

TORONTO SENIORS HOUSING CORPORATION (TSHC)

Roles and Responsibilities for Tenant Representatives

Policy Owner:	Date Approved:
	Approved By:
	Last Reviewed:

Guidelines Summary

These guidelines provide a framework within which Toronto Seniors Housing Corporation can meet the following objectives:

- Outline the roles and responsibilities of Tenant Representatives
- Maintain high ethical standards, good judgement, and accountability, as well as commitments of Tenant Representatives
- Support activities that will enable Tenant Representatives and Tenant Councils to become more involved in governance and decision-making in their communities

Guidelines Statement

Through tenant engagement initiatives, Toronto Seniors Housing Corporation facilitates the participation of tenants in issues that have an impact on their buildings and their communities. In meeting its mission, Toronto Seniors Housing Corporation applies its resources to support meaningful engagement, reduce barriers and spark social change.

Tenant Representatives represent the interests of all the tenants in their building or complex. Tenant Representatives must treat all tenants equally, with respect and dignity, this includes but not limited to: race ancestry, place of origin, colour, ethnic origin, citizenship, creed or religion, sex, sexual orientation, same-sex partnership status, gender identity, age, marital status, family status, receipt of public assistance, political affiliation or disability.

Purpose

The purpose of these guidelines is to outline the roles and responsibility of Tenant Representatives.

Scope

These guidelines apply to all elected Tenant Representatives when carrying out their duties as a Tenant Representative.

Commitment

Maintain high ethical standard, good judgment, accountability and conduct for Tenant Representatives.

Standards

Community Service Coordinators are responsible for supporting Tenant Representatives to carry out their roles and responsibilities.

Guidelines Details

Get To Know What Issues Are Important To the Community

It is the Tenant Representative's role to:

- Encourage tenants to talk about what is important to them by organizing meetings and community events in partnership with staff and tenant groups
- Keep an open and ongoing dialogue with tenants and staff in their building or complex regarding community issues
- Get to know the local community agencies and partners through your Community Service Coordinator
- Represent tenants on different issues that affect the community and neighbourhood

Tenant Representatives are responsible for:

- Regularly attending Council meetings
- Participating actively and sharing ideas with other Tenant Representatives
- Addressing the needs and concerns of all the tenants in the community at Council meetings
- Helping to develop community plans for Councils
- Being prepared and on time for Council meetings. (e.g. read previously provided material before the meeting, review agenda, arrive before meetings begins etc.)
- Not missing more than three Council meetings per calendar year

Keep Tenants Informed

Tenant Representatives are responsible for:

- Providing regular updates to communities on Toronto Seniors Housing Corporation initiatives
- Actively participating at building meetings throughout year
- Promoting the availability of Use of Space Funds and Tenant Council Funds for their community

Building Meetings

- Tenant Representatives will participate in meetings with their local staff on numerous issues regarding their community

Make Connections

It is the role of the Tenant Representative to:

- Network, connect, and liaise with other Tenant Representatives
- Link with other tenant groups

- Develop links with community organizations and other partners or issue-based groups

Advocate for Change

Advocacy is an important part of the Tenant Representative role. Tenant Representatives should:

- Advocate for tenant rights on topics of interest to their constituents
- Invite staff and community partners to attend meetings
- Advocate on behalf of tenants regarding systemic issues
- Encourage healthy communities by building on the strengths of tenants and encouraging others to become more active members of their community
- Host community meetings on tenant identified issues like:
 - Pest control
 - Safety concerns
 - Environmental concerns
 - Recycling Initiatives

Resources and Supports

Tenant Representatives need to make sure they know what resources and supports are available to them.

Accordingly, Tenant Representatives should:

- Become familiar with Toronto Seniors Housing Corporation policies
- Familiarize themselves with the orientation for Tenant Representatives, Toronto Seniors Housing Corporation structure, budget, staff roles, Unit structure and Tenant Engagement Structure (eg. Neighbourhood Council, issue-based groups, and work groups)
- Utilize the Tenant Council Funds to improve their leadership skills and for community development initiatives

Set Some Limits

Remember you are a volunteer and no one is expecting you to work full time. This is not a paid position and you should enjoy this opportunity.

Compliance

Action will be taken against Tenant Representatives who do not follow these guidelines, up to removal from the Tenant Representative position.

Governing and Applicable Legislation

- Housing Services Act
- Ontario Human Rights Code
- Ontario Tenant Protection Act
- Municipal Freedom of Information & Protection of Privacy Act

Related Policies and Procedures

- Community Standards
- Tenant Representatives Code of Conduct
- Human Rights, Harassment and Fair Access Policy
- Accessibility for Tenants
- Tenant Complaint Process
- Eviction Prevention Policy
- Distribution of Tenant Funds Policy
- Mental Health Strategy
- Toronto Seniors Housing Corporation Staff Code of Conduct

Commencement and Review

- Commencement
These guidelines take effect on _____
- Next Review Date : _____