

Tenant Services Committee Report TS-22- 16

TO: Tenant Services Committee

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: Appointment of Committee Chair

DATE OF SUBMISSION: October 26, 2022

PURPOSE:

To provide the terms of reference to the members of the Tenant Services Committee and to advise the committee of the requirement to select a Chair from the members of the Committee.

RECOMMENDATION:

That the Tenant Services Committee.

1. Receives the attached Terms of Reference for the Tenant Services Committee as approved by the Board of Directors in August 2021 for review.
2. Nominates and vote for the approval of a Chair of the Tenant Services Committee; and
3. Authorize LMCH staff to take the necessary steps to give effect to the above recommendation(s).

REASONS FOR RECOMMENDATIONS:

The Board of Directors reviewed and approved the attached Terms of Reference for the Tenant Services Committee at the August 19, 2021 meeting of the Board. The Terms of Reference note that meetings are managed under the Procedural Guidelines for Board and Committee Meetings.

The selection of chair is not set out in the Terms of Reference or the Procedural Guidelines for Board and Committee Meetings. The Shareholders Direction sets out a process for the selection of the Board Chair that carries through to the Committees. The Shareholder Direction directs that the Board shall elect a chair from amongst its members. This process has been used in the past and it recommended that the Tenant Services Committee follow this process for the selection of the Committee Chair.

At the June 7 meeting of the Tenant Services Committee the Committee selected Ann Marie Mitchel as the Committee Chair. At the October 20, 2022 Board of Directors meeting, the Board accepted the resignation of Ann-Marie Mitchell from the Board. The position of Chair is now vacant, and the Committee is required to select a new chair at the beginning of this meeting.

Appendix A: Tenant Services Committee – Terms of Reference

SIGNATURE:

PREPARED and SUBMITTED BY:
PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

**TENANT SERVICES – FACILITY AND SUPPORT PROGRAM COMMITTEE
TERMS OF REFERENCE**

COMMITTEE ROLE:

The Committee assists the Board in its oversight and management responsibilities associated with providing Tenants with a healthy, safe, and supportive and sustainable environment, ensuring LMHC assets are used for their intended purpose. The role and responsibilities of the Committee are at the direction of the Board.

COMMITTEE RESPONSIBILITIES:

The Committee's responsibilities are to:

- Establish, on an annual basis the Committee's work plan setting out the Committee's prioritized activities and scheduling of same for the year, which is to be reconciled with the respective work plans of the Board, other Board Committees and Administration;
- Receive and review the annual and multi-year facility work plan setting out maintenance, major repair, upgrade projects timing and investment requirements, including any related update reports making recommendations as appropriate;
- Engage with tenants to understand their priorities as it related to Capital Regeneration; and
- Attend as appropriate tenant/LMCH information sessions, held from time to time relating to matters supporting a healthy, safe, supportive and sustainable environment;
- Attend as appropriate LMCH/Community Partners meetings in respect of providing social support programs;
- Receive and review as required policies, related policy programs and processes relating to such matters as Health and Safety, Human Rights and advocacy. as they apply to tenants making recommendations as appropriate;
- Receive and review from time-to-time tenant specific policies, related policy programs and processes making recommendations as appropriate;
- Receive and review semi-annual and annual reports concerning key performance indicator findings relating tenant services making recommendations as appropriate;
- Receive and review from time-to-time summary report on the nature and extent of tenant review/appeals handled by the Administration and the Service Manager as appropriate;
- Receive and review from time-to-time tenant onboarding programs, making recommendations as appropriate;
- Other related duties that may be assigned by the Board of Directors from time-to-time.

COMMITTEE STRUCTURE:

The Committee has as a minimum four (4) assigned Board members, one of which will be the Committee Chair. The four (4) assigned Board members exclude the Board Chair who is an ex-officio member of the Committee. The four (4) Board assigned members, the Board Chair and any other Board Member in attendance are voting members of the Committee

The Administration – Board Secretary, Chief Executive Officer, Director of Assets & Property Services or the Director of Tenant Administration and other administrative staff as maybe required.

**TENANT SERVICES – FACILITY AND SUPPORT PROGRAM COMMITTEE
TERMS OF REFERENCE**

COMMITTEE MEETINGS

Meetings are held consistent with the requirements of the Committee's annual work plan. The expectation is that the Committee would meet four (4) times a year. The meetings, as appropriate are expected to be set two weeks before a scheduled Board meeting. The quorum for a meeting to be held is three (3) voting members of the Committee.

Meetings are conducted pursuant to LMCH's Procedural Guidelines for Board and Committee Meetings. Actions/directions and approvals by the Committee must be approved -ratified by the Board of Directors. The communication to the Board on Committee actions, directions and approvals is as prescribed in LMCH Procedural Guidelines for Board and Committee Meetings.

DOCUMENT CONTROL

Replaces – Asset and Property Service Committee – effective March 1, 2018

Amended – March 22, 2018

Amended – Drafted August 2021

Approved by Board of Directors – August 19, 2021



Tenant Services Committee Report TS-22- 17

TO: Tenant Services Committee

FROM: Phil Renaud, Director of Property Services and Asset Management

SUBJECT: Director of Property Services and Asset Management Update

DATE: October 26, 2022

PURPOSE:

The of the report is to provide updates to the Tenant Services Committee on the status of key initiatives previously approved, introduce items that may come before the committee in future meetings and to provide updates on meetings, events or operational activities that may be of interest to the committee.

RECOMMENDATION:

That the Director of Property Services and Asset Management Update report BE RECEIVED for information.

UPDATES:

Property Services

All annual tenant unit inspections will be completed by end of November 2022.

Portfolio	Completed YTD	Scheduled
1	Albert Pond Mills Walnut Marconi Semis Marconi Townhomes Allan Rush 345 Wharncliffe** 370 Pond Mills**	170 Kent St 349 Wharncliffe

Portfolio	Completed YTD	Scheduled
2	241 Simcoe 341 Oxford Bella and Ellen St Simpson and York Streets Newbury Semis 632 Hale St ** 39 Tecumseh **	1481 Limberlost 202 McNay St
3	30 Base Line Rd. 580 Dundas 200 Berkshire 872 William St Boullee ** Southdale/Millbank ** Huron **	1194 Commissioners

** Inspections completed since last report to the Committee

Asbestos Management Program

Pinchin Environmental have completed the ACM (Asbestos Containing Material) surveys. The reports were reviewed and finalized. Pinchin and LMCH are meeting to finalize the internal documents to support this program and develop a training schedule for staff. This training is expected to be provided by end of year 2022.

Procurement/Contract Award – Operating

- Effective October 1, 2022 Atta Elevator took over as the vendor for elevator maintenance. This is a new vendor that will ensure compliance with legislated requirements and complete all required preventive and on demand service across all elevators.
- The RFP for renewal of the High-Rise Cleaning Contract is under final review. The RFP will be released in the coming weeks, and it is expected to be awarded in early 2023.
- The new contract for snow removal has been awarded to our current service provider (Doug’s Snowplowing). To better manage our budget, this agreement is a fixed fee vs the by service provided agreement it is replacing. A review of previous year’s total expenditures place this contract amount in line with the average per year costs over the previous 3 years.

- Work is set to begin in December on the tender documents for our landscape agreement so that we can have the new vendor in place for the spring cleanup of all sites.

Capital Planning

- As part of our 2022 upgrade of property management software LMCH has acquired additional modules to support capital project management. We are in the final phases of implementing the Job Costing and Construction Management modules. These modules will significantly improve our project tracking in the areas of budget and construction management. Data is currently being loaded into the live database while system training and modification continue. We expect this work to be completed in November.
- The Penny Lane kitchen cabinet project has been tendered and we plan to award the contract in November.
- Tender documents for the replacement of windows and doors at Penny Lane are in the final phases and we anticipate going to tender in November. Based on current product delivery delays we expect this work to be completed in Spring of 2023.
- Electrical infrastructure renewal work at various sites will be tendered in November. Start date for this work will depend on the availability of replacement components which may be subject to supply chain delays.
- Balcony restoration tender for McNay St to be posted in November, with work to commence in the new year.
- Limberlost tender for the repaving of parking lots and roadways to be posted in October. It is expected that this work will be in spring 2023.
- Elevator modernization project tenders will be released in November for award in early 2023. Sites include 30 Base Line, 1194 Commissioners Rd., 240 Simcoe St., 632 Hale St., 580 Dundas St., 872 William St., 2061 Dorchester Rd.

Capital Delivery

- The Limberlost and Southdale furnace replacement project is complete. The Contractor replaced up to 20 furnaces a day and installed 310 new furnaces.
- Tecumseh Ave roof tender has been awarded but supply chain issues have delayed the projected August/September start date. We now expect
- We have received notification from the contractor involved with the generator replacement at Walnut St and Base Line Rd. that there will be a delay in receiving the generator ordered due to supply chain issues affecting production of the generators. Earliest expected delivery will be Q1 of 2023.
- Minor balcony repairs at Base Line Rd. to be completed in November.
- The air conditioning system for the Kent St tenant lounge has been replaced.

CMHC Repair and renew Program

Reduction in Energy Consumption

- Energy Management System (EMS): Installation of the EMS has been completed at 7 of the 8 high rise buildings. The final building has a completion date of Dec. 7th 2022. This is a 4 month variance to the original schedule.
- Variable Frequency Drive (VFD): Programming of VFDs for Makeup Air Units and installation of timeclocks has been completed.
- Replacement Projects: Furnace, hot water tanks, windows, doors, faucets, and lighting replacement have been scheduled for years 2023 – 2025. These years were selected due to their lower impact to the overall energy savings of 25% and existing contracts in place.

Accessibility

- Requirements for accessibility upgrades vary per building. Audits of each building have been completed, and standards are being developed to be utilized at all LMCH properties. These include access control systems, AODA push buttons and vision panels at all entries, laundry rooms and lounges.
 - Rough ins for access control complete as per plans. Project completion has been impacted by delays in supply chain.
 - Access control system upgrades 'go live' at Walnut Nov. 1st start.
 - Access control system control 'go live' at McNay and Baseline - Nov.25 & 26th
 - Simcoe entry door - shop drawing review.
- Scope of work and drawings have been prepared for the laundry rooms at each of the CMHC high rise properties (8) to include for access control, AODA operators, new fixtures and furniture to meet AODA requirements.
- Kitchens at each of these properties are anticipated to commence in 2024/2025 as Tenant Services prepares program requirements for each property.
- Cost estimates have been received for new signage for to include braille to be installed at all common areas as well at emergency exit routes. Ongoing planning and collaboration to be a standard throughout the portfolio - 2023.
- Works for the exterior include curb cut outs, leveled pathways, accessible parking spaces as well improvements to patios inclusive of accessible furnishings. Tender drawings complete for Simcoe, remaining 6 building audits to be finalized to AODA specific requirements.

- Baseline unit modification contract prepared as final discussions occur with contractor. Wharncliffe unit modifications in construction.

• PREPARED and SUBMITTED BY:
PHIL RENAUD DIRECTOR OF PROPERTY SERVICE AND ASSET MANAGEMENT

STAFF REPORT TS-22-18

TO: Tenant Services Committee

FROM: Andrea Mackenzie, Director of Tenant Services

SUBJECT: Tenant Services Report

DATE: October 24, 2022

PURPOSE:

The purpose of the report is to provide and update to the Tenant Services Committee on the status of key initiatives and to provide updates on meetings, events or operational activities that may be of interest to the Committee.

RECOMMENDATION

That the Tenant Services Report **BE RECEIVED** for information.

UPDATES:

Community Development & Tenant Engagement

In September the team partnered with the Creative Age Network to bring art initiatives to some of our Senior's buildings.

Staff from LMCH and Canadian Mental Health Association (CMHA) have been running groups and coffee hours at our 580 Dundas location with the intent to build trust and gather feedback from residents on future programming and to provide more information to everyone on the role of CMHA in the building.

RelImagine Southdale

The next installment of our community engagement around our redevelopment project at Southdale took place on September 28, 2022. The event was a RelImagine Southdale Open-house and was held at the Westminster Park Community Church across the road from our Southdale site. Staff from LMCH, CGS Architects, and MHBC Planning were all in attendance to provide information and answer any questions from residents about

the project. Renderings of the project were available for viewing and discussion. Surveys were also distributed to attendees to elicit feedback on tenant engagement preferences to inform future engagement approaches throughout the lifecycle of our ReImagine Southdale project.

East Village Animal Hospital (EVAH)

EVAH have started to attend our sites again to provide subsidized vaccinations and pet care for residents. In September they attended our Walnut Street location and were able to see 13 pets.

Middlesex London Health Unit

Planning is underway for late fall flu vaccination clinics as well as our 5th round of Covid vaccination clinics across a number of sites.

Community Safety

During the summers months staff from across the organization attended and participated in several town hall meetings at 10 LMCH sites. One of the main areas of focus for our residents was safety and security. In 2021, Bryce Porter, our Security Manager undertook our first formal RFP process for security guards at 3 of our higher acuity sites, those being Simcoe, Dundas and the Wharnccliffe buildings. The original model for our security guards was to have static guards 7 days a week at these sites.

After attending the town halls and listening to resident concerns the decision was made to redeploy the existing guards with a new model to address some of what we were hearing from residents. As of October 7, 2022, our new model has come into effect which includes maintaining 1 static guard at the three original higher acuity sites and then using the 3 additional guards to provide a mobile security presence at 8 additional sites across the City of London. These mobile patrols will be conducted 5 – 7 days per week, depending on the site and will also be at random times.

Yardi Update

Tenant Services staff continue to meet and work with our Yardi and LMCH data analyst on areas such as unit vacancy process. Set-up and implementation of our new Legal Module, target date is January 1, 2023.

Tenant Services

Four Managers from our team will be joining with representatives from London Health Sciences Centre, St. Joseph's Healthcare, CMHA, the MLHU, Middlesex London Paramedic Services, London Police Services, and the City of London for a one-day summit on November 9, 2022, that aims to bring everyone who is engaged in the work

to address the challenges of health and homelessness together to develop a whole of community response to urgent issues related to mental health, addictions, and homelessness.

Our Community Safety Unit (CSU) will be leading this year's "Bundle Up" campaign. Collection bins will be at a variety of sites as of November 7 and donations of new or gently used sweaters, hats, scarves, gloves, pants, snowpants, long underwear, socks, and footwear. Last year the CSU distributed donated items to dozens of people experiencing homelessness that they encountered on our sites.

Middlesex County

Regular meetings have restarted between me and Joe Winser the Manager – Social Services, Employment and Children's Services for Middlesex County, with the intention to meet monthly to discuss any issues of concern or areas where we may be able to work together to support our county residents.

Staffing & Recruitment

An extraordinary amount of work has been undertaken by both our Human Resources department as well as managers & supervisors within the Tenant Services team to work through the recruitment process and secure staff for several key areas in our department. We currently have only two vacant position that are being recruited:

- 1 Legal Services Coordinator
- 1 Community Development Worker

Training

Mental Health Awareness training was offered through the City of London staff from all local housing providers. The training was designed to address trauma, violence, and safety issues that staff observe on a daily basis. The goal was to provide tools for self-care and to address mental health and burnout. Staff from several key roles in Tenant Services attended.

The Ontario Municipal Social Services Association (OMSSA) is providing training to 23 Tenant Services staff starting October 31 on Trauma Informed Care. The training is done over a period of 4 sessions and is dedicated to understanding the impacts of traumatic events and how to best support highly traumatized clients by promoting a climate of awareness, safety, trust, collaboration, and control. Learning to be trauma informed also emphasizes the importance of recognizing the signs and symptoms of trauma exposure in the professionals who interact and support highly traumatized individuals.

The Ontario Non-Profit Housing Association annual conference is returning this year in a hybrid model and one Tenant Services Manager, and our Community Engagement Manager will be in attendance in person. The conference is running from November 2 – 5, 2022 in Toronto. At this year’s conference, ONPHA has “set their sights on **our shared horizon**. At this critical point in time, we have a unique opportunity to challenge the status quo and reimagine our housing system. It’s time to ask ourselves: What do we want our future to look like, and how can we get there together? Along with top housing experts, we’ll explore what’s next in housing innovation, funding opportunities and technology, and discover better ways to tackle our day-to-day operations.”

With the number of new staff in the Tenant Services team, that have come to us with a variety of backgrounds we felt that it would be a good opportunity for staff to participate in

PREPARED BY:	REVIEWED BY:
Andrea Mackenzie Director, Tenant Services	Paul Chisholm CEO



Tenant Services Committee Report TS-22- 19

TO: Tenant Services Committee

FROM: Andrea Mackenzie, Director of Tenant Services

SUBJECT: Update on Introduction of the Housing Stability Case Coordinator

DATE: October 26, 2022

PURPOSE

To provide the Tenant Services Committee Directors for LMCH with an overview of the development of the Housing Stability Case Coordinator (HSCC) role and it's intended outcomes for providing a higher level of support services to tenants.

RECOMMENDATION:

That this report be received for information.

BACKGROUND:

London & Middlesex Community Housing has been providing support services in our communities for more than 25 years, and while there have been discussions in the past around defining our role within the community to be strictly a landlord there has always been a recognition of a gap between the level of services and supports that were available for our community members from outside agencies. Historically LMCH has attempted to bridge this gap through the deployment of Community Relations Workers and with pilot programs at select sites with Community Outreach Workers.

OVERVIEW:

With the unfolding of the Covid-19 pandemic LMCH noted unprecedented changes and challenges for many individuals and households in our communities leading to increased mental health and addictions issues, isolation and depression, higher prevalence of concurrent disorders, self-harm, suicidal ideation, and a large increase in

*LMCH TSC Meeting
November 2, 2022*

the number of situations rapidly escalating and reaching the point of acutely elevated risk.

LMCH began to review available data that demonstrated the growing tenant needs at LMCH sites as the number of cases deemed an acutely elevated risk and presented at the London Connectivity Table or Housing Stability Table for rapid intervention was increasing. The total number of situations referred for intervention through these resources in 2020 increased by approximately 25% as compared to 2019. This trend continued in 2021 with a nearly 75% increase in referrals over the previous year and in 2022 we are on track to meet or exceed 2021 case referral levels.

The Connectivity Table and Housing Stability Table approach provides a coordinated rapid response, can address the need for short-term interventions, and aims to mitigate the immediate risks to the individual, household, or community. But the support for high-needs individuals and households could not end there. We found a need to provide long-term support and case management to support the housing stability for these households. The long-term support should be adequately resourced, centrally coordinated and consistently delivered. It should be adaptive, evidence driven, and integrated between the different areas within LMCH and diverse partners

LMCH identified the need to designate resources towards mitigating the impact of challenging tenancies on the broader community with the goal of saving as many tenancies as possible. These rapidly growing, more complex needs, have a direct correlation to the housing stability of the individuals and households dealing with these issues and putting the safety and well-being of other residents and staff at greater risk.

Housing Stability Case Coordinator Approach

Based on the identified need, LMCH created 3 HSCC positions, one assigned to each of our teams. This position provides case management and housing supports to individuals living with complex concurrent disorders or acutely elevated risk to reduce the risk of homelessness, crisis or hospitalization and improve well-being. Working within the framework of a strengths-based trauma informed service model and client-centered approach, staff will aid to individuals and families toward enhancing daily living skills, developing wellness strategies, and maintaining their housing stability.

The HSCC program works on a referral system with each HSCC having a maximum caseload of 20 individuals they are supporting at any time. At the outset the HSCC completes an intake with the individual, completes an assessment, works with the tenants on goal setting, completes progress reviews with the individuals, a reassessment is then completed and then may move in a few different directions dependent on their progress (**See Appendix 1**). The HSCC also works closely with partner agencies and community resources to leverage and coordinate assets and services available to meet their housing and support needs.

The introduction of our HSCC role has allowed LMCH to develop and support an integrated housing stability approach to ensure that individuals and families at risk of experiencing homelessness have access to the right supports and services they need to maintain their tenancies. This role focuses on collaborations to drive solutions forward and bring leadership in housing stability work to support our most vulnerable tenants.

Positive outcomes for the Tenant Services team includes our ability to alleviate demands on the CRW group by providing case management for tenants who need continual access to services or intensive supports. This model also allows LMCH to bridge the gaps in serving our most vulnerable tenants whose housing stability is at imminent or recurring risk.

Despite the best efforts of LMCH and community partners to keep individuals housed, there are often tenancies which can no longer be supported due to serious safety implications, criminal activity, or their impact on other tenants. When seeking termination, LMCH is held to incredibly high standards at the Landlord Tenant Board to show we have accommodated a tenant to the best of our ability, and that our evidence is in place.

CONCLUSION:

Our introduction of this role is in alignment with LMCH's Strategic Plan and our stated goal of supporting housing stability and homelessness. In addition, it aligns to the City of London's Strategic Plan 2019-2023 and the City of London's 2019-2023 Housing Stability Action Plan.

LMCH will continue to support the work of our HSCC and will report back to the Tenant Services Committee on a regular basis on our plans to continue to engage in proactive work to prevent households from an experience of homelessness by assessing their unique situations and recognizing and addressing their priority needs in an inclusive way to develop long-term housing stability.

*LMCH TSC Meeting
November 2, 2022*

Attachments:

Appendix A – HSCC Program Procedure

Appendix B – HSCC KPI's

PREPARED and SUBMITTED BY:
Andrea Mackenzie Director, Tenant Services

HSCC Program Procedure

PURPOSE

The purpose of this procedure is to clearly outline the role of the Housing Stability Case Coordinator (HSCC) and the expected flow of service that HSCC's will provide to tenants identified as needing housing stability support. These procedures are intended to provide guidance to HSCC's and inform other staff of the case management support that HSCC's provide to tenants.

1. Referrals

Potential referrals are identified by Tenant Services Managers (TSM), Community Relations Workers (CRW), and Team Leads (TL). Tenants who have clear tenancy concerns (i.e., pending eviction, guest management concerns, pest issues, housekeeping) can be referred to HSCC's to provide case management support with the goal of improving the tenant's knowledge of their responsibilities and assist them with remedying current tenancy concerns. A brief summary of current risks to housing stability, interventions to date, impacts on residents and/or staff, important information regarding the tenant, and relevant documentation should be submitted to the TSM by the referring party for review. Should the TSM find the tenant an acceptable candidate for HSCC supports the summary will be passed along to the HSCC.

2. Intake

When an HSCC receives a referral, they must then complete an intake as soon as possible with the tenant. The HSCC must add the tenant to their caseload (to be created and put on shared drive for access for the team to see which tenants are connected to HSCCs). The HSCC then attempts to contact the tenant through door knocks, phone calls, and letters. The CRW, TSM or TL may also make a direct introduction.

Once contact is made with the tenant, the HSCC will work to build rapport with the tenant. Tenancy concerns are to be reviewed, and an offer to support the tenant in remedying these concerns is made. At intake, relevant supports should be identified, and consent forms for these supports completed. Additionally, confirmation of the tenant's emergency contacts, phone number, and email should be collected.

The HSCC shall clearly define their work with the tenant as time-limited, so as not to create an expectation for permanent intensive case-management supports. The HSCC will also inform the tenant that if inadequate changes to the tenancy occur that legal proceedings may be initiated.

The HSCC will provide the tenant with their direct extension for communication. A meeting to complete an assessment will then be booked.

HSCC Program Procedure

3. Assessment

The tenant and HSCC will collaboratively assess the current tenancy concerns. The initial assessment creates a starting point for the goal setting that will be done. The assessment can be done in one meeting, or over subsequent meetings. Due to the time-sensitive nature of some of the tenancy concerns, the assessment may begin as a general risk assessment and most important issues are identified to be remedied as soon as possible. HSCC will work with the tenant to identify any other supports or services needed and make referrals to the appropriate community partner or agency.

4. SMART Goal Setting

Once the assessment is complete, HSCCs will work with tenants to make SMART goals. SMART goals are:

Specific

Measurable

Achievable

Relevant

Time-limited

The goals should have direct links to the tenant's housing stability and eviction prevention. SMART goals should be specific to the behaviours causing concerns such as: guest management; damage to unit/common areas; hoarding; squalor in unit; excessive traffic; illegal activities; abusive language/behaviour towards other residents and/or staff; violence; harassment of neighbours, etc.

Goals should be co-created, so that there is 'buy-in' from the tenants but may be somewhat led by HSCCs if certain requirements must be met to reduce the chances of eviction. When SMART goals are created, there should be a clear division of responsibility for each step of the goal. Tenants should be aware of what is expected of them. Subsequent meetings to work together on SMART goals will be booked over the next several weeks.

Example:

Specific Goal: Reduce noise coming from unit

Measured by: Less noise complaints from neighbours

Achievable: Through setting guest policy and not turning TV/Radio past volume level #10

Relevant: Noise complaints may lead me to lose my housing

HSCC Program Procedure

Time-Limited: I will set a guest policy with my HSCC on Tuesday, and I will begin lowering the noise on my TV and Radio immediately. My HSCC will follow up in one week to see if noise complaints have stopped.

5. Progress Review

Depending on the urgency of the tenancy concern, a progress review should be completed with the tenant after some opportunity to work towards their goals has been provided. The progress review can be informal or formal, depending on the circumstances. At this stage, the HSCC will evaluate the steps that the tenant has taken to remedy concerns and assess their current interest in continuing to work towards a more stable tenancy.

All staff who have interactions with a tenant being supported by an HSCC should notify the HSCC of the nature of the interaction and any concerns that arose as soon as possible (ideally the same day of the interaction) through email, phone call or text. Legal Services Coordinators are asked to send legal notices to HSCCs prior to providing these notices to a tenant so that the HSCC may support the tenant in the understanding of information provided by the Legal Services Coordinator.

A copy of the HSCC caseloads will be made available to staff and a note will be put on the tenant's file under 'Referral' memo type to indicate their participation in the HSCC program.

6. Reassessment

From the progress review, a reassessment of concerns is completed. If concerns are still present, the relationship with the HSCC will continue. If concerns have been remedied through the first round of goal setting, then the tenant and HSCC will move onto step 8 -monitoring. If the tenant is not in a stable place to move onto monitoring, proceed to step 7.

7. SMART Goal Setting

SMART goals are updated to re-establish or adjust case plans based on the success of the first round of goal setting. Steps 5-7 will be revisited as many times as required to either remedy the concerns or until an order for eviction has been granted and sheriff has attended the unit.

8. Discharge Due to Inadequate Improvements

If goals are not adequately met, and serious tenancy concerns persist, the TSM and HSCC may have a joint meeting to discuss the option of continuing/beginning with the legal process. The TSM will coordinate with the HSCC to inform the tenant of the decision to move towards eviction and the tenant

HSCC Program Procedure

may be suspended from the program, pending further engagement, if there has been little to no contact with the HSCC since referral.

If the tenant will ultimately be evicted, the HSCC will transition case planning supports towards the legal process, up to and including the eviction. The purpose of the engagement will be to refer the tenant to housing programs, shelters, and outreach and facilitate a supportive transition from their tenancy with LMCH.

If the case coordination is effective and there are adequate improvements, disregard step 8 and move directly to step 9.

9. Monitoring (1, 3, 6 months)

Should the tenant reach a state of stability in their housing and the potential termination of their tenancy is resolved, the HSCC will complete three follow-up meetings to ensure that the tenant is maintaining progress made through the case plan. These monitoring meetings will be completed as in-home inspections with the HSCC and gives the tenant an opportunity to discuss any issues they are facing in maintaining their housing. Should major concerns arise, the HSCC, in consultation with the TSM, may decide to re-open the case and begin case management supports again.

If the tenant is still successfully maintaining their tenancy at the 6-month monitoring period, the tenant will be discharged from the HSCC program and will return to having general CRW social support. If future concerns arise, the tenant may be re-referred to a HSCC.

Some cases may take more time to move into the monitoring phase than others. It is the goal of the program to have the HSCC work with tenants for 6 months and then monitor them for an additional 6 months. Some cases may be extended, with additional time spent on case management supports. This is done through the approval of a Tenant Services manager and requires a joint discussion around the timeline the tenant may require these case management supports. The monitoring plan may also be altered to accommodate these longer-term cases.

10. Final Meeting-Planning for Continued Independence

At the final monitoring meeting, the HSCC must discuss with the tenant the skills, strategies, and tools they will continue to use to maintain their independence and housing stability. The HSCC is to provide positive encouragement and direction as necessary. This plan may be written down and provided to the tenant so that they can refer to it in the future. The HSCC will explain that the tenant is to reach out to their CRW moving forward and will definitively end the case management relationship at this time.

DOCUMENT CONTROL

Implemented: February 2022

Revised: June 2022

Tenant Services Committee Report TS-22- 20

TO: LMCH Tenant Services Committee

FROM: Lisa Luther, Community Engagement Membership

SUBJECT: Tenant Advisory Council (TAC) Membership

DATE OF SUBMISSION: October 24, 2022

PURPOSE:

To receive approval of the Tenant Advisory Council members seeking a second term.

RECOMMENDATION:

That the Tenant Services Committee.

1. Approve the request of the following Tenant Advisory Council Members to sit for a second term:
 - a. Keegen McApline
 - b. Allen Collins
 - c. Lisa Hawkins
 - d. Ina Brammall
 - e. Marcia Schram
2. Thanks, outgoing Tenant Advisory Member Mustafa Mzala for their participation in the TAC and their contribution to the Council, teir community and LMCH through this work; and
3. Authorize LMCH staff to take the necessary steps to give effect to the above recommendation(s).

BACKGROUND:

The first Tenant Advisory Council (TAC) was established in January 2021, with the intention to have the Council Members work within the framework of the LMCH mission & vision to provide guidance from the viewpoint of the tenant base, which represents all LMCH communities.

The TAC was established to advance, recommend, and provide insight on goals and objectives set out in the organization's Strategic Plan. The TAC was designed to be comprised of up to eleven (11) individuals reflecting the diversity of LMCH with representation from each of the following LMCH communities:

- Four (4) seats from family communities, including one (1) youth seat,
- Three (3) seats from adult communities,
- Three (3) seats from senior communities,
- One (1) seat from the county.

Upon approval of TAC members seeking a second term, the council will sit at 8 members

First, 2-year term (Effective Oct 2022)	Second, 2-year term (Effective Jan 2023)
<ul style="list-style-type: none"> • Linda Bermudez • Jelena Misk • John Daniel (JD) Steuer 	<ul style="list-style-type: none"> • Keegen McAlpine • Allen Collins • Marcia Schram • Ina Brammall • Lisa Hawkins

CONCLUSION:

LMCH believes that the selected TAC members will help to further represent the faces, voices, and experiences of Tenants in LMCH communities. By providing insight, recommendations, and expertise to the members of the Senior Leadership Team as well as the Board of Directors on strategic initiatives and policies, the TAC will have an impact from their lived experience on the governance of the organization. In 2023, the TAC will be working on the creation of their own work plan to achieve the identified goals in the Strategic Plan and report their progress to the Board of Directors.

Appendix A: Tenant Advisory Council Terms of References

SIGNATURE:

PREPARED and SUBMITTED BY:
Lisa Luther Community Engagement Manager

LMCH Tenant Advisory Council Terms of Reference

Purpose

The purpose of the Tenant Advisory Council (TAC) is to represent the voice of LMCH Tenants in providing insight, recommendations, and expertise to the Board of Directors and the Senior Leadership Team (SLT), including the Chief Executive Officer, on strategic initiatives and policies that will guide and steer the organization as a whole. The TAC will work within the framework of the LMCH mission & vision to provide guidance from the viewpoint of the tenant base as a whole, which represents all LMCH communities.

Role

The TAC will help advance, recommend, and provide insight on goals and objectives set out in the organization's Strategic Plan. The TAC will create a work plan to achieve the identified goals in the Strategic Plan and report their progress to the Board of Directors.

Membership

The TAC will be comprised of up to eleven (11) individuals reflecting the diversity of LMCH with representation from each of the following LMCH communities:

- Four (4) seats from family communities, including one (1) youth seat,
- Three (3) seats from adult communities,
- Three (3) seats from senior communities,
- One (1) seat from the county.

If the seats cannot be filled from the specific communities, the TAC will hold off on filling these seats until such applicants come forward.

Recruitment, Selection and Orientation

TAC membership opportunities will be posted on the community boards at LMCH sites and on the LMCH website. Members will be selected through a formal application and interview process. The LMCH Board of Directors will formally approve members through a board resolution following the completion of the selection process.

Member selection criteria:

- Be able and willing to promote the mission of LMCH,
- Demonstrate an ability and willingness to contribute within their own community and LMCH community as a whole;
- Be willing to share insights about their own experiences with LMCH,
- Have a passion for enhancing LMCH service experience for other tenants and the broader community,
- Be open to seeing beyond their own personal experiences,
- Be willing to attend an orientation and training session(s),
- Be willing and able to attend all TAC meetings,
- Be willing to facilitate positive working relationships between tenants and LMCH,
- Demonstrate commitment to tenant involvement.

No person shall be eligible for membership on the TAC unless he or she:

- Is a current tenant in an LMCH community (for youth seat, is a child of a current tenant in LMCH community),
- Is 18 years of age or older (for youth seat, is 16 – 24 years of age),
- Has a tenancy relatively free of social problems,
- Has not received a Notice of Termination in the previous 6 months.

For the inaugural round of selection, applications for membership received from prospective candidates will be screened by the Tenant Program Coordinator to ensure they meet the eligibility criteria and forwarded to the Community Partner Selection Panel for further consideration. The Community Partner Selection Panel will be comprised of representatives from various agencies that are LMCH’s community partners, including Atlohsa, Anova, Quad County Services, London Intercommunity Health Centre, and Age Friendly London. The Community Partner Selection Panel will then interview and select the final candidates.

Following the first year, applications for membership received from prospective candidates will be screened by the Tenant Program Coordinator to ensure they meet the eligibility criteria and forwarded to TAC for further consideration. The existing TAC will then meet in-camera to discuss new applications and reach a consensus on who should be interviewed. Following the interviews, the TAC will select members based on skill and the prior selection criteria listed.

Term Limit

Each sitting member of the TAC will have a minimum of two (2) year term limit with the possibility of renewal through the selection process to a maximum of two (2) consecutive terms served.

Membership Termination

- A member may resign from the TAC by submitting a letter of resignation to the Chair and Co-chair.
- The committee will determine that a member has resigned if the member misses two (2) consecutive meetings without being excused by the Chair.
- A tenant will automatically cease being a TAC member when they exit a tenancy.

Elections

The TAC will work to elect a Chair. Elections will be held at the first TAC meeting of every year.

Responsibilities of Members

- 1) Engage, consult, inform and listen to other LMCH tenants,
- 2) Establish a yearly work plan with set priorities,
- 3) Attend all TAC meetings and come prepared for meetings,
- 4) Provide feedback on board report of interests at TAC meetings,
- 5) Provide feedback on organizational policies at TAC meetings,
- 6) Provide reports and recommendations to the Board of Directors, through the Tenant Services Committee,
- 7) Review the Terms of Reference on an annual basis,
- 8) Appointment of new members as per this Terms of Reference,
- 9) Complete an annual performance review of all Council members, including the Chair,
- 10) Attend an orientation and training session(s) when needed,

- 11) All members will follow the LMCH code of conduct, conflict of interest, confidentiality, anti-harassment policy.

Role of Staff

The Manager of Community Engagement or Designate will hold the non-voting position of a Co-chair.

LMCH staff and SLT, through the Manager of Community Engagement and the Community Engagement Coordinator, will offer staff resources, support, facilitation, and training.

Reporting Structure

The TAC reports to the Board of Directors, through the Committee of the Whole, and receives operational knowledge and support from LMCH staff. TAC will provide progress reports to the Board of Directors at a minimum of three (3) times a year.

Operating procedures

The TAC will establish an annual work plan to identify the focus of the TAC for the year. The work plan and any related actions or recommendations must be approved by the TAC with a majority and in alignment with the Strategic Plan.

The Work Plan shall be submitted for the Board of Director's consideration and approval. The Work Plan will be developed based on:

- Referrals from the Board of Directors;
- Referrals from SLT;
- Matters identified by the TAC.

Meetings

The TAC will meet nine (9) times a year. Monthly meetings will be held from January to June and September to November. Every alternate meeting will be a closed session working meeting for members and LMCH staff only.

TAC meetings will be held publicly at the LMCH main office or in LMCH community space as agreed upon by TAC.

Quorum

Depending on the total number of members at the time, a quorum will consist of 50% of the membership plus one for decision making. Meetings that do not have a quorum will be abandoned, and a subsequent meeting date and time will be scheduled.

Minutes

Meeting minutes will be taken by LMCH support staff and will be posted publicly afterward on the LMCH website.

Decision-making

The TAC will operate by consensus. Where consensus cannot be reached, then a 'one person, one vote system' will be used. In the event of a tie, the Chair has a casting vote.

Honorarium

Members will receive a \$50 stipend for each formal meeting attended. Members will also receive monetary support in order to reduce barriers to attendance. Those barriers will be evaluated on an equity basis.

Tenant Services Committee Report TS-22- 21

TO: Tenant Services Committee

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: Tenant Townhall Report Backs

DATE OF SUBMISSION: October 26, 2022

PURPOSE:

To provide the Tenant Townhall Report Backs to the Tenant Services Committee for information and discussion.

RECOMMENDATION:

That the Tenant Services Committee receive these reports for information.

REASONS FOR RECOMMENDATIONS:

LMCH has now completed nine (9) townhall meetings for LMCH tenants and recently distributed the reports backs to tenants. Townhalls will continue through the fall and secondary meetings will take place specific to Community Engagement and Community Safety at a number of these sites across in the coming weeks.

The purpose of the townhall meetings is to:

- Make a direct connection with tenants.
- Provide an overview of Tenant Services – different roles of the team (Community Safety Team, Housing Stability Case Coordinators), key information and points of contact.
- Provide an overview of Property and Asset Management - how to make requests, introduce the new website, provide an overview of capital work planned for the site, provide an overview of CMHC funding for site (if applicable)
- Provide an opportunity for tenant feedback, dialogue and information exchange on key areas
 - What they like about living where they live and what's working
 - What they don't like and what's not working

A report back has been prepared and distributed to tenants– Who was there (LMCH), what we said and what we heard. Information will be used to feed into planning for each site. The needs of each site are quite different but there are common themes emerging across the sites:

- Community Safety
- Communication with LMCH
- Responsiveness
- Pest Control
- improvements in programming/services at LMCH sites

The Tenant Townhall feedback will be used in conjunction with input from staff, management, and other stakeholders to inform the development of the next LMCH Strategic Plan.

Appendix A: Townhall Report Backs

SIGNATURE:

PREPARED and SUBMITTED BY:
PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

Tenant Town Hall Report Back

BASELINE

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Baseline Lounge

Date and Time: Wednesday August 10, 2022

Tenants in Attendance: 50+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Phil Renaud, Director Property Services and Asset Management

Jen Meaney, Manager Property Services

Andrea Mackenzie, Director of Tenant Services

Wendy Groves, Construction and Project Manager CMHC

Deven Richardson, Tenant Services Manager

Updates from Tenant Services



We have added some staff to better support our communities.

- Over the past two years LMCH has created our own Community Safety Unit. With one manager and three Community Safety Specialist, they are focused on improving security through patrols, investigation of complaints and other measures support community safety across LMCH.
- We have added a new role to each team. The Housing Stability Case Coordinator will provide more intensive support for tenants who may be struggling with their tenancy. They will have a smaller caseload and be able to provide a different level of support than the Community relations Worker.
- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual Review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

BASELINE

Updates from Property Services



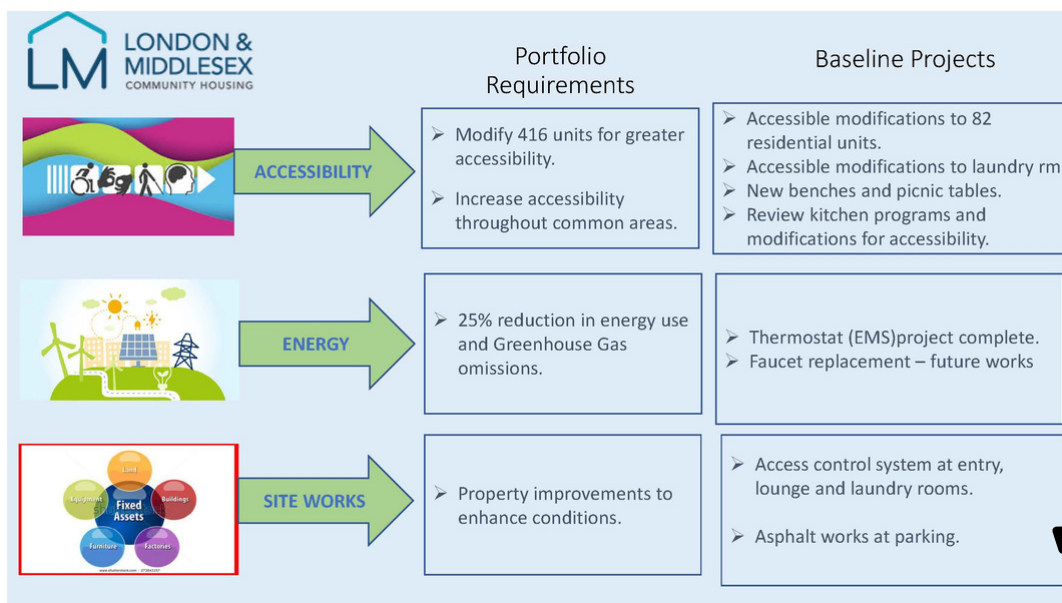
Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates



- The Baseline site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.



Baseline by the numbers

Seniors high-rise building

10 stories

250 total units

82 total unit modifications

Property improvements to enhance conditions. See chart.

Tenant Town Hall Report Back



What We Heard from You

BASELINE

What is working or moving in the right direction:

- Food donation program is going well
- Tenants acknowledged the work of other tenants to build community
- Tenants acknowledged the gardening work done by tenants to beautify the building
- Tenants value the Fanshawe students being onsite
- Additional driveway lighting was a welcome improvement



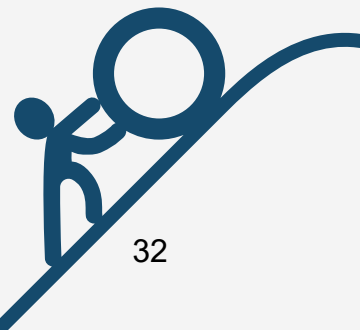
Challenges and issues:

Community Safety

- Non tenants in the building, People coming in and out that do not live here
- Tenants expressed that they do not feel safe
- Tenants said, they would want to walk around alone
- Certain seniors that are nonfunctional – no one helps them
- Tenants are in favour of the access changing from keys to fobs
- Tenants miss the 'lobby cam' channel and would like the cameras checked more often
- Tenants would like security during the evening
- Tenants would like more locks on the doors
- Security cameras – disconnected and vandalized - specifically lobby cameras

Maintenance/Cleanliness

- Bigger elevators, for stretchers and emergency services to get in and out of, and heavy scooters
- The hallways are too small for mobile scooters and chairs
- Unit Doors aren't sealed, can see through doors
- Ice outside in the winter, no salt
- Tenants looking forward to programming and activities starting back up
- Some tenants are throwing garbage off the balcony
- Tenants would like clean and clear stairwells
- Educate tenants on how to use after-hours services and appropriate channels to report concerns to upper management
-



Tenant Town Hall Report Back

BASELINE



Challenges and issues:

Tenant Wellbeing

- The age on the building was 55+
- Blind, living alone – certain seniors that have no help
- Tenants experiencing Dementia and Alzheimer's
- Tenants who aren't able to take care of themselves
- Mental health/healthcare/police services/addiction social issues addressed and limits of LMCH were discussed
- Ageing in place
- Capacity decrease and ability to manage themselves decreases
- CMCH increase energy decrease energy emissions
- would like a buddy system to check on tenants
- Wellbeing and welfare of some tenants
- Tenants drinking and starting fights
- Dumpster diving
- Would like more events including BBQ's
- Onsite tax clinics

Pest Control

- Many bugs and they must treat a lot – every 3 months
- Live in a bug infestation
- Service isn't as fast
- Would like to have other pest control companies brought
- Some tenants don't request pest control if they should
- No notices given when pest control come – they just show up at the door
- Really long wait – 6 weeks
- Many tenants are getting bitten badly
- Tenants think that pest control is more important than cosmetic building improvements



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is lluther@lmhc.ca
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.



Tenant Town Hall Report Back

SIMCOE

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Simcoe Lounge

Date and Time: Thursday August 11, 2022

Tenants in Attendance: 20+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Phil Renaud, Director Property Services and Asset Management

Wendy Groves, Construction and Project Manager CMHC

Amanda David, Tenant Services Manager

Trevor Whittingham, Manager Portfolio Strategy

Paige Sheridan, Team Lead

Updates from Tenant Services



We have added some staff to better support our communities.

- Over the past two years LMCH has created our own Community Safety Unit. With one manager and three Community Safety Specialist, they are focused on improving security through patrols, investigation of complaints and other measures support community safety across LMCH.
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- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- 33% of tenants are new to the building since 2021 – that is 46 new neighbours during the pandemic.
- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

SIMCOE

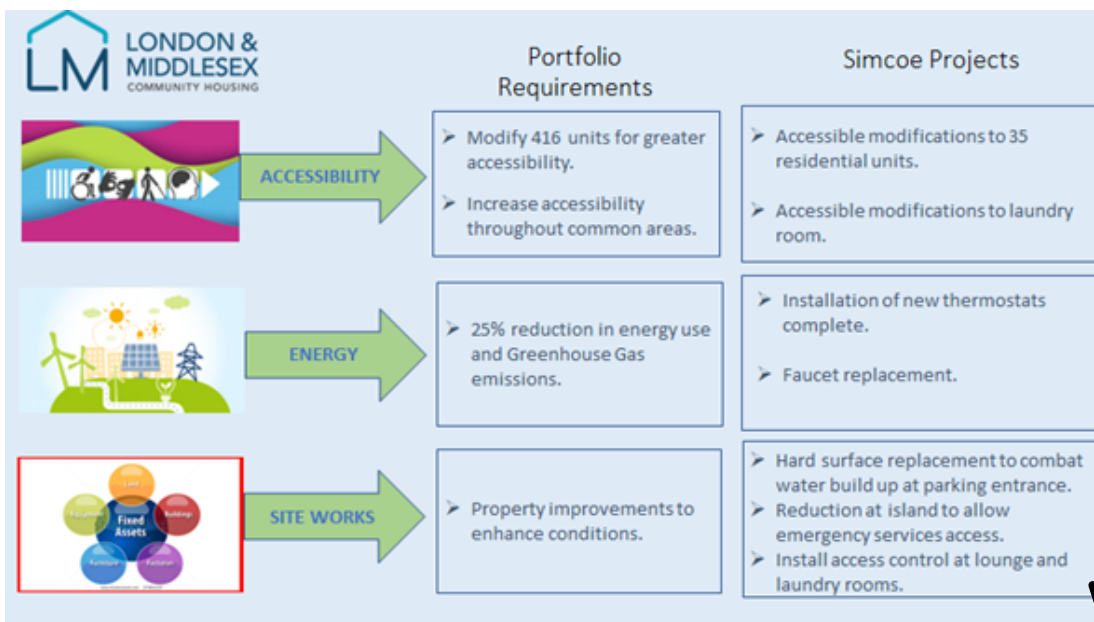
Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We recently completed the balcony project at Simcoe and we are starting to plan to modernize the elevator for next year. With modernization we will be replacing major components to increase reliability, the quality of the ride and accessibility. Once we start the elevator we will send out some communication on how we will manage the project as one elevator will be out of service during the project.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates

- The Simcoe site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.



Simcoe by the numbers

Adult high-rise building

12 stories

216 total units

35 total unit modifications

Property improvements to enhance conditions. See chart.

Tenant Town Hall Report Back



What We Heard from You

SIMCOE

What is working or moving in the right direction:

- The Cleaners in the building are great. They do a good job and they are friendly
- It is affordable
- The outdoor garden space
- There are some positive changes – some things have gotten better– people are trying, some stuff we need to work on
- LMCH Security staff are good



Challenges and issues:

Community Safety

- Dryers and washing machines – locks on them so people don't take laundry
- Active drug use in the hallways outside the front door – could be both tenants and guests
- People hanging out in the stairwells
- People stealing Recycling bins
- Fire alarms and fires in the building
- Concerns about security
 - Want more resources for security
 - No security during the day
 - Unable to directly contact contract security
- People throwing things off the balcony
- Drug and alcohol use – drinking in common areas, out front at picnic tables on site – tenants are very upset about this
- People peeing outside and people not respecting others and the building
- Second entrance – tenants want to be able to enter the building through more doors – currently can only enter through the lobby door.
- Community Safety Unit – not enough bodies to make them feel supported, they cover all LMCH so Simcoe tenants don't feel they are fully supported. They want more patrols
- Paint on unit doors – orange ugly paint
- Better painting in stairwells and hallways
- Door insulation – weather stripping
- Pest infestation
- Fire alarms – off and on for days – the reason why is because of the heat sensors. The heat from the showers set the fire alarms off
- Throwing garbage off balconies



Tenant Town Hall Report Back

SIMCOE



Challenges and issues:

Maintenance/Cleanliness

- Hot water system breaking down
- No fresh air in the elevators – circulation
- Garbage on the weekend is bad
- It's everywhere
- Outside, in the hallways, elevator
- Windows – better insulated windows – leak cold air in the wintertime
- Door insulation – weather stripping
- Pest infestation
- Fire alarms – off and on for days – the reason why is because of the heat sensors. The heat from the showers set the fire alarms off
- Ground floor apartments are near garbage area – the smell and the amount. These apartments cant open their windows
- Pest Control not working
- New doors – want to feel secured



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is **lluther@lmhc.ca**
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- For this building there is already full time overnight security and we will be working to make sure these services meet with the needs of the building and will continue to adjust based on changing needs in the communities.

For any questions or concerns regarding the material please contact us through **care@lmch.ca** or call **519-434-2765**



Tenant Town Hall Report Back

COMMISSIONERS

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Commissioners Lounge

Date and Time: Friday August 12, 2022

Tenants in Attendance: 15

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Andrea Mackenzie, Director of Tenant Services

Phil Renaud, Director Property Services and Asset Management

Paige Sheridan, Team Lead

Updates from Tenant Services



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Some things to think about:

- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual Review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back



What We Heard from You COMMISSIONERS

Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- The design for elevator modernization was complete and the project would be tendered in September for completion in 2023 along with the replacement of the roof.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

What We Heard from You

What is working or moving in the right direction:

- Tenants take pride in their green spaces and building mandate (seniors)
- Bingo and tenant led activities/supports for continuity “building community”
- Clean windows from outside of the building and in the vestibule
- Tenants are grateful for their neighbourhood and appreciate the town hall forum
- Vaccination clinics working, VON programming, churches
- Street lighting at driveway off commissioners was improved



Challenges and issues:

Communication and Community Engagement

- Having to call the answering service – if they do not have a cellphone what do they do, what other options are available?
- Bingo on Tuesdays and prizes for Bingo
- Want to connect more with the community. Finding more ways for tenants to interact with the community around them (Programs, clubs, places to go).
- Community bus – shuttle to cheaper grocery stores
- Moving the TV from the crafts room to the lounge

Tenant Town Hall Report Back



What We Heard from You COMMISSIONERS



Challenges and issues:

Accessibility Needs

- More signage and braille for visually impaired. This will help to improve their safety.
 - Wet floor signs/warning system
 - Railings, stairways, doors, etc.
- Access to green spaces to support tenants with mobility issues

Community Safety and parking lot safety

- East/back side of building units could benefit from more lighting to deter crime
- CCTV exterior cameras.
- Assigned parking? There are lots of people parking in the lot that do not live there. Guests of tenants then have to park at the church and Metro because there is not enough room.
- Entrance/exit traffic needs to slowdown (signage, speed bump and people walking on the driveway) safety concerns need to increase sidewalk usage
- More enforcement around pets and muzzles
 - By-laws surrounding dogs and muzzles discussed but not all tenants agreed.
- Key entry near stairwell at the front.

Maintenance and Cleanliness

- Having to call the answering service – if they do not have a cellphone what do they do, what other options are available?
- Walls painted – hallways, common areas, etc. The color of the walls feels very institutional.
- Windows cleaned outside
- Window cleaning service
- Entrance way needs a cleaning – handrails, heater, etc.
- No lights outside – It is pretty dark at night for people to see where the building is.
- Have more space outside for tenants to use (Picnic benches, tables, gazebo, awning, space for lawn games)
- Improving the grounds, gardens, maintaining the grounds we have, landscaping – make it more welcoming outside.
- The building is too hot in the winter.



UPDATES SINCE WE LAST MET

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- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.



Tenant Town Hall Report Back

KENT

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: KentLounge

Date and Time: Monday August 22, 2022

Tenants in Attendance: 20+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Andrea Mackenzie, Director of Tenant Services

Phil Renaud, Director Property Services and Asset Management

Trevor Whittingham, Manager Portfolio Strategy

Updates from Tenant Services



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Tenant Town Hall Report Back

KENT

Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates

- The Kent site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.

Kent by the numbers

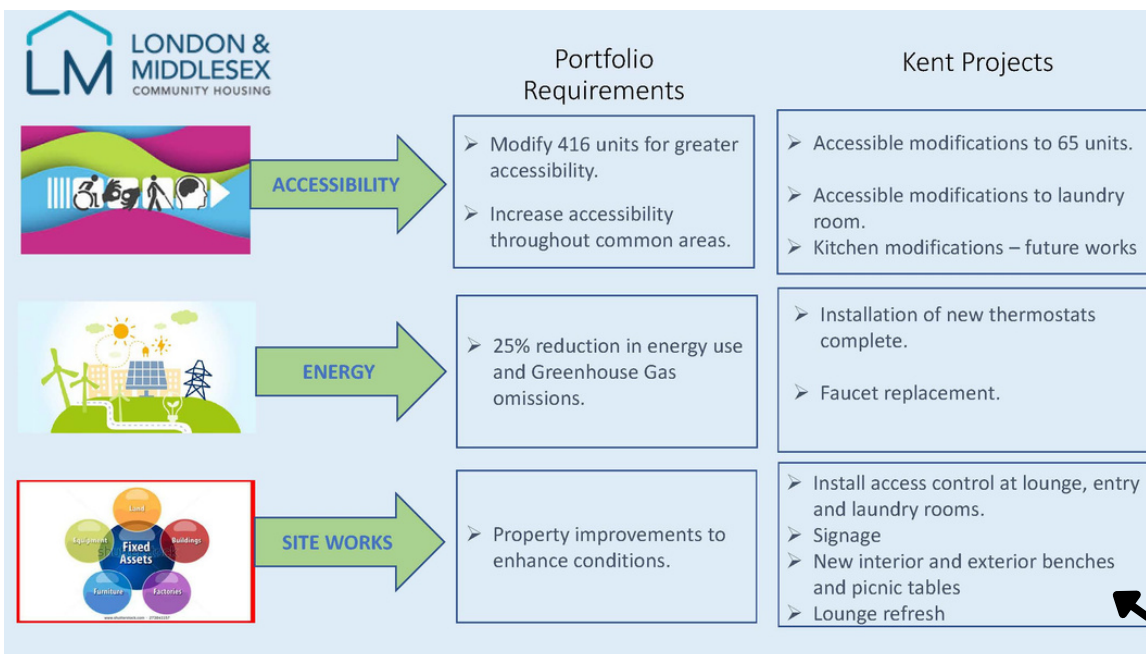
Seniors high-rise building

12 stories

211 total units

65 total unit modifications

Property improvements to enhance conditions. See chart.



Tenant Town Hall Report Back



What We Heard from You

KENT

What is working or moving in the right direction:

- New siding on buildings
- Cleaner Maria is awesome!
- Garden is great
- New door has cut down on none tenants entering the building
- Tenant happy about future plans, “it gives hope”
- Tenants said New Maintenance Staff is doing well !!!



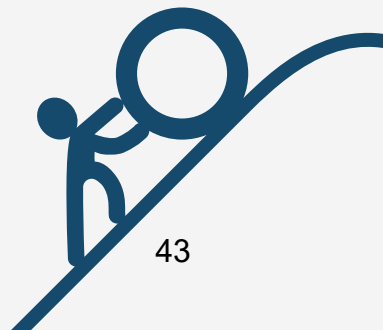
Challenges and issues:

Community Safety

- Bars on the Windows of the ground level units were removed when siding was updated and now people are entering from these lower units through the lower window access.
- Non tenants in the stair wells, using drugs and loitering continues to be an issue and with winter coming this is a growing concern.
- The protocol to report issues is not effective, to call the Resident Contact or police. Tenants feel that LMCH does not make their safety a top priority. Tenant suggested 12hr security over nights to assist with this issue and mentioned that 2 years ago there was security guards at the buildings.
- Tenants feel like LMCH do not have empathy for tenants.
- Cameras need to be added to the west side of the building as a lot of illegal activity takes place on that side, tenant said she was scared to go outside of her unit at night (ground level unit).
- Tenant does not feel safe and has been trying to work with police and LMCH to assist in safety watch, writing reports and calling the authorities.
- Lock on doors are being tampered with.
- Multiple tenants reported, other tenants throwing water off the side of balconies, in the night so tenants are not able to report this with details as they cannot see what unit it came from.

Pest Control

- Tenants feel like the treatments being done are a band aid solution given that they keep returning. This makes people feel hopeless.
- Suggestion to have 2 inspections a year may help the pest issue.
- Timeline for first treatment not effective, by the time the first treatment takes place it has been weeks.
- Hoarding may been an issue contributing to the problem.
- Need to implement the Clover leaf treatment process. More often.
- Tenants feel traumatized living with pests, not being able to sleep or enjoy their homes. Tenants are looking for supports to help them mentally deal with the stress of the pest.



Tenant Town Hall Report Back



What We Heard from You

KENT

Challenges and issues continued:



Maintenance/ Repairs

- Garbage room needs to be better maintained and locked at night.
- Hallways have garbage and additional clutter making it unsafe for people to walk in or get scooters or other mobility devices through.
- Paint and Minor upgrades would be appreciated and give people more pride in the building they live in.
- Tenants would like additional work done to the gardens for next year.
- No visitor parking is available, need better signage for areas out front.
- Tenants should be given 2 sets of keys when they move in but are only given one
- Notice of entry documents are not being provided in a timely manner or not at all.

Community Engagement / Communication

- An up to date copy of the Tenant Handbook provided
- More frequent communications given so tenants are made aware of changes.
- tenants are not sure when staff are in the building in order to support tenants. Tenants feel like they need more support from staff.
- London Cares to be more utilized
- message are not being answered in a timely manner.
- Tenants are making false accusations to get tenants in trouble
- Some tenants are having having paying guest stay the night in their units.
- Tenants not adhering to lease conduct rules; Lease states tenants are responsible for their guests behavior.



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is lluther@lmhc.ca
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**



Tenant Town Hall Report Back

WALNUT

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Walnut Lounge

Date and Time: Tuesday August 23, 2022

Tenants in Attendance: 35

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Andrea Mackenzie, Director of Tenant Services

Phil Renaud, Director Property Services and Asset Management

Amanda David, Tenant Services Manager

Updates from Tenant Services



We have added some staff to better support our communities.

- Over the past two years LMCH has created our own Community Safety Unit. With one manager and three Community Safety Specialist, they are focused on improving security through patrols, investigation of complaints and other measures support community safety across LMCH.
- We have added a new role to each team. The Housing Stability Case Coordinator will provide more intensive support for tenants who may be struggling with their tenancy. They will have a smaller caseload and be able to provide a different level of support than the Community relations Worker.
- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and Tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

WALNUT

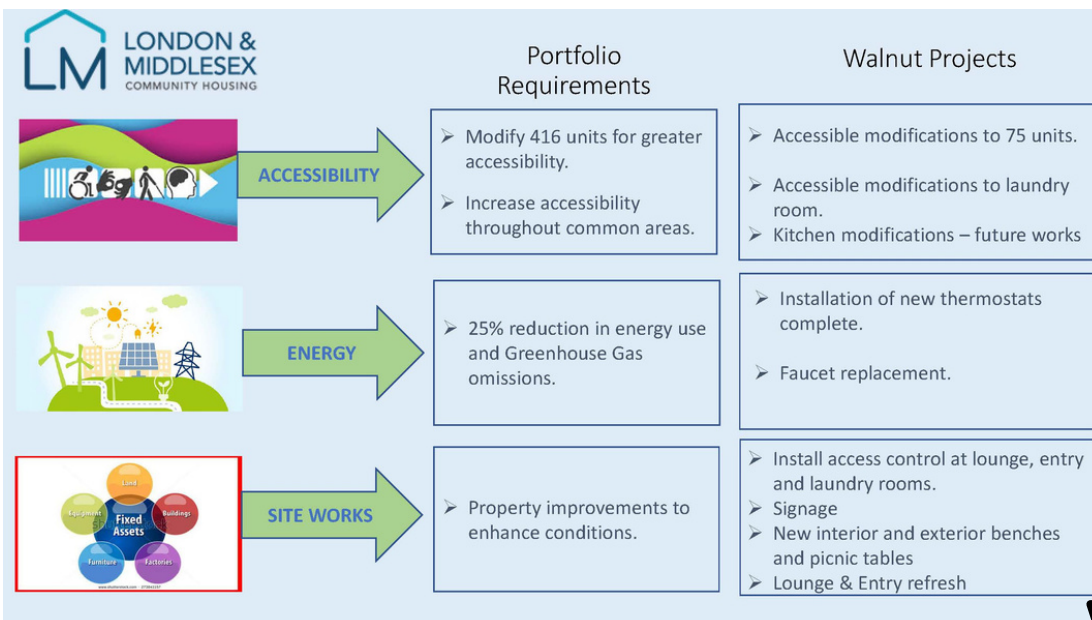
Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates

- The Walnut site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.



Walnut by the numbers

Seniors high-rise building

14 stories

231 total units

75 total unit modifications

Property improvements to enhance conditions. See chart.

Tenant Town Hall Report Back



What We Heard from You

WALNUT

What is working or moving in the right direction:

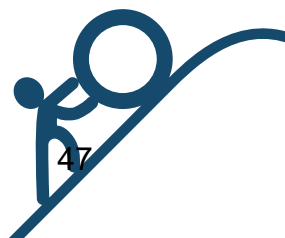
- Vegetable program by VON is back and tenants love it
- Tenants and Neighbours clean up garbage on site
- Staff being here today to listen is a big positive
- Love Larry the cleaner (but he is retiring in November)
- Really like the Community Relations Worker and Maintenance Repair Staff.



Challenges and issues:

Community Safety

- LMCH security works during the day and not night when they are really needed
- It is a real security issue that non tenants are putting things in front and side doors to prop them open to come in and out during the day/night
- Several big drug dealers are in this building and the activity in the units, hallways and stairwells is very active.
- Many prostitutes and trespassed people are in this building as well everyday
- Stairwells a have homeless people taking drugs, defecating, urinating, leaving needles and fighting and that is our route out to take during Fires...very scary!
- LMCH should do unit inspections more often to be on top of bad units, bed bugs, cockroaches etc.
- Can we get cameras in the stairwells?
- When London Police are called, they take forever to get her if they come at all.
- Dumpster fires often from tenants/non tenants dropping cigarette butts in the bin...big concern is that the bin is located by the building generator
- Abandoned vehicles/trailers in the parking lot.
- Tenants have multiple cars parked in the lot
- Some tenants are bringing gas-powered motorcycles in the building. Elevators are taking a beating loading and unloading those on and off.
- some tenants are subletting their units to people that cause problems
- tenants will leave bulk garbage items in hallway and LMCH not getting it picked up
- it takes too long to get evictions when there are problem tenants
- would like to access lobby cameras to see who they are buzzing into the building



Tenant Town Hall Report Back



What We Heard from You

WALNUT

Challenges and issues continued:



Maintenance /Cleanliness

- Tenants are asking if the garbage rooms on each floor can be made AODA accessible
- Tenants are inquiring as to when the hand washing sink will be installed in the kitchen and the inspector can pass the lounge for programming to resume.
- Tenants are also asking if a notice can be posted on garbage room doors on each floor requesting that tenants not dispose of garbage during the night, so garbage drop off's do not disturb tenants in the units beside the shoots
- Length of fire alarms going off during testing period
- Each floor needs to be checked for air circulation
- Hoarding, bedbugs and cockroaches are a big problem. Laundry room and lounge should be sprayed monthly
- Tenants would like lounge lock up time to be changed to 10:00pm
- Tenants asked if the lounge patio doors will be added to the fob system eventually.
- Pop machine has been broken into repeatedly
- Tenants are also throwing cigarette butts, water and flowerpots off balconies.

Community Engagement and Communication

- Is this building seniors as it seems to have younger and younger people?
- Tenants leave big items in hallway...a urinated mattress was left a long weekend in the 5th floor hallway...even though tenants called to tell housing as asked for it to be moved.
- Tenants are frustrated with the time it take to evict someone
- Several tenants have seen dumpster drivers and bringing stuff from the garbage bin back into the building
- Quicker response times to calls and request
- More information on how to be added to the London Fire Departments list of tenants requiring assistance to get out to the building in case of a fire.



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is lluther@lmhc.ca
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.

For any questions or concerns regarding the material please contact us through care@lmhc.ca or call **519-434-2765**



Tenant Town Hall Report Back

MCNAY

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: McNay Lounge

Date and Time: Tuesday August 23, 2022

Tenants in Attendance: 30+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Phil Renaud, Director Property Services and Asset Management

Andrea Mackenzie, Director of Tenant Services

Wendy Groves, Construction and Project Manager CMHC

Deven Richardson, Tenant Services Manager

Updates from Tenant Services



We have added some staff to better support our communities.

- Over the past two years LMCH has created our own Community Safety Unit. With one manager and three Community Safety Specialist, they are focused on improving security through patrols, investigation of complaints and other measures support community safety across LMCH.
- We have added a new role to each team. The Housing Stability Case Coordinator will provide more intensive support for tenants who may be struggling with their tenancy. They will have a smaller caseload and be able to provide a different level of support than the Community relations Worker.
- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and Tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

MCNAY

Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates

- The McNay site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.

McNay by the numbers

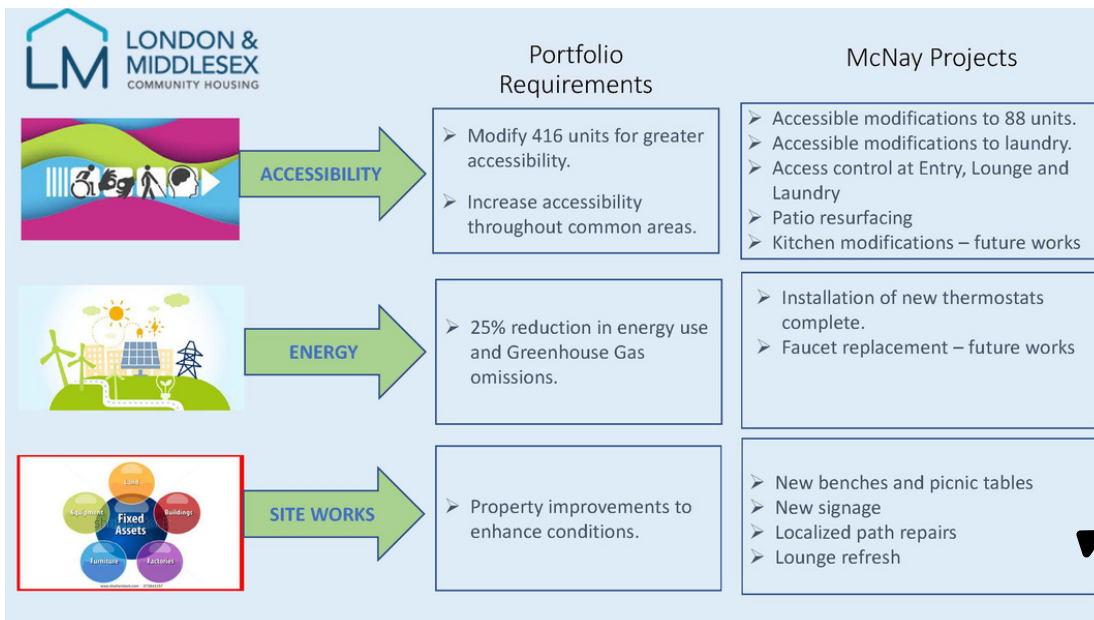
Seniors high-rise building

11 stories

252 total units

88 total unit modifications

Property improvements to enhance conditions. See chart.



Tenant Town Hall Report Back



What We Heard from You

MCNAY

What is working or moving in the right direction:

- Nice clean building with access-controlled entrance
- Wonderful tenants
- Love apartments
- Cleaner Issac is fantastic
- Tenants are glad the staff are here to discuss their concerns



Challenges and issues:

Community Safety

- Unhoused people get into our building by propping open side doors with rocks. Needles and waste matter in stairwells. They sleep in stairwells, laundry and garbage rooms
- Tenants are handing out keys for people to get into the building
- Tenants would like 24-hour security
- Have never seen the LMCH security team at their building and they would like to
- Tenants call police and police tell them to notify housing as it is our problem...or LPS don't show up for hours or days to follow up on a call.
- 10th floor security cameras are not working.
- Can tenants on floors where cameras aren't working be notified of this?
- Can we get cameras on every floor by the elevators? Some tenants don't feel safe and have decorative things stolen from their doors (wreaths) or people randomly knocking!!
- McNay doesn't have a Resident Contact – Police, Fire and Ambulance complain that they cannot get into the building to the tenants.
- Tenants say it takes too much time to call housing to have someone let them into the buildings and units.
- Tenants were inquiring how to be added to the London Fire Departments list of tenants requiring assistance to get out to the building in case of a fire.

Pest Control

- Tenants said that the Pharaoh Ants' problems are gone...what is LMCH going to do to deal with the cockroach and bedbug issues??
- If they call for pest control tenants are told it will take about 19 days to get treatment...if they are dealing with an infestation...they are flabbergasted and upset.

Tenant Occupancy & Housing Standards

- Number of tenants allowed to be living in each unit
- A few tenants are telling LMCH that there are more than 2 living in some units...it is like families?
- A tenant was saying that she heard that Federal Requirements for buildings is changing over the next 3 years...is housing aware of these changes.



Tenant Town Hall Report Back



What We Heard from You

MCNAY

Challenges and issues continued:



Accessibility

- Can the laundry room door have an automatic opener for those tenants that have mobility devices?
- Tenants have asked if the main floor washroom off the lounge along with the floor garbage rooms be linked to the new Fob systems as well to prevent people dwellers from sleeping in them but allow tenant access.
- Is the main floor washroom accessible?

Parking lot Issues

- Cars are always parking in the fire lane – Paratransit often has difficulties picking up tenants as they cannot get close enough due to cars.
- How many cars are tenants allowed to have in the parking lot?

Maintenance and Repair

- McNay has several dying big trees on the property...is there any way to get the dying trees removed and replace them only with Maple trees not Pine trees as they get sap on cars etc... very messy.
- Tenants would like a sign on the garbage door, asking them to put their kitchen sized garbage bags down the chute...if the bags are too big for the chute (bags full of kitty litter or large items) should be brought to the main floor garbage bin for disposal) not left in the small garbage room for people to trip over.
- Elevators inside panels look terrible as well as the floor. Can rubber mats be put on the floor?
- Fix loose wiring on fire alarms (keep going off on their own) The fire trucks come and shut it off and a while later they go off again
- When LMCH posts notices regarding major building disruptions such as water to the building being shut off...Please stick to that timeframe.
- When are remaining thermostats going to be replaced.
- Tenants complained that often they must wait up to 1 hour in the maintenance que when calling to request a work order.



UPDATES SINCE WE LAST MET

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- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.



Tenant Town Hall Report Back

WHARNCLIFFE

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Wharncliffe Lounge

Date and Time: Monday August 29, 2022

Tenants in Attendance: 20+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Andrea Mackenzie, Director of Tenant Services

Phil Renaud, Director Property Services and Asset Management

Trevor Whittingham, Manager, Portfolio Strategy Development

Updates from Tenant Services



We have added some staff to better support our communities.

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- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- We have a new Community Engagement manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

WHARNCLIFFE

Updates from Property Services

Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

CMHC Project Updates

- The Wharncliffe site is part of a joint project that will improve the quality and sustainability of the property for years to come.
- 30% of units within our high rise buildings for seniors will be modified for better accessibility, as well as 15% of units in adult buildings.
- Common areas in both settings will be also modified for improved access. A number of other upgrades such as new energy management systems , will provide more comfort for tenants as well as significant energy and water savings.

Wharncliffe by the numbers

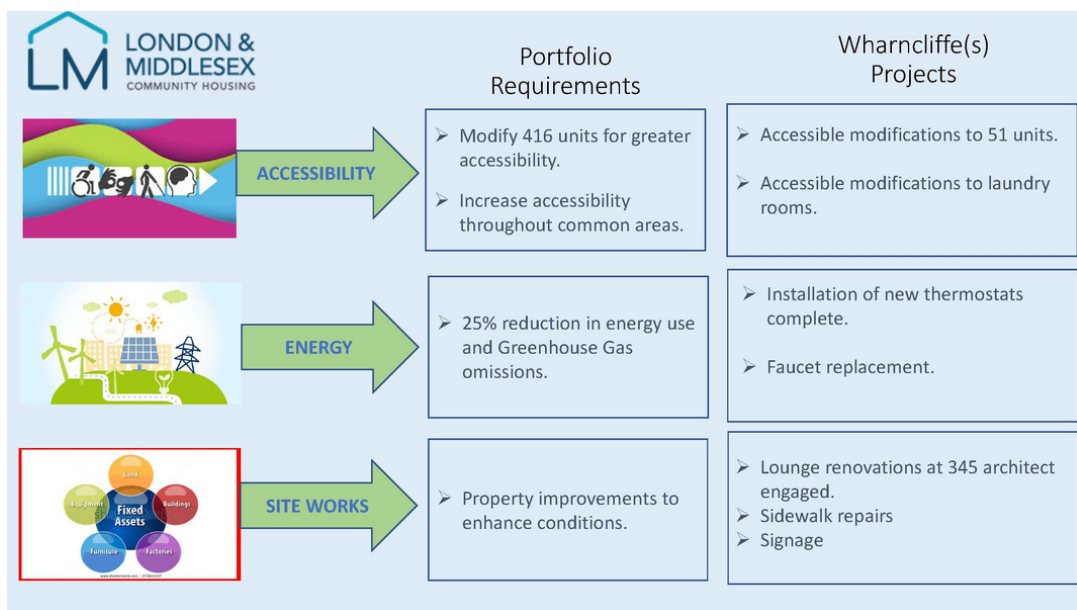
Two buildings (345 & 349) both are high-rise buildings for adults.

8 stories

144 total units in each building

51 total unit modifications between the 2 buildings

Property improvements to enhance conditions. See chart.



Tenant Town Hall Report Back



What We Heard from You

WHARNCLIFFE



Challenges and issues:

Maintenance/Cleanliness

- Fans in units don't work well, ventilation in building is poor giving off smell
- Laundry room is locked at set times and tenants would like laundry room hours extended.
- cleaning at 345 Wharncliffe needs to be better
- Outside maintenance ground keeping needs to be maintained better, walk ways. Etc.
- Access to gate to the park from side walk, not useable for those using mobility devices to get around.
- Hallway hand rails were taken out along with benches , tenants would like to see those put back.
- Tenants need to pick up after themselves.
- Intercom doesn't work with cell phones. Buzzer rings but will not allow you to buzz guests in.
- Unauthorized vehicles parking in the lots, additional signage requested by tenants
- Dog poop not being picked up
- Grants to beautify the outside

Safety

- Tenants would like Safety buttons in common areas
- Trespassers in the building.
- Tenants are sure who lives in the building and who does not.
- The word "guest" needs to be better defined as tenants have long term " guest" staying free of charge.
- Unhoused coming in the building, hanging out, and balcony hopping.
- Tenants concerned about welfare of other tenants. Some have limited supports and worried they will be found in their unit hurt or worse.
- Tenants would like to be able to directly call or text a security line if they feel unsafe



Tenant Town Hall Report Back

WHARNCLIFFE

Challenges and issues continued:



Accessibility

- Can the laundry room door have an automatic opener for those tenants that have mobility devices?
- Tenants have asked if the main floor washroom off the lounge along with the floor garbage rooms be linked to the new Fob systems as well to prevent people dwellers from sleeping in them but allow tenant access.
- Want to know if the main floor washroom will be made accessible and available to tenants.

Communication and Engagement

- Tenants would like a contact sheet for LMCH staff, list of staff roles
- Would like updated lease agreement
- Tenants would like update copy of Tenant Handbook
- Tenants would like a report on CMCH funding and ongoing update as to where funding will be allocated.
- Tenants would like more activities
- Isolation in the building is creating dangerous dynamic, people are dying and no one realizes until later because everyone is so isolated.



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is **lluther@lmhc.ca**
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- For this building there is already full time overnight security and we will be working to make sure these services meet with the needs of the building and will continue to adjust based on changing needs in the communities.

For any questions or concerns regarding the material please contact us through **care@lmch.ca** or call **519-434-2765**



Tenant Town Hall Report Back

HALE

For any questions or concerns regarding the material please contact us through care@lmch.ca or call **519-434-2765**

Meeting Details

Location: Hale Lounge

Date and Time: Tuesday August 30, 2022

Tenants in Attendance: 30+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Phil Renaud, Director Property Services and Asset Management

Diana Taplashvily, Director of Finance & Corporate Services

Andrea Mackenzie, Director of Tenant Services

Trevor Whittingham, Manager, Portfolio Strategy Development

Deven Richardson, Tenant Services Manager

Updates from Tenant Services



We have added some staff to better support our communities.

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Some things to think about:

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- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

Tenant Town Hall Report Back

HALE

Updates from Property Services



Some things to think about:

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- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.



What We Heard from You

What is working or moving in the right direction:

- Really happy we are here
- Coffee hour
- Mary – the cleaner – does a fantastic job
- Library, puzzles, games, coffee hour, monthly birthday celebration – coming together as a community
- Supportive of any changes that can be made



Challenges and issues:

General Concerns

- Tenants want to make sure there are polls in the building for elections.
- Frustration with the lack of communication when complaints are made. Want to know more details about what is being done
- Vegetable box program – CROUCH – CEM
- Better Communication - Newsletter – used to have one and now they don't
- Want new tenants to be given better information – what to do and what not to do – basic rules for new tenants
- Air quality – concerns that the the air isn't fresh that is being pushed through the building
- Another picnic table brought in – 1 table isn't big enough for everyone

Tenant Town Hall Report Back



What We Heard from You

HALE



Challenges and issues:

Community Safety

- Drug addicts and homeless people/encampments getting into the building, they get angry, swear and have pushed tenants, people are getting assaulted by homeless people - drug use – concerned for safety –major safety concern – they are finding this happens 7 days a week
- People who don't live here getting into the building – no respect for tenants here
- Security – individual key fobs – tenants really want these and want an update on this
- Tenants are frustrated that they must worry about people getting in the building
- Cameras and lighting – can't get to the street easily,
- Want more security
- They want to be seniors in a safe building
- Some Tenants don't feel safe to bring their grandchildren to their home
- FOB access and disabling lost fobs

Parking Lot

- Not enough handicap spots
- Car break ins
- one way signs in the parking lot for traffic flow



UPDATES SINCE WE LAST MET

- We are pleased to confirm that Lisa Luther joined LMCH as the Community Engagement Manager. She will be setting up meetings this fall to engage with tenants on programs and services that we can support at each building. If you would like to contact Lisa regarding community engagement initiatives, her email is **lluther@lmhc.ca**
- In response to what we have heard across many of our communities we have added mobile security patrols to 8 of our London Properties during the night.
- Overnight patrols started in your building in early October.

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Tenant Town Hall Report Back

OXFORD

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Meeting Details

Location: Oxford Lounge

Date and Time: Wednesday August 31, 2022

Tenants in Attendance: 15+

Meeting Agenda:

- Welcome and Introductions from the CEO
- Updates from Tenant Services Team
- Updates from the Property Services Team
- Tenant Discussions

Who was at the meeting from LMCH

Paul Chisholm, Chief Executive Officer

Phil Renaud, Director Property Services and Asset Management

Deven Richardson, Tenant Services Manager

Andrea Mackenzie, Director of Tenant Services

Trevor Whittingham, Manager, Portfolio Strategy Development

Bryce Porter, Security Manager

Updates from Tenant Services



We have added some staff to better support our communities.

- Over the past two years LMCH has created our own Community Safety Unit. With one manager and three Community Safety Specialist, they are focused on improving security through patrols, investigation of complaints and other measures support community safety across LMCH.
- We have added a new role to each team. The Housing Stability Case Coordinator will provide more intensive support for tenants who may be struggling with their tenancy. They will have a smaller caseload and be able to provide a different level of support than the Community relations Worker.
- The role of Team Lead has been added to each team. This management role has direct oversight over the Tenant Services Coordinator and tenant Placement Coordinators. They have responsibility for administration of the RGI Program as well as the rent up of all units. They work closely with the Tenant Services Team to support tenants in their housing.

Some things to think about:

- We have a new Community Engagement Manager being hired in the fall. While programming has been a challenge through the pandemic we expect to hold meetings in the coming site to talk about how to engage with tenants at each site and their priorities about programming.
- All tenants need to file their taxes and share this information with LMCH to complete your Annual review. Contact staff if you need some help finding a tax clinic or have questions.

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Updates from Property Services



Some things to think about:

- We are working on capital plans for each building. These are informed by details assessment of the building and key components like roofs, elevators, electrical, etc. As we develop plans, we are looking at those things we need to do to keep the building systems working and also those things that will have a positive impact for tenants. We need to find the right balance in the planning to make sure the building is in a good state of repair and a nice place to live.
- We are also in the processes of updating our contracts with cleaners, landscapers, and snow removal. We will be looking at the service of current providers and make sure we have the right standards in place and select the best vendors to service our communities.

What We Heard from You

What is working or moving in the right direction:

- Work was handled well by Property Services Manager Val, she facilitated repairs quickly.
- Good sense of community , belonging and inclusion.
- Location is great, A lot of potential, area could use flowers.
- Tenants appreciated the Town Hall forum, tenants felt heard.
- They miss there old cleaner who did a great job !!



Challenges and issues:

Pest Control

- Entry notices not being given before work is done
- Tenant said he missed his treatment because he was not given notice
- Response time for pest control issues is not fast enough, by the time the first treatment has happened, the problem has gotten worse.
- Bed bugs is an on going issue.

Community Engagement

- Tenants would like the Victoria Order of Nurses on site partnership to return.
- Want the community pantry, to be restarted.
- Programs need to be advertised better, tenants would like better communication from LMCH overall.
- Tenants would like to be surveyed as to what type of programing they would like
- Communication: Tenants would like surveys that are not just Y & N, but for there to be space left for written answers.

Tenant Town Hall Report Back



What We Heard from You

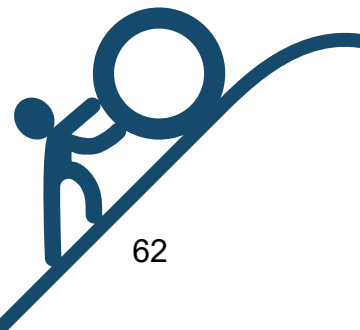
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Challenges and issues:

Maintenance/Cleanliness

- Tenants would like to have a live in superintendent,
 - Need Maintenance staff here more then 2 a week
 - Tenant concerned they have mold in their unit
 - Safety light are needed outside
 - Would like to have LMCH staff onsite more often.
 - Signage for delivery drivers
 - Over 10 years and no new paint on the walls
 - Need to improve building cleanliness.
 - Wait times on the phone for maintenance request is 2 hrs on hold before speaking with someone. (Tenants were informed about online maintenance request options)
 - Electrical work done in units many years ago, completed incorrectly causing additional damage to units
 - Concerns being dismissed when addressing maintenance issues, tenants do not feel heard.
 - Pre COVID building had a Resident Contact to assist with building task, like changing light bulbs, tenants feel they should not have to submit a maintenance request for this.
- Tenant has been waiting for a year for counter top to be fixed
 - Bath tubs are chipping and need to be replaced in all units.
 - Floors are very worn out original flooring needs to be replaced.
 - Garbage is being left in the hallways, need signage on each floor RE: Garbage disposal. Shoot doors work well.
 - Tenants would like an update on the Solar panels and the outcome of the Enbridge contest.
 - Tenant would like paint provided by LMCH, so she can paint their own unit.
 - Fire Alarms are sensitive and go off frequently
 - Water temp is not gauged correctly, tenants are unable to shower, due to extreme hot and cold temperatures. This has become an issue since the boiler upgrade.
 - No fan in the bathrooms for showering



Tenant Town Hall Report Back



What We Heard from You

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Community Safety

- New tenants and issues are changing the dynamics of the building creating an unsafe environment.
- Security at other buildings has drawn the unhoused to the Oxford site.
- Back doors are locked and are not accessible from the outside
- People are throwing glass off of balconies
- Unhoused sleeping in the foyer.
- Tenants on main floor scared to go out on patio at night
- People are doing drugs and sleeping in the stair wells.
- Tenants letting guest stay overnights for long periods of time
- Unhoused sleeping in bushes
- Some tenants are selling drugs
- Tenants want night patrol
- 6 units have been abandoned by tenants



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