

Toronto Seniors
Housing Corporation

Tenant Welcome Guide

2025

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What Guides Our Work

Toronto Seniors Housing's mandate is to help tenants to age at home, in comfort and dignity, with access to programs and services and a voice in their community. We are committed to engaging and collaborating with tenants, staff, and partners towards our vision of having safe, diverse, and vibrant communities where tenants have a sense of inclusion and well-being.

To read more about what guides our work, you can read our Strategic Directions, Key Performance Indicators, and Roadmap on our website, at [TorontoSeniorsHousing.ca/strategic-directions/](https://torontoseniorshousing.ca/strategic-directions/). These documents outline the key activities, milestones, and measures which will guide our progress over the next several years.



Where to Find More Information

Bulletin Boards

There are five main bulletin boards in every building. These are great places to find information about:

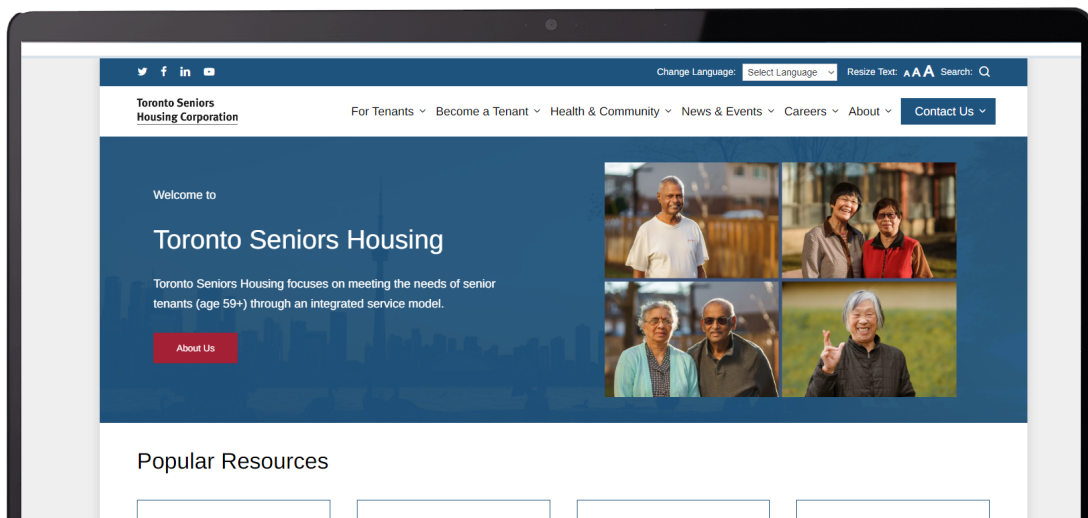
- how to contact staff
- corporate and building updates
- upcoming events
- other helpful notices

You can find more information about these bulletin boards at the end of this guide.



Toronto Seniors Housing Website

You can find general information about Toronto Seniors Housing on our website, at [TorontoSeniorsHousing.ca](https://torontoseniorshousing.ca). The website can automatically translate the content into many other languages.



Help in Other Languages

If you need help in another language, please contact the **Tenant Support Centre** at **416-945-0800**.

When someone answers the phone, say the language you speak. Please wait while they get an interpreter on the phone to help.

You can also contact your **Seniors Services Coordinator (SSC)** in your building.

You can also call the **Tenant Support Centre** or contact your **Seniors Services Coordinator (SSC)** to get information in other formats, such as braille. The Tenant Support Centre phone number also works for teletypewriter (TTY) devices for tenants with hearing and speech difficulties.

Contacting Staff or Community Services

You can find a list of who to contact and when at the end of this guide. To find contact information for staff in your building, you can:

- check the blue bulletin board (**Blue Board**) in your building
- look at the “Your Building Staff” page included in your Welcome Package
- call the **Tenant Support Centre** at **416-945-0800**



Your Building



Moving In

Before moving into your new home, speak with your **Superintendent** to book your move-in. You can also contact the **Tenant Support Centre** at **416-945-0800**.

Deliveries

If you are expecting a delivery, like furniture or a package, please ask your **Superintendent** how deliveries work in your building.

Keys and Fobs

When you move in, Toronto Seniors Housing will give you:

- two (2) keys for your unit
- one (1) key for your mailbox
- one (1) electronic key fob to enter your building

If you need extra copies of your keys or fob, or lose them, contact your **Superintendent**. There is an extra fee for this. In an emergency or after regular hours, call the **Tenant Support Centre** at **416-945-0800**.

Keys and fobs are important for your safety and the safety of others in the building. Do not change or add locks. Adding or changing locks goes against your lease and can be dangerous in an emergency. If we need to break a lock you added, you will have to pay for the repairs.

You are responsible for the behaviour of your guest(s). Do not give copies of your keys or fobs to people who are not on your lease. This puts everyone's safety at risk and does against the terms of your lease.

Maintenance and Repairs

If you need help, such as a repair or access to a service, you must make a maintenance or service request.

Examples of maintenance requests (when something needs to be fixed):

- leaking pipes or plumbing problems
- broken or damaged windows
- pest control (for bugs or mice)

Examples of service requests:

- finding health and community services
- questions about your rent or your annual rent review
- information in another language or format
- changing your unit, including making it more accessible for your medical needs

To make a maintenance or service request, you can:

- talk to your building staff
- call the **Tenant Support Centre** at **416-945-0800**
- email Support@TorontoSeniorsHousing.ca

The Tenant Support Centre responds to all non-urgent service requests within **two (2) business days**. If you need accessibility help, please include this as a part of your request. We will give you at least **24 hours' notice** before visiting your unit.

Your building's **Superintendent** and **Maintenance** staff are available

to help you with any **maintenance requests**. Your building's **Seniors Services Coordinator (SSC)** is available to help you with any other **service requests** or questions. You can contact these staff by phone, email, or in person at their office during scheduled hours. Their contact details and office hours are posted outside their offices, and on your building's blue bulletin board (**Blue Board**).

You can find a list of who to contact and when at the end of this Welcome Guide.

Garbage, Organic Waste, and Recycling

Help keep your building clean:

- Put all garbage in small garbage bags before using the garbage chute.
- Put large black bags in the outside garbage bin. Do not put them in the chute as they will get stuck.
- Keep areas clean. Do not leave garbage on the floor, in garbage rooms, hallways, or by the elevators.

Please do not use the garbage chute for throwing out your recycling and compost. Please see the "Help Keep Your Building Clean" page in your Welcome Package to see where to put your recycling and compost in your building.

If you have any questions, please speak to a Toronto Seniors Housing staff member in your building.

Pets

We know how important your pet is to you and are happy to provide a pet-friendly environment. Here is how you can enjoy your pet while being considerate of your community.

- always keep pets on a leash when out of your unit
- never leave pets alone on a balcony
- always clean up after your pet
- carry pet waste bags with you
- double bag pet waste and put it in the garbage

Thank you for your cooperation. For more information, visit [Toronto.ca](https://toronto.ca) and search “Animals and Pets.” To report a concern about an animal, please call the **City of Toronto** at **416-338-7297**.

Phone, Cable, and Internet

Phone, cable, and internet are not included in your rent. You can choose any company that offers these services in Toronto. Rogers offers a discount program to some tenants in social housing. The program is called Connected for Success (rogers.com/connected-for-success).

Please book visits by phone, cable, or internet companies during business hours from Monday to Friday. That way, your **Superintendent** can help if the service worker needs to enter certain areas of the building.

Utilities, Heating, and Air Conditioning

Utilities

Your **Seniors Services Coordinator (SSC)** will tell you which utilities you must pay for directly and which are included in your rent.

If you pay Rent-Geared-to-Income (RGI), the amount you pay for utilities will be different depending on the size of your unit.

Heating

The City of Toronto’s by-law requires the temperature in apartment buildings to be at least 21 degrees Celsius from September 15 to

June 1. We follow this by-law when we turn the heat on and off.

There is no maximum temperature by-law. We check conditions during very hot weather. If you have concerns about the temperature inside your unit, please call the **Tenant Support Centre** at **416-945-0800**.

Air conditioning

Window air conditioning (AC) units are not allowed because they can be dangerous. Tenants can buy and use floor model AC units.

In hot weather, you can go to a cool place like a public library or shopping mall. To find a nearby cool place, visit bit.ly/43FwbbK. You can also find this information on the blue bulletin board (**Blue Board**) in your building.

Fire Safety

Tenants are responsible for helping prevent fires and keeping escape paths clear. Please check your lobby bulletin board (**Notice Board 1**) for fire safety tips to help keep your unit and building safe. Do not touch or damage fire safety equipment. It is dangerous and against the law.

If you have home oxygen, please follow Ontario's fire safety tips. Oxygen helps fires burn hotter and faster. Make sure to store your oxygen safely and does not leak. If there is a fire, **call 911 immediately**.

Smoking and Vaping

Under the *Smoke Free Ontario Act*, you cannot smoke or vape in:

- stairways, hallways, or other common areas of buildings
- within nine (9) metres of all entrances and exits

Smoking and/or vaping in common areas will activate the fire alarm system and cause a false fire alarm. Please smoke outside, away from the building. For your safety, Toronto Seniors Housing tests the fire alarm and other life safety systems in the common areas of your building every month.

Balcony and Window Safety

Enjoy your balconies and windows safely.

Balcony safety:

- Never leave children or pets alone on your balcony.
- Don't store items or use BBQs on your balcony – this is not safe and could cause a fire.
- Dry your laundry inside on a drying rack.
- Please do not throw garbage or cigarette butts off the balcony.
- Bird feeders are not allowed.
- Be thoughtful of your neighbours below when cleaning your balcony or watering your plants.

Window safety:

- Window air conditioning (AC) units are a safety hazard and are not allowed.
- Please don't damage, adjust, or remove window locks or screens. Window locks keep you safe and protect people and pets from falling.
- Window screens keep bugs out but cannot keep pets from falling through.

Help keep everyone safe. If you see someone using their balcony in an unsafe way, or if a balcony, window, or screen needs to be fixed:

- talk to your **Superintendent**
- call the **Tenant Support Centre** at **416-945-0800**
- email Support@TorontoSeniorsHousing.ca

Visitor and Parking Information

Paid parking is available to all tenants, but not all buildings have available spots. To qualify for tenant parking:

- Your vehicle must be drivable.
- The vehicle ownership must be up to date.
- Your household must be in good rental standing with Toronto Seniors Housing.
- The ownership of the vehicle must be registered to someone on your lease. The address must be a Toronto Seniors Housing unit where the person is living.

For parking rates and how to register, visit

[TorontoSeniorsHousing.ca/parking](https://torontoseniorshousing.ca/parking)

Visitor Parking Permits are available for visitors. You can get these from your **Seniors Services Coordinator (SSC)** or **Superintendent**.

Preventing Pests

At Toronto Seniors Housing, we work hard to keep your building pest-free. But sometimes cockroaches, mice, bed bugs, and other pests can still get in.

If you have pests in your unit, Toronto Seniors Housing will arrange and pay for needed pest control. To arrange a treatment:

- talk to your **Superintendent**
- call the **Tenant Support Centre** at **416-945-0800**
- email Support@TorontoSeniorsHousing.ca

Tenants also have a responsibility to keep their rental unit clean and report any maintenance issues to the **Tenant Support Centre** to prevent future infestations.

Help keep your unit and building pest free:

- Keep your unit clean and clutter free.
- Do not feed pigeons, squirrels, or stray animals. They can attract other pests.
- Do not take furniture that others have thrown away - it could have pests.
- Keep hallways and floors of garbage chute rooms clear of clutter and garbage.
- Report any damage or repair work in your unit that could lead to pests.

Accessibility

Toronto Seniors Housing supports tenants with disabilities and works to improve accessibility for everyone. We want all seniors to live safely and take part in community life. Our Accessibility Program helps tenants with disabilities work with staff to make needed changes in their unit or common areas.

If you need changes to your unit or building to make it more accessible:

- talk to your **Seniors Services Coordinator (SSC)**
- call the **Tenant Support Centre** at **416-945-0800**
- email Support@TorontoSeniorsHousing.ca

The Responsible Personal Accessibility in Toronto Housing (R-PATH) Committee has made a helpful guide, called “Accessibility Is for You” to help explain the process.

You can get a copy of the guide from your **Seniors Services Coordinator (SSC)**, or visit [TorontoSeniorsHousing.ca/accessibility-program](https://torontoseniorshousing.ca/accessibility-program)

Your Tenancy



Paying Your Rent

Your rent is due on the first day of each month.

Toronto Seniors Housing is your landlord and calculates your rent.

Toronto Community Housing Corporation owns the buildings, and all rent payments are made out to them.

You can pay rent in these ways:

- pre-authorized payments
- cheques
- money orders
- at your local bank branch
- debit card
- online or telephone banking



Reporting Changes to Your Tenancy

As a Rent-Geared-to-Income (RGI) tenant, you need to tell us about certain changes to keep getting your rent assistance. Please report the following changes to your **Seniors Services Coordinator (SSC)** **within 30 days** of the change:

- your income tax return has been reassessed or changed
- you have people living in your unit who are not on your lease
- any changes to your income (for example, changing from work income to a pension)
- planned and unplanned absences from your unit (if you are away from your home for **more than 90 days in total over 12 months**, you may lose your RGI subsidy)

Rent-Geared-to-Income (RGI) Annual Rent Review

If you are on the Rent-Geared-to-Income (RGI) program, you must complete an annual rent review.

- You will get the annual rent review package in the mail through Canada Post well before it is due.
- Fill out this package and give it to staff along with proof of income (your tax statement – Notice of Assessment or Proof of Income).
- Your **Seniors Services Coordinator (SSC)** can help you complete your annual rent review if needed.

Annual Unit Inspections

By law, we must do annual unit inspections. These inspections happen from July to December.

These inspections help keep you safe. They help us find any problems in your unit, like unsafe conditions or damage. They also help us make overall improvements to your building and community. We also check that all fire safety systems, such as smoke detectors, are working properly. We will let you know **24 hours** before we visit your unit.

To learn more about unit inspections, visit

[TorontoSeniorsHousing.ca/your-unit/](https://torontoseniorshousing.ca/your-unit/)

Respectful Behaviour

Toronto Seniors Housing is committed to providing an inclusive and respectful living environment for all tenants. We follow the Ontario *Human Rights Code* (the Code), and the *Accessibility for Ontarians with Disabilities Act* (AODA).

We do not tolerate any form of:

- discrimination
- harassment
- hate activity

Under the Code, everyone has the right to be treated fairly and respectfully. This means that we will promote and respect tenants' human rights by creating an environment that is supportive of seniors' needs. We will also make sure all of our spaces are safe for tenants to feel included, regardless of their background.

We encourage you to read the full **Tenant Human Rights Policy** on our website at [TorontoSeniorsHousing.ca/policies](https://torontoseniorshousing.ca/policies)

Under the Policy, all tenants are also expected to treat each other with respect.

Tenants who feel that their human rights have been negatively affected by another tenant, staff member, or TSHC vendor, may make a formal complaint to TSHC by:

- sending an email to Solutions@TorontoSeniorsHousing.ca
- calling **416-945-0888**
- talking to your **Seniors Services Coordinator (SSC)** for guidance

Policies and Procedures

There are many policies and procedures at Toronto Seniors Housing that help make our communities better. To learn more about our policies, including ones that may affect your tenancy, please visit [TorontoSeniorsHousing.ca/policies](https://torontoseniorshousing.ca/policies)

Filing a Complaint

If you cannot reach building staff or the Tenant Support Centre, or have not received enough information about your maintenance or service

request, you can file a complaint by contacting the **Solutions Team** at **416-945-0888** or Solutions@TorontoSeniorsHousing.ca

The Solutions Team will contact you within **two (2) business days** to help with your complaint. Their decision is final. If you disagree with their decision or need more help, you may contact the Ombudsman at Ombudsman@Toronto.ca.

To learn more about service requests and complaints, please visit [TorontoSeniorsHousing.ca/service-requests-and-complaints](https://torontoseniorshousing.ca/service-requests-and-complaints)

Turning 65

If you or a member of your household are turning 65, this may change your household's income and the amount of Rent-Geared-to-Income (RGI) you pay each month. You may also qualify for new or different benefits.

If you start receiving a pension and/or Old Age Security, you need to tell Toronto Seniors Housing about the changes to your income **within 30 days**. Please contact your **Seniors Services Coordinator (SSC)** for more information, before you turn 65.

Tax Credits and Benefits

If you are on the Rent-Geared-to-Income (RGI) program, you must file taxes every year and give us a copy of your Notice of Assessment (NOA).

When filing your taxes, you may qualify for seniors' tax credits and benefits. We suggest you speak with a tax professional or accountant to find out which tax credits and benefits you can claim.

For more information about property tax exemptions and free tax clinics, please visit

[TorontoSeniorsHousing.ca/property-tax-exemptions](https://torontoseniorshousing.ca/property-tax-exemptions)

Frequently Asked Questions

How do I move to a different unit or building?

If you want to move to a different unit or Toronto Seniors Housing building, you must submit a new application to the Centralized Waiting List at the City of Toronto (Access to Housing). More information can be found at bit.ly/3AZPzV9

Some tenants may qualify for a move within Toronto Seniors Housing under a priority category. If you qualify, you do not have to go on the Centralized Waiting List. For more details, talk with your **Seniors Services Coordinator (SSC)** or visit

TorontoSeniorsHousing.ca/request-a-transfer/

How many days can I be away from my home without losing RGI?

If everyone in your household is away from your unit for more than 90 days in a row, or **more than 90 days in total** during a **twelve-month period**, you will no longer be eligible for RGI. There are a few exceptions. For more information, speak with your **Seniors Services Coordinator (SSC)** or visit

TorontoSeniorsHousing.ca/absences-from-unit/

If I need help, can I have a family member live with me?

Yes. You can ask to have a family member added as a caregiver on your lease. To do this, speak with your **Seniors Services Coordinator (SSC)** to get and complete a Caregiver Verification Form. You must report the change in who is living in your unit **within 30 days** of the family member moving in. This may affect your RGI rent.

Am I allowed to sublet my unit or use it for short-term rentals?

No. You cannot sublet your unit or use it for short-term rentals. This includes parking spaces. This goes against your lease agreement, and may cause you to lose your RGI subsidy.

How long can guests stay with me?

You can have a guest stay with you for a maximum of **30 days in total within a twelve-month period**. This includes both 30 days in a row and 30 days that are not in a row for each guest. If a guest stays with you for **more than 30 days in total**, you may lose your RGI subsidy.

Moving Out

When you are ready to move out, you must give notice in writing **60 days (two full calendar months)** before you plan to move. The move-out date must be the last day of the month. Please give your signed move-out notice to your **Seniors Services Coordinator (SSC)**.

Keys and fobs

Before you move out, you must return all:

- unit keys
- mailbox keys
- key fobs
- parking garage keys/fobs
- parking stickers



Please give them to your **Seniors Services Coordinator (SSC)** before you leave.

Your Community

Community Information

You can find helpful information about your building and community programs in the Building Profiles page on our website at [TorontoSeniorsHousing.ca/building-profiles/](https://torontoseniorshousing.ca/building-profiles/)

You will also get a Building Profile information page in your Welcome Package.

To learn more about events in your building and how to get involved contact your Community Services Coordinator (CSC). You can also check the bulletin boards in your building. Notice Board 2 has a calendar of events that is updated every three (3) months.

Seniors Speak – Your Tenant Newsletter

Seniors Speak is our tenant newsletter. It is published every three (3) months. You can find copies:

- next to the mailboxes in your building
- online at [TorontoSeniorsHousing.ca/seniors-speak/](https://torontoseniorshousing.ca/seniors-speak/)

Inside each issue, you will find inspiring stories about tenants living in Toronto Seniors Housing buildings. You will also read about what we have been working on as an organization, and other information that tenants have requested such as tips, recipes, photos, and more.

Do you want to share your story, have content ideas or event photos to share? Please email us at SeniorsSpeak@TorontoSeniorsHousing.ca.

Upcoming Board and Committee Meeting Dates

All are welcome to watch Toronto Seniors Housing Board and Committee meetings online. Meetings are live streamed on our YouTube page. You can also watch recordings later at bit.ly/3epf8XB.

The meeting agenda and materials are available on our website **seven (7) calendar days** before each meeting. Tenants can also ask to speak (called deputing) at these meetings. To learn more about these meetings and how to depute, visit TorontoSeniorsHousing.ca/board-of-directors/



Bulletin Boards in Your Building

Bulletin boards are great places to find information. Posters have a seven-digit number on the bottom (e.g., 03-24-123) that you can use to easily request a translated version from the **Tenant Support Centre** or staff. There are five main bulletin boards in every building.

Notice Board 1:

Locked, glass-covered, and usually in the lobby

- Corporate updates, time-sensitive content, and fire safety tips

Notice Board 2:

Locked, glass-covered, and usually close to the community room

- Corporate updates, information about translation, TSHC Board and Committee meetings, and a calendar of programs and events in your building (updated every three (3) months)

Blue Board:

Blue, locked, glass-covered, and usually close to the lobby

- Contact information for your building staff, cleaning schedules, construction notices, information about locations near you to stay cool in the summer, and more
- The City of Toronto's RentSafeTO Apartment Building Standards Program requires the Blue Board

Community Board 1:

Locked, glass-covered, and usually in the community room

- Tenants who want to post information, such as posters for community events, can email Communities@TorontoSeniorsHousing.ca
- Staff will put up the posters – first come, first served

Community Board 2:

Open cork board (no glass) in different areas in the building

- Tenants and community organizations can post information, such as upcoming events in the building or community

Who to contact and when

Your building staff

Your building staff are available Monday to Friday, 8:30 a.m. to 4:30 p.m. Their contact information is listed on the blue bulletin board (**Blue Board**) in your building.

Seniors Services Coordinator (SSC):

Helps you with rent reviews, forms, and finding support services (not repairs or maintenance).

Maintenance Team

Responsible for repairs in your home, common areas, as well as cleaning and other duties in your building. The team includes:

- **Superintendent:** Leads the team and is your first point of contact for repairs
- **Custodial Maintenance Person (CMP):** Helps with repairs and maintenance
- **Cleaner/Custodian:** Keeps common areas clean and safe

Your regional staff

- **Regional Operations Manager (ROM):** Leads regional staff
- **Community Housing Supervisor (CHS):** Supervises the maintenance team
- **Tenant Engagement and Services Supervisor (TESS):** Supervises the tenant support staff, including SSCs

Community Services Coordinator (CSC):

Works with tenants and community partners to plan and deliver programs and activities in your building and region.

Solutions Team:

If you cannot reach building staff or the Tenant Support Centre, or have not received enough information about a service or maintenance request, you can file a complaint by contacting the **Solutions Team** at **416-945-0888** or at Solutions@TorontoSeniorsHousing.ca.

For support 24 hours per day, seven days a week

Tenant Support Centre: 416-945-0800

Support@TorontoSeniorsHousing.ca

Call or email for:

- repairs or maintenance (day or night)
- questions about your rent or lease
- documents in another format or language
- making a complaint

For urgent repairs - please call, do not email. Phone support is available in many languages.

Community Safety Unit (CSU): 416-921-2323

Call to report:

- security issues
- noise complaints
- loitering or trespassing
- parking violations on Toronto Seniors Housing property

Support is available in multiple languages.

For an emergency, always call 911.

Emergency and non-emergency community contacts

911 - tps.ca/contact/9-1-1-emergency/

Call for emergencies, such as a fire, a crime in progress, or a life-threatening emergency

Toronto Police Services Non-Emergency Line, for non-urgent police help: **416-808-2222**

211 - 211ontario.ca/contact

Information and help to connect with community, social, government, and non-emergency health services - service in 150+ languages

311 - [Toronto.ca/311](https://toronto.ca/311)

Information on City services and programs - service in 180+ languages

411 - [Canada411.ca](https://canada411.ca)

Local directory assistance

711 - crtc.gc.ca/eng/phone/acces/mrsrt.htm

Message Relay Service (MRS) - allows people with a hearing or speech disability to use the telephone system using a text telephone (TTY) or other device to call people with or without such disabilities

811 - health811.ontario.ca

Non-urgent health advice, formerly Telehealth



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