



## **Tenants First Plan | Transfer of TCHC Single Family Homes The Neighbourhood Land Trust Tenant Q&A document | June 2021**

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### **When will the transfers take place?**

The Neighbourhood Land Trust is a non-profit housing provider that has expressed an interest in taking over the ownership of your unit and other single-family homes. The earliest this transfer will occur is in March 2022. **Until we notify you that the transfer has been successful, Toronto Community Housing continues to be your landlord.**

### **What changes will I see to my tenancy?**

The transfer of your unit and other single-family homes will not result in any changes to your tenancy. The selected non-profit housing provider is better equipped to provide individual tenant-focused services for single family homes. This transfer will not impact your rent subsidy, if you receive one.

### **Will the new landlord raise my rent?**

No. If your unit is Rent-Geared-to-Income, your subsidy will not change as a result of this transfer and therefore the percentage of income that you pay will not change. If you pay market rent, your rent will stay the same at the time of transfer.

Once the transfer is completed, we will notify you that The Neighbourhood Land Trust is your new landlord. The Neighborhood Land Trust has partnered with YWCA Toronto, a multi-service agency that specializes in women-focused housing, to act as the agent of the landlord. All future rent and tenancy administration will go through YWCA Toronto as the agent of the landlord. Until transfer is completed, TCHC will continue to support you with any rent or administrative issues.

## **Will The Neighbourhood Land Trust inspect my home?**

As part of the transfer process, we are entering a period of due diligence where The Neighbourhood Land Trust and YWCA Toronto may want to inspect units to estimate the costs required to bring them to a state of good repair.

Inspections will be coordinated through TCHC. You will receive written notice from TCHC at least 5 days in advance and during the inspection strict COVID-19 safety protocols will be followed.

When you are notified, should you wish to leave your unit during the inspection, TCHC will offer to coordinate a place for you to wait till the inspection is over.

## **Why are the single-family houses and small buildings being transferred to The Neighbourhood Land Trust?**

The Neighbourhood Land Trust was selected through a competitive Request for Proposals process jointly led by the City and TCHC. After the transfer, it is expected that tenants will have better service available, improved responses to requests for repairs and maintenance, and improved communication. The Neighbourhood Land Trust was selected for their ability to deliver these improvements to tenants.

TCHC will continue to offer services geared to its 90,000+ tenants in its portfolio of high, medium and low-rise buildings and townhomes, while The Neighbourhood Land Trust will focus on serving tenants who live in single-family homes and small buildings. By completing these transfers, the City will strengthen the non-profit housing sector in Toronto for years to come.

## **Who is The Neighbourhood Land Trust?**

The Neighbourhood Land Trust (NLT) is a not-for-profit charitable organization that owns and manages land in a community ownership model. NLT partners with qualified charitable social housing partners, who then provide high quality affordable housing, supportive housing, and community economic development programs. NLT is dedicated to ensuring

the perpetual affordability of all properties which it owns. The NLT is the charitable arm of the Parkdale Neighbourhood Land Trust (PNLT). Learn more at [pnlt.ca](http://pnlt.ca).

The NLT has partnered up with YWCA Toronto to act as its agent and property manager.

### **Who is YWCA Toronto?**

YWCA Toronto is a multi-service agency that offers a range of women-focused housing options, employment and training programs, community support programs, girls' programs and family programs. YWCA Toronto currently operates 667 permanent, affordable and supportive housing apartments at five sites, including 30 units of scattered housing, for single women and gender diverse people, as well as women and gender diverse people with families. Learn more at <https://www.ywcatoronto.org>.

### **How will the City ensure the single-family homes continue to serve as social housing in the future?**

To complete the transfer, The Neighbourhood Land Trust is required to enter into social housing agreements with the City to ensure that the houses will remain as part of the City's affordable housing stock. These agreements are registered on title of the properties to prevent future unauthorized transfers.

### **How can I learn more about these changes?**

TCHC and the City will continue to communicate with tenants through the transfer process. The Neighbourhood Land Trust will also begin engaging with tenants, starting with participation in tenant information session hosted by the City and TCHC, as well as through additional information letters and information sessions. In the coming months The Neighbourhood Land Trust will also establish a Tenant Advisory Committee to be a voice for tenants and to advise the NLT and YWCA Toronto throughout the transfer process and beyond.

Learn more at [pnlt.ca/housing](http://pnlt.ca/housing) or contact The Neighbourhood Land Trust directly by email ([info@pnlt.ca](mailto:info@pnlt.ca)) or phone (416-709-4829).

**How will the City oversee The Neighbourhood Land Trust to ensure that it provides quality and timely services to tenants?**

The City, as it does with any housing provider, will sign an operating agreement to ensure The Neighbourhood Land Trust delivers services as your landlord, in return for a subsidy from the City. The City will regularly review the landlord's operations to ensure that the services are delivered as agreed.

The Neighbourhood Land Trust will need to abide by the Residential Tenancies Act and relevant City legislation, as would any landlord. The City will continue to assist with mediating with social housing landlords.

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