

2024 Annual Report highlights



Community Connect+: Building tenant engagement

A new approach to tenant engagement, called Community Connect+, was implemented in 2024 with the goal of strengthening tenant voices, reducing isolation, and improving staff-tenant relationships.

172

Tenant Volunteers as of December 2024

58

Tenant Circles established

\$240,000

to support tenant-led activities through the Community Activities Fund

206

tenant-led activities

176

agency-led recurring programs

78%

increase in spending on tenant-led activities over 2023

Spotlighting tenants' voices



70

tenant town halls



1,600

attendees



150+

interpreters provided for corporate events

i264i

tenants took the NORC (Naturally Occurring Retirement Communities) Ambassador Training Program

Keeping tenants in their homes



98.43%

occupancy rate



107

households got help to resolve tenancy-related issues



91%

of households in good standing

Maintaining Toronto Seniors Housing Buildings

Completed

123

Capital projects

worth

\$24.3m

- Accessibility upgrades
- Water conservation initiatives
- Laundry room upgrades
- Upgrades to electrical, heating, and plumbing systems
- Exterior envelope work, such as windows, roofs, structural, and parking garage repairs

Creating safe communities



759

Welfare checks conducted



980

Resolved disputes between neighbours



1,026

Answered calls for disturbance incidents

You can read the full 2024 Annual Report at:

[TorontoSeniorsHousing.ca/2024-annual-report](https://torontoseniorshousing.ca/2024-annual-report)

