

2022 Annual Report Highlights

We changed from Toronto Community Housing to Toronto Seniors Housing to focus on helping our senior tenants.



15,000

Toronto Seniors



14,000

Units



83

Seniors buildings

The implementation of the Integrated Service Model across all 83 seniors buildings before the change was a major milestone, so seniors could have the support and services they needed.

**Staff-to-tenant
ratios:**

**Seniors Services
Coordinators:**

1:366

**Tenant Services
Administrators:**

1:698

The COVID-19 pandemic was still with us in 2022. Staff did a lot of work to keep everyone safe and supported. We made our buildings better for our tenants. We reopened common rooms and started programs again to bring people together.

92 **Agency-led
programs**

35 **Health and Wellness**

16 **Personal Development
and Learning**

25 **Social Recreation**

12 **Food Security
and Nutrition**

We also gave money to tenants for projects and events they wanted to do. 65 Tenant Action Fund applications were approved totalling approximately \$56,000. This includes 27 equipment requests and 38 tenant events, such as BBQs and holiday celebrations.

Our Chief Executive Officer, Tom Hunter, went on a Listening Tour. He visited with tenants and staff in our buildings and listened to their feedback.



1,500

Tenant
Attendees



52

Building Visits



91

Employees Attended
Four Staff-Only
Sessions



63%

% of Buildings
Have Been Visited

We got input from the Senior Tenants Advisory Committee, tenant leaders, project working groups, and tenant focus groups on different topics.

We set up a seniors-dedicated help line, the Tenant Support Centre, to provide a seniors-focused approach to customer service, and reduce wait times.

We launched our new website and social media. Seniors Speak changed to include what tenants said they would like to see. Tom sent out Community Letters to share corporate updates with tenants.

We worked with the City of Toronto to make sure housing was fair and open to all, so that everyone is treated equally and feels included. We learned a lot from 2022 and will continue to keep improving housing for seniors. We couldn't do this work without the support and guidance of our tenants.

Thank you!