Addendum

RFP – Provision of Supports for TCHC rooming house tenants

March 7, 2018

**Important lessons learned from the review of the Layered Supports submissions**:

Here are some reminders that have come up through the review of the layered supports RFP:

* Part A: This document **must be submitted**. If you have submitted it in the past 12 months please submit a copy of that application.
* Please include Audited Financial Statements
* 5 copies: Please submit 5 copies of each document, made into packages with one of each document in each package

**Attachments**

* List of properties with unit #s at each site
* Map of properties
* Security trends (to be posted soon)

**Questions**

1. **Are there one-time funds available for minor renovations, purchase of office furniture and computers as part of this RFP?**

There are no funds available for capital projects / renovations. However, the RFp guidelines indicate that other staff expenses, including staff oversight, training, travel, and office equipment are eligible.

1. **Where are the rooming houses located?**

Please see attached list and map.

1. **Are the rooming houses licensed?**

Yes. All the rooming houses included in this RFP are licensed.

1. **Are the rooming houses fully accessible?**

The rooming houses are not all accessible due to built form and age of the buildings. In the past TCHC has responded to accessibility requests by finding appropriate housing in the portfolio.

1. **Are there common living rooms in the rooming houses?**

The only shared spaces are kitchens and bathrooms.

1. **What type of unit condition issues are there?**

The most common unit condition issues are hoarding and pests.

1. **What type of common room issues are there?**

Tenants report that people who do not live in the rooming houses access the space and use it for illegal purposes.

1. **Are there staff offices in any of the rooming houses?**

There are currently not any staff offices. However there may be flexibility to create a space in one of the houses as part of the program model and funded through program costs.

1. **Are there any services delivered in the rooming houses now?**

There are currently no co-ordinated services in the rooming houses. Some individual tenants have support in place but there is no overall support services or community plan.

1. **Who will be responsible for filling vacancies?**

Through a memorandum of understanding between the City, TCHC and the successful proponent it is expected that:

1. TCHC will be responsible for letting the agency know when a unit is vacant,
2. The agency will co-ordinate with the City's Access to select a suitable tenant, and
3. TCHC will be responsible for the lease signing and administration of the move in with support from the support agency.
4. **Can tenants move between buildings?**

There is flexibility for tenants who agree, to move between houses.

1. **How will the property management relationship with TCHC work?**

The City and TCHC are committed to making the relationship with the successful proponent work well for tenants. We will develop a system for regular communication, engaging City divisions, TCHC and other community partners as needed.

1. **What is the current level of arrears?**

There are 33 tenants in arrears as of the end of February. Five tenants do not owe rent arrears. They owe maintenance or legal amounts of arrears. The current rent arrears total just over $20,000. Five tenants owe over $1,000 in rent.

1. **How many active Landlord & Tenant Board (LTB) files are there?**

There are six applications, all are for anti-social behaviour, illegal acts, or health and safety.

1. **When will the rooming houses be transferred to the non-profit sector?**

**The Council approved (January 2018) Tenants First report had the following schedule:**

|  | 2018 | 2019 | 2020 | 2021 |
| --- | --- | --- | --- | --- |
| Rooming Houses | - Allocate support funding to a lead agency to identify needs and develop support partnerships  - Initiate process to engage with possible future operators | - Select operator(s) through an RFP process | - Work with operator(s) on a development plan  - Initiate transfer process | - Complete transfers of rooming houses |

1. **Can tenants within a rooming house be relocated to accommodate a particular population best served by the support agency?**

The purpose of this RFP is to get co-ordinated supports to current and future rooming house tenants. We do not anticipate the moving of current tenants to facilitate any part of this RFP.

1. **Is consultancy work related to the assessment of tenant needs an expense that is covered by the funding?**

This can be included as part of the 15% allowable for administrative costs.

1. **Can complaints received from the community be shared?**

Yes. There are frequent complaints from a consistent group of residents in the neighbourhood. They are mostly related to security issues (fire doors being left open / broken), anti-social behaviour and illegal activity. Some complaints received are with respect to activities off TCHC property, or about non-tenants who are frequenting TCHC property for anti-social purposes. There will be a method developed to share this type of information in detail as the agency takes over the support function.

1. **What is the name of the local residents association?**

The Winchester Park Residents' Association is the residents association involved in a working group with the local councillor, City and TCHC staff.

1. **Can the security data gathered by TCHC be shared?**

For now, we can share high level trends noted by the security company (to be sent soon). When a MOU is signed we will include as much information sharing as necessary to facilitate successful tenancies and healthy communities.

1. **Can information gathered by Toronto Paramedic Services, Toronto Fire Services and Toronto Police be shared (type and volume)?**

We have gathered the following information from EMS:

Calls for these 22 rooming houses:

2017 – 102 calls

2016- 153 calls

2015- 117 calls

As part of the process to begin work we will set up a meeting for the successful proponent with the Toronto Police and TCHC Community Safety Unit to discuss in details the volume and type

1. **Can we establish shared information agreements to assist in eviction prevention and safety issues?**

We will work to ensure as much information sharing is necessary to support successful tenancies

1. **What about the alternative housing designation issue to create flow in the rooming houses?**

As the units will continue to be operated by TCHC this designation would not be admissible under the Housing Services Act. This could be revisited and reconsidered at the point that rooming houses are being transferred.

1. **Can you please tell us what the rent for these rooms are and what body sets the rent? Are they RGI?**

The rents are Rent Geared to Income. TCHC will continue to provide the RGI administration and other related landlord responsibilities including rent calculation and rent collection. The successful proponent will co-ordinate access to units through the City's Access System and will liaise with TCHC around the setting up of tenancies (lease signing, keys, etc).

1. **Who will be making the decision on the RFP?**

The RFP Review Panel will be made up of City and TCHC staff. On the City side, there will be representatives from the Tenants First Office and Shelter, Support and Housing Administration.

1. **Does TCHC provide any furnishings or supplies in the rooming houses?**

No

1. **How does TCHC handle bedbugs and other pests in the rooming**

**houses?  Is there a regular pest management system in place?**

Currently under TCHC’s operation’s they are providing similar service levels to that of any other residential location.

1) Monthly preventative program within common areas (ie building exterior as needed, common kitchens, bathrooms etc)

2) Demand in suite treatments as needed/requested.

1. **How is garbage/recycling handled?**

Garbage and recycling are taken to the curb by tenants

1. **Could you find out whether the kitchens are furnished with a table and chairs?  If so, are they big enough to accommodate the tenants in the rooming house at one time?**

Rooming houses are not supplied with tables and chairs and can generally accommodate about 4 tenants.

1. **Do any of the rooming houses have laundry facilities?**

There are no laundry facilities in the rooming houses.

**31. Reviewing the RFP guidelines, I read on page 7-second paragraph that “adding supports to TCHC rooming house tenants is the first step in the eventual transfer of these properties to the non-profit sector”. Will the successful non-profit agency who is awarded the funding also be the agency these properties are transferred too or will there be an RFP process to have the properties transferred to the non-profit sector?**

There will be an RFP process to transfer the properties in the future. The awarding of this RFP for supports will not impact the future RFP for ownership and operations.