



Terms of Reference:

Community Representative at the Tenant Community Action Table

Mandate

In their role as members of the Tenant Community Action Table, Community Representatives will work with tenants and other stakeholders to address the tenant identified priorities of the communities that form each Tenant Community Action Table.

Objectives

Community Representative will:

- Foster tenant engagement and build vibrant communities through diverse, inclusive and collaborative methods.
- Aim to ensure tenants are valued in all local decision-making processes.

Values

Community Representatives will

- adhere to the Toronto Community Housing Tenant Charter values: respect, community collaboration, accountability, integrity, accessibility
- adhere to *Toronto Community Housing's Human Rights, Harassment and Fair Access Policy*
- adhere to the core principles and values of the Tenant Engagement System:
 - Respect: Mutual respect between all involved
 - Equity: Ensuring equitable treatment for all involved



- Informative: Ensuring all involved have the capacity to make informed decisions
- Inclusive: Inclusive and representative of all TCHC tenants
- Collaborative: Working together as partners
- Innovative: Continue to foster innovation and change

Membership roles and responsibilities

All Community Representatives from the Tenant Community Action Table will

- work with their fellow Tenant Community Action Table members, TCHC staff and key stakeholders to exchange ideas and identify solutions and strategies that address tenant priorities
- collaborate with fellow Tenant Community Action Table members to allocate resources for tenant priorities
- actively attend and participate at the Tenant Community Action Tables
- keep tenants in the community informed on neighbourhood priorities and on information shared by TCHC staff or partners at Tenant Community Action Table meetings
- maintain an open and ongoing dialogue with all tenants in the community, including other Community Leaders and Building/Townhouse Committee members or Community Representatives. This includes no restriction in attending and participating in meetings and providing minutes from Tenant Community Action Table meetings to Building/Townhouse communities.
- adhere to a Code of Conduct aligned with principles and values of the Tenant Charter including all requirements for accessibility under the Accessibility for Ontarians with Disabilities Act and TCHC's Human Rights, Harassment and Fair Access Policy
- participate in a mandatory accessibility training and an orientation session on Toronto Community Housing policies
- participate in optional capacity building training to enhance their leadership skills and support them in fulfilling their roles



Decision Making

Community Representatives will

- brainstorm and have discussion with fellow Community Representatives at the Tenant Community Action Table before decisions are made
- respect all decisions made by the group based on an absolute majority rule of 50 per cent plus one of members present on the day decisions are made
- will sign-off on their group decisions

Conflict resolution

All Community Representatives are expected to adhere to a Code of Conduct aligned with principles and values of the Tenant Charter including all requirements for accessibility under the Accessibility for Ontarians with Disabilities Act and TCHC's Human Rights, Harassment and Fair Access Policy. Should there be a breach by any Tenant Committee Members or Community Representative, staff will take the appropriate steps to address it.

Actions taken will depend on the nature and severity of the breach, as follows

- step one: Informal verbal conversation about membership expectations. If the behaviour continues, proceed to step two.
- step two: Written documentation of membership expectations. If the behaviour continues, proceed to step three.
- step three: Meeting with individual. If the behaviour continues, proceed to step four.
- step four: Remove member from group.

Time commitment

Three years term ending on April 15, 2023.

Meeting frequency

The Community Action Tables will meet every two months.



Reporting

Community Representatives will

- provide an annual written report to the City-Wide Tenant-Staff Governance Oversight Committee
- share the report with their local communities, including the implementation of an evaluation plan

Commencement

The Terms of Reference will be signed by all Community Representatives once they are elected and Tenant Community Action Tables are established.