the Approved City Operating Budget for Shelter, Support and Housing Administration be increased by \$137,500 gross and \$137,500 net in 2019.

Background:

- The TDF program assists tenants through two sub-programs that complement each other: the Tenant Support Grant Program and the Outreach and Organizing Program.
 - The Tenant Support Grant Program (Grant Program), administered by SSHA, provides direct grants to tenant groups to retain legal and other representation for participation in the legal process regarding AGI applications, and demolition or condominium conversion appeals:
 - The Outreach and Organizing Program (Outreach Program) helps tenants organize to prepare their defence before the LTB and/or the OMB, and to make applications to the Grants Program. SSHA currently has a contract with the Federation of Metro Tenants' Associations (FMTA) to deliver this program.
 - Program and Budget Details:

Tenant Support Grants	2014	2015	2016	2017	2018
Outreach Program (\$)	\$199,216	\$199,216	\$199,216	\$199,216	\$199,456
Buildings Reached (#)	210	172	154	171	245
Grant Program (\$)	\$50,000	\$50,000	\$50,000	\$50,000	\$100,000
Grants Issued (#)	54	51	50	51	99

- In addition to the TDF, the City currently funds the FMTA to provide a Tenant Hotline. The Hotline provides telephone information services to private market tenants in Toronto:
 - Program and Budget Details:

Tenant Hotline	2014	2015	2016	2017	2018
Tenant Hotline (\$)	\$180,800	\$180,800	\$180,800	\$180,800	\$205,835
Calls received (#)	21,093	22,534	24,162	26,143	29,760

- SSHA is undertaking a review of the Tenant Hotline program in 2019, including a review of business processes, reporting templates, use of collected data and an analysis of trends.
- FMTA has confirmed that they have received funding from the Maytree Foundation for 2.1 FTE in 2019 for tenant association development work (1 FTE), tenant school workshops (.6 FTE) and civic engagement (.5 FTE).

Prepared by: Doug Rollins, Director, SSHA, 416-392-0054, Doug.Rollins@toronto.ca

Further information: Paul Raftis, General Manager, SSHA, Tel: 416- 392-7885
Paul.Raftis@toronto.ca

Date: February 11, 2019