



Toronto  
Community  
Housing

20  
06  
OUR FIRST  
FIVE YEARS

“OUR FIRST  
MAJOR  
MILESTONE  
AND AN OPPORTUNITY TO TELL OUR  
STORY”

→ It's a story about people and potential, ideas and innovation, about pride in the achievements of our first five years and building a business that changes the way we think of social housing. It's about the possibility of a future filled with hope.





# It is five years since Toronto Community Housing was created

**“We continue to challenge ourselves** and work together to create positive change in Toronto. With our Board, tenants, staff, community and labour partners we are making Toronto Community Housing a good place to live and work. The revitalization of Don Mount Court and Regent Park is well underway; and we continue to work with tenants to improve the health of their neighbourhoods. Our story starts here - working to create healthy places for everyone. Our many thanks to those who work with us.”

**Derek Ballantyne, CEO**

**“With our partners and the City of Toronto,** we strive to provide the decent homes that everyone deserves. Our challenge is the funding needed to bring our aging stock up to a good state of repair. With the City, we have committed more than \$500 million to this since 2002. However - our inherited \$300 million capital deficit grows each year.

We must address this urgent issue and keep the housing we have, while building healthy, engaged, sustainable communities. This is important for our tenants, our city and future generations.”

**Mitchell Kosny, Chair of the Board**

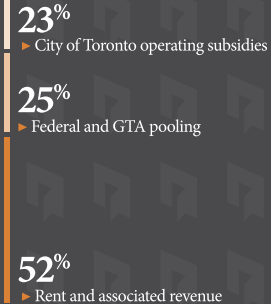
#### **Board of Directors, 2004 - 2007**

Mariam Adam, Director ■ John Brewin, Director ■ Councillor Paula Fletcher, Director ■ Councilor Suzan Hall, Director ■ Councillor Giorgio Mammoliti, Director ■ Cliff Martin, Director ■ Penny Milton, Director ■ David Mitchell, Director ■ Councillor Anthony Peruzza, Director ■ Joan Simalchik, Director ■ Ron Struys, Director ■ Nick Volk, Director

# WHO WE ARE

- The not-for-profit housing corporation owned by the City of Toronto
- 58,500 units across the City in over 2,000 buildings, a portfolio valued at six billion dollars
- A progressive employer of 1,400 staff committed to human rights and anti-racism, working to build a healthy, safe and inclusive workplace
- Canada's largest landlord, second largest social housing provider in North America

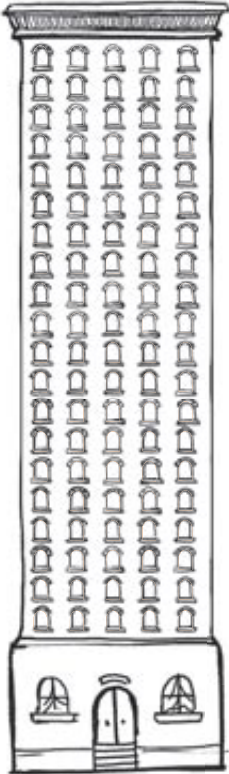
## \$551 million 2006 Revenues



## \$551 million 2006 Expenditures



# W H O L I V E S H E R E



## DEMOGRAPHICS

### Tenant Age Ranges

- 18% [65-85+]
- 40% [0-24]
- 42% [25-64]

→ Over 164,000 people, six per cent of Toronto's population - seniors, families, refugees , recent immigrants and people with special needs

→ Almost 60,000 households – 20,000 seniors

→ **66,000 young people under 25 years old**

→ People from diverse ethno-cultural backgrounds who speak over 100 languages

→ 70% working, 30% on social assistance

→ Average annual income is \$14,000 in subsidized households – City's average income is \$69,125





# GOOD PLACES to LIVE

...investing to improve  
our buildings and  
building for tomorrow

- Invested \$107 million to repair and upgrade our buildings and increase energy efficiency, including \$30 million through our **Building Renewal Program** and almost \$3 million at Regent Park and Don Mount Court
- Invested \$9 million through **Participatory Budgeting** and **Community Business Planning** where tenants have a say on what gets funded
- Invested \$7 million to open and renew community spaces, playgrounds, community gardens, basketball courts and soccer fields – worked with tenants, staff and community partners, like the Toronto Police Service, on community safety
- Built the foundation for the first phase of Regent Park and began marketing units at Don Mount Court
- Created a pipeline of projects to develop 1,800 units – replacement and new affordable – that will be occupied beginning 2008-2009
- Began an advocacy campaign to get the \$300 million needed now to fix our aging buildings



# a GREEN FUTURE

...saving the planet for our  
children by taking action  
against climate change

- Replaced thousands of old fridges, stoves, showerheads, toilets and furnaces with energy efficient models, saving over \$1.2 million and netting a three per cent reduction in energy use across the portfolio
- Reduced our greenhouse gas emissions by more than 12,000 tonnes per year – equal to taking over 6,400 cars off the road
- Conserved enough water through our Low Flow Program to fill the Rogers Centre with the roof closed
- Changed the way we bought products and services to reflect our commitment to health and the environment
- Partnered with tenants on the *Brahms Energy Saving Team* to reduce energy consumption in their community through energy-saving light bulbs, save \$17,000 in energy savings and win the *2006 Green Toronto Award for Community Initiative*
- Awarded the *2006 NRCAN Energy Star of the Year Award* in Market Transformation for our *Appliance Replacement Program* and leadership in energy efficiency improvements



# STRONG COMMUNITIES

...building healthy neighbourhoods  
where tenant voices count

- Surveyed over 3,000 tenants to find out how we're doing and help us create our goals for 2007 and beyond
- Consulted with 8,000 tenants, community agencies, politicians, labour partners and neighbours to shape our Community Management Plan 2007-2009
- Required contractors to hire tenants as 20% of their workforce when improving our buildings and neighbourhoods
- Held our second *Tenant Election*, marked by a Mayor's proclamation to commemorate *Tenant Participation Day*, electing 391 Tenant Reps, including 23 youth, to sit on Tenant Councils for a three year term
- Invested \$1 million on 21 projects through our Social Investment Fund to address social and economic challenges through collaboration between tenants and community agencies





# EQUAL OPPORTUNITIES

...creating pathways to jobs, education and civic engagement

- Provided 18 scholarships to encourage anti-racism work, creativity, academic and athletic excellence and leadership in business – in partnership with Scadding Court, University of Toronto and the Blue Jays Foundation
- Created 17 internships for youth – 13 with Toronto Community Housing and four with IBM
- Hired 308 youth as summer staff – 47% from Toronto Community Housing neighbourhoods
- Hired 146 youth, in partnership with local agencies and contractors, to improve our neighbourhoods and buildings
- Connected 318 youth from our communities to summer jobs through job fairs
- Connected five youth with national and international developmental opportunities in Vancouver, India & Turkey
- Engaged 123 youth in leadership programs
- Partnered with the *Ontario Justice Education Network* to mentor 30 youth to act as lawyers, judges and jury in two mock trials at Old City Hall
- Held *Get Your Hustle On* – a two-day forum to connect 500 young people to scholarships, internships, sustainable employment and education
- Created *HERstory: Breaking Barriers to create a bond in sisterhood*, an event for 100 young women between 12-16 years old, to talk about issues facing young women

# a GREAT PLACE to WORK

...fostering a culture of  
continuous learning and a  
team environment

- Ratified our first-ever collective bargaining agreements with our three labour unions – Local 79, Local 416 and Local 529
- Improved organizational health through Rewards and Recognition events, celebrating cultural and ethnic holidays and the diversity of staff and tenants
- Developed a Leadership Program with the Schulich School of Business for senior managers and staff from community agencies who work with us
- Raised \$275,000 for United Way
- Awarded the Mayor's Community Safety Award for the CHOICE Program in partnership with the Carpenters Local 27 Training & Trust Fund and the YMCA
- Received the *CMHC Award for Significant Contribution to Social Housing and Community Renewal in Canada* – Derek Ballantyne for Toronto Community Housing

WHAT WE DID IN  
2006

## “OUR FIRST MAJOR MILESTONE AND AN OPPORTUNITY TO TELL OUR STORY”

It's about **building good housing** that people can afford and keeping it for future generations and it's about **building lives**. It's about taking risks to do the right thing and it's about tackling racism and poverty – knowing we have a role in how the story ends.



A nighttime photograph of the Toronto skyline, showing illuminated skyscrapers and a dense grid of city lights. The image is overlaid with a repeating pattern of a stylized house icon.

For more information about  
Toronto Community Housing  
visit: [www.torontohousing.ca](http://www.torontohousing.ca)  
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