

EX17.2

ATTACHMENT 1 2021 Mandate Direction Document

Area	Rationale for Direction	Principle(s)	Actions in 2021
Tenant Directors on the TCHC Board	As Shareholder, the City directs the appointment of public Board members.	Tenant Directors are equal public members and should also be selected through a City Process	Tenant Directors to be selected through a modified City Appointment Process as outlined in Attachment 2 of this report.
Eviction Prevention	The City has an interest in housing stability for the most vulnerable Torontonians.	<p>TCHC's primary obligation is to provide reasonable enjoyment to all tenants as directed in the residential tenancies act. With this as context: TCHC will support tenants to maintain tenancies where possible. TCHC will assist tenants to remain housed will reducing pressure on the shelter system.</p> <p>The City will be a partner in assisting tenants that are evicted from TCHC to find appropriate housing.</p>	<p>TCHC to develop an Eviction Prevention policy that is reviewed by City staff prior to being finalized.</p> <p>TCHC will provide outcome reports quarterly on evictions to City staff for review.</p> <p>TCHC will provide a report on key outcomes of the Tenant Resolutions Office in the Annual Report to Shareholder</p>
Community Safety	<p>The City and TCHC have a shared interest in safe TCHC communities.</p> <p>TCHC communities have higher incidences of violent crimes than other communities in Toronto.</p>	<p>Community safety in TCHC communities is a joint responsibility of TCHC and the City.</p> <p>Community safety and wellbeing includes violent crime and other crime (unit takeovers (that</p>	TCHC and the City will collaborate to define the terms of reference for an independent review of the TCHC Community Safety Unit, with a focus on outcomes. The city will lead the independent review.

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		negatively impact individual tenants and broader communities.	<p>Provincially mandated Community Safety and Wellbeing Plan being developed by the City will highlight actions to make TCHC safer.</p> <p>City and TCHC to update the Community Safety Plan for TCHC and report back on its outcomes through the Annual Report to the Shareholder.</p>
High Needs Buildings and Tenants with high needs	<p>High needs buildings are a drain on TCHC's resources and lead to unmet tenant needs, problems in communities and housing instability.</p> <p>The City, TCHC and the Province share responsibility for providing supports to tenants.</p>	<p>Tenancies are most successful when appropriate supports to enable housing stability.</p> <p>Some TCHC buildings have concentrations of high needs tenants and require more comprehensive supports.</p>	<p>TCHC and City to explore using available resources to provide appropriate supports for homeless individuals and families in TCHC units.</p> <p>The City and TCHC to consult with community partners and develop a plan to transition some high needs buildings to supportive housing.</p>
Tenant Engagement System	<p>As Shareholder, the City's interest in Tenant Engagement is to ensure that tenants participate in local decision making.</p> <p>The City also has an interest in engaging with TCHC</p>	<p>Tenants will be given a voice in local decision-making.</p> <p>The Tenant Engagement System should focus on local decision-making.</p>	TCHC will continue implementation of the Tenant Engagement System, as approved by its Board, and make appropriate adjustments to meet public safety guidance in light of Covid-19.

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	tenants in broader civic representation.	The City and TCHC should work to ensure that TCHC tenants have opportunities to engage in civic opportunities (boards, CABs, etc).	<p>TCHC will report, through the Annual Report to Shareholder, on key performance indicators (co-developed with the City) of the Tenant Engagement System.</p> <p>Annually, as part of the TCHC budget, the Tenant Engagement System will be separated out as a line item for consideration by the TCHC Board.</p>
Additional Direction on Confronting Anti-Black Racism	The City as Shareholder has an interest in key priorities of the City being reflected in the overall work of TCHC	The City is in Year 3 of its Confronting Anti-Black Racism plan	TCHC will continue to develop and implement its corporate CABR plan that reflects the experiences of Black TCHC tenants and staff
Supporting the Implementation of the Integrated Service Model	<p>At this time it is unknown when the SHC will be created.</p> <p>Until that point it is crucial that the path to improving services to senior tenants continue through the successful implementation of the Integrated Service Model.</p>	TCHC will support the successful implementation of the Integrated Service Model in the Seniors Housing Unit.	<p>TCHC to consider incorporating a business case for the Integrated Service Model in the 2021 budget process.</p> <p>TCHC to continue to provide resources in key areas to the Seniors Housing Unit.</p>