



2023 Annual Unit Inspections Report

Item 9G

April 11, 2024

Tenant Services Committee

Report: TSC:2024-21

To: Tenant Services Committee (“TSC”)

From: Acting Chief Operating Officer

Date: March 12, 2024

PURPOSE:

The purpose of this report is to provide the TSC with an annual update on the Annual Unit Inspection (“AUI”) program at Toronto Community Housing (“TCHC”).

RECOMMENDATION:

It is recommended that the TSC receive this report for information.

REASONS FOR RECOMMENDATIONS:

BACKGROUND:

The provision of AUIs is required by law as they represent an essential mechanism to identify hazardous or unhealthy unit conditions and ensure compliance with Municipal Licensing and Standards, and are a component of upholding our commitment to the health and safety of tenants. Additionally, AUIs provide TCHC with an opportunity to identify and assess potential vulnerabilities and deploy the appropriate interventions or resources to support at-risk tenancies.

ANNUAL OVERVIEW

TCHC’s AUIs are jointly delivered by the regional teams and the Environmental Health Unit (“EHU”), playing an essential role in supporting

tenants and staff. The AUI approach adopts a comprehensive and standardized method to identify conditions that give rise to safety hazards, non-compliance with licensing and standards, and ensuring the completion of repairs in a timely manner.

In 2023, a total of 42,498 units were eligible for AUIs across the TCHC portfolio. As a result, 41,852 (98.5%) of units were accessed and inspected, an increase of 712 units (1.7%) when compared to 2022. Conversely, there were 646 units (1.5%) that were not accessed during the AUIs, primarily attributable to tenant refusals and changed door locks. In instances where units were not accessed during the AUIs, efforts have been made to reschedule and attempt to access the units, with tenancy management support and legal actions explored if challenges persist.

Overall, the results from the recent AUI cycle demonstrated positive progress in providing tenants with a clean and safe place to live. Notable improvements include a decrease of units with unit clutter (-17), balcony clutter (-330), housekeeping issues (-100), and water penetration (-391), when compared to the previous year (see Attachment 1). The AUI program emphasizes identifying units with excessive clutter and housekeeping issues, including excessive accumulation of items, resulting in conditions that are unsafe and unusable for their intended purpose. As part of this work, staff utilize standardized identification and rating tools, including a visual image tool. Due to the identified risks in these units, actions are being taken from a tenancy management perspective to ensure that all clutter is reduced to a safe level through the provision of appropriate support in a timely manner.

Conversely, there are areas that require improvement, notably an increase of units with fire life safety issues (+116), primarily concerning smoke detectors and fire hazards. Specifically, the increase in life safety issues can be partly attributed to the extensive refresher training provided to the front-line staff on the identification of life safety hazards. Due to the fire life safety risks identified in these units, immediate corrective actions have been taken from a tenancy management perspective to ensure that all hazards are rectified, and appropriate support is provided in a timely manner.

SUPPORTING TENANTS

TCHC acknowledges the importance of supporting successful tenancies by ensuring tenants are housed in a clean and safe unit. In support of this, early

identification and intervention of issues and hazards is critical. As issues and hazards are identified through AUIs, TCHC initiates an integrated follow-up program at a regional level that addresses cleaning, maintenance, and tenancy management matters through a holistic and tailored approach. For tenants requiring additional or specialized support, the TCHC centralized complex tenancy team provides additional expertise and coordination.

The approach to the management of excessive clutter and housekeeping issues involves leveraging support from industry partners and resources. When TCHC identifies tenants facing vulnerability, staff can facilitate intervention and resolution by coordinating with the following industry partners to support tenants:

- SPIDER program;
- Extreme Clean programs;
- Municipal Licensing and Standards;
- Toronto Fire Services;
- Toronto Public Health;
- Toronto Hoarding Support Network; and
- The broader health and social services networks.

SUPPORTING STAFF

TCHC recognizes the critical role that staff play in delivering the AUI program. A standardized AUI training program was implemented, which included an in-class and on-site learning delivery method. This training program was delivered to over 500 front-line and management staff including how to access, assign, schedule, and complete AUIs using electronic mobile devices (e.g. tablets and phones), which were integrated with the HoMES system. This approach resulted in increased efficiency and accuracy. The system functionality enabled automated follow-up through the creation and assignment of work orders and eliminated the need for manual transcription and system input. However, it should be noted that the process of auto creation of work orders was limited to addressing emergency work such as addressing life safety hazards, semi-skilled work that can be accomplished by site staff, and pest/environmental concerns. All other items were referred to regional management to triage and action.

The following highlights key support and resources provided to staff as part of the implementation of the AUI program in 2023:

- Real-time support was available for staff;
- Personalized one-to-one staff training, as required;

- Regular status reports were provided to regional teams; and
- Regular reviews by regional teams enabled deployment of support.

LOOKING AHEAD: 2024 AND BEYOND

In 2023, key initiatives provided enhanced support and resources to tenants and staff, resulting in a positive impact. The following highlights key initiatives that have been undertaken:

- Established a multi-tiered AUI training program that adopted a targeted approach to enhancing staff awareness and capacity;
- Integrated electronic mobile devices into the AUI program to further promote accuracy and efficiency;
- Standardized workflows between the AUI inspection and work order creation and assignment activities; and
- Disseminated AUI data in a timely and efficient manner via regular reporting and escalation with regional management teams.

In 2024, initiatives will be implemented to further enhance the AUI program, focusing on closer collaboration with regional management teams to deliver refreshed training to staff and management, as well as revalidating the AUI inspection points and prioritizing work to address identified hazards and issues.

IMPLICATIONS AND RISKS:

TCHC has a legal obligation to enter every unit annually to maintain safe unit conditions and support successful tenancies; failing to follow-up and gain access to units is a risk and liability for TCHC. TCHC must continue to prioritize action where unit access is not granted to mitigate risk. Any delayed follow-up on deficiencies or failed service levels can impact tenants in neighboring units, overall building conditions and inflate costs to remediate and maintain unit conditions at acceptable levels.

SIGNATURE:

“Nadia Gouveia”

Nadia Gouveia
Chief Operating Officer

ATTACHMENTS:

1. 2023 AUI Results
2. AUI by Total Units, 2022 vs. 2023

STAFF CONTACT

John P. Angkaw, Senior Director, Operations
416-981-6914
John.Angkaw@torontohousing.ca

Item 9G – 2023 Annual Unit Inspections Report
 Public TSC Meeting – April 11, 2024
 Report #: TSC:2024-21
Attachment 1

2023 Annual Unit Inspections Results

| | West | | East | | Central | |
|--|--------|------|--------|------|---------|------|
| | Total | % | Total | % | Total | % |
| Completion Rate | | | | | | |
| Total Units for Inspection | 14,896 | | 13,532 | | 14,070 | |
| Inspections - Completed | 14,598 | 98.0 | 13,396 | 98.9 | 13,858 | 98.4 |
| Inspections - Not Completed | 298 | 2.0 | 134 | 1.1 | 212 | 1.6 |
| Inspection Points | | | | | | |
| General Safety | | | | | | |
| Window Locks/Screen Repaired | 119 | 0.80 | 124 | 0.91 | 177 | 1.26 |
| Visible Mould/Mildew | 252 | 1.70 | 261 | 1.92 | 146 | 1.03 |
| Fire Safety | | | | | | |
| Smoke Alarms Repaired/Replaced | 57 | 0.38 | 67 | 0.50 | 46 | 0.33 |
| Fire Safety Issue Identified/Rectified | 181 | 1.21 | 210 | 1.55 | 304 | 2.16 |
| Unit Condition | | | | | | |
| Major Clutter | 93 | 0.62 | 119 | 0.88 | 163 | 1.16 |

| | West | | East | | Central | |
|--------------------------|-------|------|-------|------|---------|------|
| | Total | % | Total | % | Total | % |
| Major Balcony Clutter | 74 | 0.50 | 36 | 0.27 | 77 | 0.55 |
| Housekeeping Issues | 293 | 1.97 | 382 | 2.82 | 337 | 2.40 |
| Water Penetration | | | | | | |
| Water Penetration | 78 | 0.52 | 282 | 7.4 | 35 | 0.25 |

Item 9G – 2023 Annual Unit Inspections Report
 Pubic TSC Meeting – April 11, 2024
 Report #: TSC:2024-21
Attachment 2

Annual Unit Inspections by Total Units, 2022 vs. 2023

| | 2023 | | 2022 | |
|--|--------|------|--------|------|
| | Total | % | Total | % |
| Completion Rate | | | | |
| Total Units for Inspection | 42,498 | - | 43,008 | - |
| Inspections - Completed | 41,852 | 98.5 | 41,650 | 96.8 |
| Inspections - Not Completed | 646 | 1.5 | 1,358 | 3.2 |
| Inspection Points | | | | |
| Fire Safety | | | | |
| Fire Safety Issue Identified/Rectified | 695 | 1.63 | 579 | 1.4 |
| Unit Condition | | | | |
| Major Clutter | 375 | .088 | 392 | 0.9 |
| Major Balcony Clutter | 187 | 0.44 | 517 | 1.2 |
| Housekeeping Issues | 1012 | 2.38 | 1,112 | 2.7 |
| Water Penetration | | | | |
| Water Penetration | 395 | 0.93 | 786 | 1.9 |