

City Council

Notice of Motion

MM6.14	ACTION			Ward: All
--------	--------	--	--	-----------

Reviewing the use of Property Management Contracts in Toronto Community Housing Communities - by Councillor Frances Nunziata, seconded by Councillor Paula Fletcher

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Executive Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Frances Nunziata, seconded by Councillor Paula Fletcher, recommends that:

1. City Council, as sole shareholder, direct the President and Chief Executive Officer, Toronto Community Housing Corporation to work in partnership with City Staff to develop a plan to transition contract-managed buildings to direct-managed buildings or any other options as outlined in the Tenants First or the Shareholder Agreement itself, to improve service to tenants, and report jointly to the Board of Directors of the Toronto Community Housing Corporation and the appropriate City committee in time to give any notice required to the property management companies.

Summary

Currently over 12,000 Toronto Community Housing units are contract-managed with current contracts set to expire in 2020.

In meetings with tenants of Toronto Community Housing buildings that were transitioned from direct-management to contract-management, a common theme is that the services they received, including building maintenance and upkeep, were better prior to the transition to contract-management.

Surveys of Toronto Community Housing tenants have consistently revealed that the overall satisfaction of tenants is greater in directly-managed buildings compared to that in contract-managed buildings. In hopes of improving services for tenants, additional performance targets for property management contracts were set in 2017 related to customer service, maintenance, and cleaning. Despite this effort, a 2017 Tenant Survey conducted by Ipsos found that overall tenant satisfaction remained significantly lower in contract-managed buildings compared with direct-managed buildings.

The results of Toronto Community Housing Corporation's 2018 Tenant Experience Survey

revealed that satisfaction in contract-managed buildings has further declined to 48 percent. In contrast, overall satisfaction in direct-managed buildings was 69 percent.

There is a significant divide between the experiences of tenants living in Toronto Community Housing's direct-managed buildings compared to contract-managed buildings which needs to be addressed. It is time to bring the contract-managed units back into direct operation by Toronto Community Housing Corporation.

Background Information (City Council)

Revised Member Motion MM6.14

(<http://www.toronto.ca/legdocs/mmis/2019/mm/bgrd/backgroundfile-131842.pdf>)