



NOTICE OF MOTION

Enhancing Tenant Safety Through a Review of Toronto Community Housing Corporation CCTV Camera Coverage, Visitor Verification Measures and Related Policies

Moved by: Councillor

Moise

Seconded by:

Fletcher

SUMMARY:

Tenant safety remains one of the most frequently raised concerns in Toronto Community Housing Corporation (TCHC) communities across the City of Toronto.

Recent community safety meetings hosted by my office and Toronto Community Housing Corporation at Moss Park Apartments and at the Wellesley Community Centre for St. James Town residents brought together tenants, Toronto Community Housing Corporation staff, Toronto Police Service, the City's Violence Intervention and Support Unit (VISU), Fred Victor, and Unison Health and Community Services to discuss local safety concerns and identify solutions.

Tenants consistently raised concerns regarding building security, unauthorized entry, trespassing, anti-social behaviour, access control, package theft, and recurring safety issues within residential buildings. Many tenants also expressed concern about their ability to identify individuals at their door before opening it, particularly seniors, families with children, newcomers, persons living alone, and other vulnerable residents.

As a result of these discussions, Toronto Community Housing Corporation has undertaken Crime Prevention Through Environmental Design (CPTED) reviews and committed to reviewing camera coverage and access control measures in affected communities. While these efforts are welcome, a broader review is warranted to identify opportunities to strengthen building security and enhance tenant safety across Toronto Community Housing Corporation communities.

CCTV cameras can be a critical tool in responding to safety incidents and, while they should not be viewed as a stand-alone solution, they are an important component of a broader community safety framework. At the same time, many tenants indicated that the

ability to safely verify who is at their door or seeking access to their building would improve their sense of security and comfort within their homes.

Tenants also raised concerns regarding their ability to verify the identity of individuals seeking access to their building through existing intercom and buzzer systems. In some communities, tenants expressed interest in technologies or security devices that would allow them to visually confirm the identity of visitors before granting access to a residential building or opening their door.

Where documented safety concerns exist and access control or visitor verification measures may be limited, absent, or insufficient, tenants have expressed interest in additional security measures, including tenant-operated peephole cameras, door-view cameras, and other non-invasive security devices that may assist residents in identifying visitors and enhancing personal safety.

In some communities, tenants have already installed or expressed interest in installing non-invasive security devices to support personal safety and visitor verification. Many tenants indicated that these devices are being considered or installed for safety purposes and to assist with identifying visitors before granting access to their home or residential building.

A review of Toronto Community Housing Corporation's current policies respecting CCTV camera coverage, tenant-installed security devices, visitor verification measures, and related building access systems could help identify further opportunities to support tenant safety while ensuring alignment with applicable legal, privacy, building, fire/life safety, operational, and financial considerations.

RECOMMENDATIONS:

1. City Council request that the Board of Directors of Toronto Community Housing Corporation review current policies governing tenant-installed peephole cameras, door-view cameras, and similar non-invasive security devices and identify whether and under what circumstances such devices may be permitted, accommodated, or otherwise supported, subject to applicable privacy, legal, building, fire/life safety, and operational requirements.
2. City Council request that the Board of Directors of Toronto Community Housing Corporation undertake a portfolio-informed, risk-based review of CCTV camera coverage across its residential portfolio as part of the broader Community Safety and Well-Being Strategy and identify access points and common areas where additional CCTV camera coverage may be warranted due to recurring or documented safety concerns.
3. City Council request that the Board of Directors of Toronto Community Housing Corporation report to City Council, through the City Manager, on:
 - a. the results of a portfolio-informed assessment of Toronto Community Housing Corporation buildings where documented and recurring safety concerns have been identified through Community Safety Unit reports, CPTED reviews, Toronto Police Service data, tenant consultations, community safety meetings, or other relevant safety assessments;
 - b. opportunities to expand CCTV camera coverage in common areas and at access points where recurring or documented safety concerns indicate that additional coverage may be warranted;
 - c. opportunities to enhance tenant safety and tenants' ability to identify visitors before opening their door or granting access to a residential building;
 - d. opportunities to establish a clear and consistent policy framework respecting tenant-installed security devices and visitor verification measures, including consideration of existing tenant-installed devices and opportunities to accommodate such devices where appropriate;
 - e. opportunities to improve visitor verification through building access and intercom systems, including options that would allow tenants to visually verify individuals seeking access to a residential building or lobby entrance before granting entry;
 - f. estimated capital and operating costs associated with recommendations arising from the review; and

g. any further recommendations, including potential pilot projects, implementation considerations, timelines, and financial implications.

4. City Council request that the Board of Directors of Toronto Community Housing Corporation report back to City Council, through the City Manager, within 12 months of City Council adoption of this Motion.

July 29, 2026