

Monday, April 11, 2022

On **Wednesday, June 1, 2022**, Toronto Seniors Housing Corporation is becoming the landlord of the 83 seniors-designated buildings currently part of Toronto Community Housing, including the one you live in. This corporation is a new city-owned landlord that will focus on meeting the needs of senior tenants.

We plan to make this a smooth and gradual transition; June 1 marks the next phase. Not much will change right away, not even the way you pay your rent.

### **Will there be changes in my building?**

Staff who work in your building will stay the same. As of June 1, they will work for Toronto Seniors Housing Corporation. They will be there to meet your day-to-day tenancy needs, and will be your first point of contact for information or tenancy support. Over time, new services and supports will be added through the Integrated Service Model.

Toronto Community Housing will still own the building, and will take care of any major building repairs or upgrades.

### **How do I pay my rent?**

You will continue to pay your rent to **Toronto Community Housing** during the next phase of transition. The way you

pay your rent will stay the same for now and rent will still be due on the first day of every month. We will let you know well in advance when it is time to make a change.

### **How do I ask for maintenance and support?**

As of June 1, a new help line—the Tenant Support Centre—will be created to meet the maintenance or information needs of seniors. It will be available 24 hours a day, seven days a week.

### **Where do I get more information?**

Toronto Community Housing and Toronto Seniors Housing Corporation are working together to make this a smooth and gradual transition. Ahead of June 1, you will continue to receive more updates about the transition in newsletters and posters in your buildings, or by asking your local staff.

### **Questions?**

If you have questions about the transition, including paying your rent, speak with local staff or call the Client Care Centre at **416-981-5500**.



Toronto Seniors  
Housing Corporation

Toronto  
Community  
Housing



## Toronto Seniors Housing Corporation

### Transition update

Toronto Seniors Housing Corporation is being created to meet the special needs of seniors who currently live in the Seniors Housing Unit of Toronto Community Housing. The new corporation will provide safe, affordable housing to seniors, with access to health and community supports that seniors need.

**Your building will become part of the new Toronto Seniors Housing Corporation on Wednesday, June 1, 2022.** We plan to make this a smooth and gradual transition.

### What is changing on June 1?



**Building operations:** Toronto Seniors Housing Corporation will operate the building, deliver services and be there to support tenants.



**Help line:** Tenants will call a new dedicated help line to request maintenance or information. This help line connects you to the Tenant Support Centre. It will be available 24 hours a day, seven days a week.



Contact the Client Care Centre at **416-981-5500** if you need this flyer in an alternate language or format.

## What isn't changing on June 1?



**Paying rent:** You will continue to pay your rent to Toronto Community Housing during the next phase of the transition. The way you pay your rent will stay the same for now. Rent will still be due on the first day of the month.



**Your lease:** Your lease will transfer to the new corporation. You will not sign a new one.



**Staff:** The staff who work in your building will stay the same. They will be there to meet the day-to-day needs of you and your neighbours. They will also be your first point of contact for information or tenancy support.



**Accommodations:** You will still be able to request unit modifications under the Accessibility Program if you need to function better in your unit. Modifications that are currently in progress will be completed. Translation and interpretation services will also be available if you need help.



**Community Safety Unit:** The Community Safety Unit will continue to work in your community. You can contact them at **416-921-2323**.



**Building repairs:** Toronto Community Housing will still own the building, and will take care of any major building repairs or upgrades.

**For more information**



416-981-5500



[info@torontoseniorshousing.ca](mailto:info@torontoseniorshousing.ca)



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## **Notice:**

### **Tenancy Information will be shared with your new Landlord**

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#### **Why is Toronto Community Housing sharing your personal information?**

On June 1, 2022, you will have a new landlord managing your tenancy – the Toronto Seniors Housing Corporation (“**Toronto Seniors Housing**”).

While Toronto Seniors Housing will be your new landlord, Toronto Community Housing will continue to own the buildings.

Both Toronto Community Housing (your current landlord) and Toronto Seniors Housing (your new landlord) want to make the transition as smooth and seamless as possible for you.

During your tenancy with us, Toronto Community Housing collected personal information about you in order to fulfill our mandate as a Local Housing Corporation under the *Housing Services Act, 2011*, carry out our responsibilities as a landlord under the *Residential Tenancies Act, 2006*, and/or provide affordable rental housing in accordance with the Affordable Housing Program.

This personal information was collected, used and disclosed in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (“**MFIPPA**”).

Toronto Seniors Housing, as your new landlord, will now need this information in order to fulfill its mandate and provide you with the best service possible.

As a result, Toronto Community Housing will be sharing information it has collected about you with Toronto Seniors Housing that is necessary for Toronto

Seniors Housing to carry out its responsibilities, fulfill its mandate, and to help ensure that any interruptions in service are kept to a minimum.

### **What are we sharing with Toronto Seniors Housing?**

We will be sharing the personal information that we collected when you applied for housing and throughout your tenancy, which may include, but is not limited to:

- The number, identity, age, marital or family status and status in Canada of the people that live in your home
- The income, asset information, rental history, employment history and other financial information of the people that live in your home
- Medical information and other information necessary for the management of tenancy issues, including but not limited to, if someone needs help exiting your building in case of emergency
- The names and contact information for persons you or your household members have listed as emergency contacts
- Information about the condition of your rental unit, which may include information about pets in your unit and photographs of unit and its contents during inspections
- Data about how much electricity, gas and other utilities are used in your rental unit, as well as whether these accounts are active
- Contact and communications you, members of your household and/or guests of your household have had with other tenants, Toronto Community Housing staff and/or other individuals, in circumstances related to your tenancy
- Images of individuals and incidents on Toronto Community Housing property that are captured via Closed Circuit Television (CCTV) cameras and third party surveillance
- Any police reports in our possession related to you, persons who live with you, or your rental unit
- Notices, communications, pleadings or other documents related to proceedings before the Landlord and Tenant Board
- Any arrears balance or other money on your rental account

Toronto Community Housing may also share the address, contact information, and financial information of former tenants who owe money to Toronto Community Housing related to their former tenancy.

### **How was this information collected?**

Toronto Community Housing collected some of this personal information directly from you, such as on your rental application form, on the Annual Income and RGI Review form, via complaints that your household has made, and other documents that you completed and/or provided to us.

We collected other information indirectly, such as on notes, photographs and digital images. In some instances, the personal information was provided to us from other organizations/persons, including, but not limited to: the Access Housing Connections application form; rental and credit reporting agencies; Ontario Works; Ontario Disability Support Program; other housing providers and landlords; federal and provincial government ministries and agencies; utility providers; employers; financial institutions; police, fire and emergency services; individuals and organizations who made complaints to us.

### **How can Toronto Seniors Housing use and/or disclose the information?**

Toronto Seniors Housing can use, and/or disclose this information to third parties where it is necessary to fulfill its responsibilities and/or carry out its mandate, including to:

- Decide if your household continues to qualify for a rent subsidy, set the rent and administer the rent subsidy
- Administer the requirements of the Affordable Housing Program
- Ensure that your household follows the lease and is following all applicable Toronto Seniors Housing policies and procedures
- Manage tenancy issues internally and in collaboration with other agencies, and before boards, tribunals and courts
- Resolve tenant complaints and respond to enquiries/questions received
- Assist you in paying your rent on time and to resolve rental arrears (including connecting you with programs that assist with the payment of rent and utilities for your rental unit)

- Connect you and/or members of your household with services and supports to help maintain your tenancy
- Conduct surveys, research and other engagement activities to better serve tenants
- Maintain healthy and safe living conditions for all tenants and for anyone who may require access to property owned by Toronto Community Housing and managed by Toronto Seniors Housing and/or eliminate or reduce a risk of harm to the health and safety of all tenants and others who may require access to such property
- To investigate incidents involving the safety or security of people, facilities, assets, and insurance claims
- To promote public safety and reduce incidents of crime on properties managed by Toronto Seniors Housing
- To provide law enforcement agencies with evidence related to incidents under police investigation
- To provide evidence as required to protect Toronto Seniors Housing and Toronto Community Housing's legal rights
- To comply with its mandate and responsibilities, and conduct any other activities as permitted or required by law

The personal information will be retained by Toronto Seniors Housing in accordance with their records management policy.

- For questions or concerns related to the collection, use and disclosure of personal information by Toronto Community Housing, please contact Nicole Schoonderbeek, Records and Information Manager, 931 Yonge Street, 6th Floor, Toronto ON, M4W2H2, **416-945-0465**, [privacy@torontohousing.ca](mailto:privacy@torontohousing.ca).
- For questions or concerns related to the collection, use and disclosure of personal information by Toronto Seniors Housing, please contact Rajni Vaidyaraj, 423 Yonge Street, 2nd floor, Toronto ON, M5B 1T2, **416-729-5000**, [Rajni.Vaidyaraj@torontoseniorshousing.ca](mailto:Rajni.Vaidyaraj@torontoseniorshousing.ca).





The attached document is **important**. It has information about your building's transition to the new Toronto Seniors Housing Corporation on Wednesday, June 1, including an update about paying your rent. If you do not understand the document, please have someone translate it for you immediately.

所附的文件很**重要**。它含有關於您的大樓在6月1日星期三過渡到新的多倫多老年住房公司的資訊，包括關於您支付租金的最新情況。如果您不理解此文件，請立即請人為您翻譯。

سند پیوست، **مهم** است. این سند، دارای اطلاعاتی درباره انتقال ساختمان شما به سازمان جدید مسکن سالمندان تورنتو در روز ۱ ژوئن است، از جمله یک به روز رسانی درباره پرداخت مبلغ اجاره شما. اگر محتویات سند را نمی فهمید، لطفاً فوراً از یک نفر بخواهید آن را برای شما ترجمه کند.

Le document ci-joint est **important**. Il contient des renseignements sur le transfert de votre édifice à la nouvelle société de gestion (la « Toronto Seniors Housing Corporation »), qui aura lieu le mercredi 1<sup>er</sup> juin. Il comprend notamment une mise à jour concernant le paiement de votre loyer. Si vous ne comprenez pas le document, veuillez demander à quelqu'un de le traduire pour vous immédiatement.

अटैच करेले दस्तावेज **महत्वपूर्ण** छे. ते बुधवार, 1 जूनना रोज नवा टोरोन्टो सीनियर्स हाउसिंग कोर्पोरेशनमा तमारा बिल्डिंगना संक्रमण विशेषी माहिती धरावे छे, जेमा तमारुं भाडुं यूकववा विशेषी अपडेटनो समावेश थाय छे. जो तमने दस्तावेज समजय नही, तो कृपा करीने कोछने तमारा माटे तात्का विकपणे तेनो अनुवाद करवा कडो.

첨부된 문서는 **중요**한 것입니다. 6월 1일(수) 여러분 건물이 새로운 Toronto Seniors Housing Corporation으로 전환되는 것에 관한 안내와 아울러 집세 납부에 관한 업데이트 정보가 들어 있습니다. 이 문서를 이해하는데 어려움이 있을 경우, 즉시 다른 사람에게 번역해달라고 부탁드립니다.

Załączony dokument jest **ważny**. Zawiera on informacje o transferze Twojego budynku do nowej korporacji dla seniorów (Toronto Seniors Housing Corporation), które nastąpi w środę dnia 1 czerwca, w tym także uaktualnienie na temat płacenia Twojego czynszu. Jeśli nie rozumiesz tego dokumentu, natychmiast poproś kogoś o jego przetłumaczenie.

O documento em anexo é **importante**. Ele contém informações sobre a transição do seu prédio para a nova Toronto Seniors Housing Corporation, que ocorrerá na quarta-feira, dia 1º de junho, e também uma atualização sobre o processo de pagamento do aluguel. Caso não entenda o documento, peça a alguém que o traduza imediatamente.

Прилагаемый документ **имеет важное значение**. В нем есть информация о переходе вашего здания в ведение новой корпорации Toronto Seniors Housing Corporation со среды, 1 июня, включая обновленную информацию об оплате аренды. Если вы не понимаете документ, немедленно попросите кого-нибудь перевести его для вас.

El documento adjunto es **importante**, ya que contiene información sobre la transición de su edificio a la nueva Toronto Seniors Housing Corporation (TSHC) el miércoles 1 de junio, además de una actualización sobre cómo pagar la renta. Si no comprende lo que dice el documento, haga que alguien se lo traduzca inmediatamente.

இத்துடன் இணைத்து அனுப்பப்பட்டு உள்ள ஆவணம் முக்கியமானது ஆகும். உங்களுடைய கட்டிடம் புதிதாக உருவாகி உள்ள Toronto Seniors Housing Corporation என்ற ரொறொன்ரோ முதியோர் வீட்டுவசதி வாரியத்தின் கீழ் ஜூன் மாதம் 1ஆம் திகதி புதன்கிழமை கொண்டுவரப்படுவது பற்றிய தகவல் இதில் அடங்கியுள்ளது. உங்கள் வாடகையைச் செலுத்துவது பற்றிய புதிய தகவலும் இதில் உண்டு. இந்த ஆவணத்தை நீங்கள் விளங்கிக் கொள்ள முடியவில்லை என்றால், தயவுசெய்து உடனடியாக இதனை வேறொருவரின் உதவியுடன் மொழிபெயர்த்து அறிந்து கொள்ளுங்கள்.

Tài liệu đính kèm **quan trọng**. Tài liệu có thông tin về sự chuyển tiếp của chúng cư quý vị sang Công ty Gia cư Cao niên Toronto (Toronto Seniors Housing Corporation) mới vào ngày thứ Tư, 1 tháng Sáu, bao gồm tin cập nhật về việc trả tiền thuê nhà của quý vị. Nếu quý vị không hiểu tài liệu, xin nhờ người nào dịch tài liệu ngay lập tức cho quý vị.