

# 2023 Annual Report

**Toronto Seniors Housing continued working hard in 2023 to achieve our vision of creating safe, diverse, and vibrant communities for tenants.**

**Some highlights from 2023 included:**

- introduced our Interim Strategic Directions, Key Performance Indicators, and Roadmap, which all guide us towards achieving our goals
- acted on the recommendations from the Quality Improvement Projects (QIPs) and made improvements in the areas of pest management, safety and security, and staff and tenant relations
- worked with the Office of the Commissioner of Housing Equity (OCHE) to avoid eviction for 91 per cent of the tenants we engaged with
- reduced vacancy rates by filling vacant units faster
- worked with Toronto Community Housing to deliver 141 capital projects to improve living conditions for tenants in buildings
- gave \$134,686 to tenants to support local projects in their buildings, which was up 120 per cent from the total given in 2022
- created more open communication and involved a diverse group of tenant voices in Seniors Speak, at Tenant Town Halls, and at Regional Tenant Leaders' meetings

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We are grateful to the tenants who have joined us on our journey, who we continue to listen and learn from.

You can read the full 2023 Annual Report at:

**[torontoseniorshousing.ca/2023-annual-report](https://torontoseniorshousing.ca/2023-annual-report)**

