



## **Transfer of developments to direct management**

### **Frequently Asked Questions | September 2021**

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Toronto Community Housing Corporation (TCHC) is transitioning to direct management a total of 33 developments currently managed either by Del Management Solutions or Greenwin in east and central Toronto.

Upon transition, all services currently delivered by Del or Greenwin at these developments will be delivered by TCHC.

#### **Will there be any changes to service?**

TCHC and its contract property management partners Del and Greenwin will strive for a seamless transition with no interruption in service delivery. Once the transition takes effect, all services will be provided directly by TCHC.

#### **Why is TCHC doing this?**

Transitioning these developments back to direct management is part of our restructuring plan. It will enable us to provide services to all tenants in East Toronto and Scarborough using our Hub-Based Service Model in the family portfolio and our Integrated Service Model in our seniors buildings.

#### **How will this decision affect the contract property management companies, Del and Greenwin?**

TCHC has informed Del and Greenwin of the decision to transition the developments to direct management. Once the transition is completed, Del and Greenwin will no longer manage any TCHC properties.

#### **How many developments and units will be transitioned in total?**

Once the process is completed, TCHC will have transitioned 33 developments with a total of 8,365 units to direct management. This includes 24 developments with a total of 5,863 units managed by Del and nine developments with a total of 2,502 units managed by Greenwin.

### **How many units are contract-managed by Del?**

Del currently manages a total of 5,863 units. This includes 4,870 units in 21 developments in TCHC's East Region and 993 units in three developments in the Seniors Housing-East operating unit.

### **How many units are contract-managed by Greenwin?**

Under its contract with TCHC, Greenwin currently manages a total of 2,502 units in nine developments in TCHC's Central Region.

### **Is this change due to a performance issue?**

Both Del and Greenwin have been long-time partners with TCHC and its predecessor companies. The decision is based on TCHC's desire to operate its family portfolio of buildings using the same service delivery model that has been put in place through the TCHC restructuring that began in September 2019.

### **How will tenants learn about this change?**

Each household will be mailed an information package about their new staff contacts and which Tenant Service Hub location they will access services from 15 days prior to the transition. Information will be posted in the building at least 15 days in advance of the changes.

TCHC will also hold local information sessions for tenants later this fall.

### **Which developments are being transitioned?**

The developments will be added to TCHC's East and Central regions in four stages, starting with nine developments in January 2022. Nine developments will be transitioned in February 2022, seven in March 2022, and eight in April 2022. TCHC will work with Del and Greenwin to provide for a smooth transition.

A list of the developments can be found in Appendix 1 of this document.

### **Who do I contact for more information?**

Contact Neil Carter of the TCHC Council Liaison team at 416-697-6912 or [Neil.Carter@torontohousing.ca](mailto:Neil.Carter@torontohousing.ca).

## Appendix 1: Transition Schedule

Toronto Community Housing is managing the transition in four stages:

- **Stage 1 will take place during the month of January 2022.** TCHC will transition a total of 2,271 units in nine developments (six in East Region, three in Central Region).
- **Stage 2 will take place during the month of February 2022.** TCHC will transition a total of 2,039 units in nine developments (four in East Region, four in Central Region, one in the Seniors Housing Unit).
- **Stage 3 will take place during the month of March 2022.** TCHC will transition a total of 1,505 units in seven developments (six in East Region, one in Central Region).
- **Stage 4 will take place during the month in April 2022.** TCHC will transition a total of 2,550 units in eight developments (five in East Region, one in Central Region, two in the Seniors Housing Unit).

### Developments to be transitioned in January 2022

TCHC will transition six developments in East Region and three in Central Region.

#### East Region

- Agnes MacPhail (404-444 Lumsden Avenue) (293 units)
- Birchmount Eglinton (1021 Birchmount Rd.) (236 units)
- Flemington Park (58 and 61 Grenoble Dr.) (524 units)
- 675 Kennedy Rd. (275 units)
- St. Clair Birchmount 1 (3485 St. Clair Ave. E.) (98 units)
- St. Clair Birchmount 2 (3479 St. Clair Ave. E.) (94 units)

### **Central Region**

- 250 Davenport Rd. (461 units)
- 501 Adelaide St. E. (180 units)
- 92 Carlton St. (110 units)

### **Developments to be transitioned in February 2022**

TCHC will transition four developments in East Region, four in Central Region and one in the Seniors Housing Unit.

### **East Region**

- Lawrence Orton (3939-3947 Lawrence Ave. E.) (337 units)
- Lawrence Susan (3847 Lawrence Ave. E.) (213 units)
- Morningside Apartments (4205 Lawrence Ave. E.) (345 units)
- West Hill Apartments (4175 Lawrence Ave. E.) (375 units)

### **Central Region**

- 261 Jarvis St. (55 units)
- 145 Mutual St. (145 units)
- 25 Mutual St. (97 units)
- 95 Wood St. (72 units)

### **Seniors Housing Unit**

- Cedarbrae Manor (65 Greencrest Circuit) (400 units)

### **Developments to be transitioned in March 2022**

TCHC will transition six developments in East Region and one in Central Region.

### **East Region**

- Eglinton Markham (3171, 3181 Eglinton Ave. E.) (264 units)
- Kingston Galloway (4301, 4311, 4315, 4321, 4325, 4331 Kingston Rd.) (489 units)
- 3190 Kingston Rd. (91 units)
- Lawrence Valia (30 Valia Rd.) (34 units)

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- Morningside Coronation (101-159, 160-230 Danzig St.) (101 units)
- Morningside Ling (225 Morningside Ave.) (99 units)

**Central Region**

- 150 Dan Leckie Way (427 units)

**Developments to be transitioned in April 2022**

TCHC will transition five developments in East Region, one in Central Region and two in the Seniors Housing Unit.

**East Region**

- Mornelle Ellesmere (110 Mornelle Crt.) (145 units)
- Mornelle Morningside (90 Mornelle Crt.) (198 units)
- Greenbrae Circuit 1 (20-50, 60-92 Greenbrae Circuit) (33 units)
- Greenbrae Circuit 2 (65 Greenbrae Circuit) (256 units)
- Lawrence Galloway (4100, 4110 Lawrence Ave. E.) (370 units)

**Central Region**

- Bleeker Street 1 (275, 325, 375 Bleecker St.) (955 units)

**Seniors Housing Unit**

- Tam O'Shanter Towers (3825 Sheppard Ave. E.) (300 units)
- Wishing Well Manor (2008 Pharmacy Ave.) (293 units)

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