



TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

Date: March 24, 2021
Time: 8:50 am. – 12:10 p.m.
Location: Virtual (NOT in person)

Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
8:50	1. Chair's Remarks	Information	Verbal Report <i>5 minutes</i>	Chair	-
8:55	2. Consent agenda		<i>5 minutes</i>		
	a) Approval of Public Meeting Agenda	TSC Approval	Agenda	Chair	1
	b) Chair's Poll re: Conflict of Interest	Declaration	Agenda and Conflict of Interest Policy	Chair	-
	c) Confirmation of the Public Meeting Minutes of January 25, 2021	TSC Approval	Minutes	Chair	4
9:00	3. Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair	17

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Time	Description	Action	Pre-read	Presenter	Page #
9:05	4. Chief Operating Officer's Reports		<i>90 minutes</i>		
	a) TCHC's Operational Performance Measures	Information	TSC:2021-17	Chief Operating Officer	22
	b) Tenant Complaints Process Update	Information	TSC:2021-18	Chief Operating Officer	31
	c) Tenant Engagement Refresh Update	Information	TSC:2021-19	Chief Operating Officer	35
	d) Employment Opportunities for Tenants at TCHC	Information	TSC:2021-28	Chief Operating Officer	89
	e) CCTV Cameras and Crime Prevention	Information	TSC:2021-20	Chief Operating Officer	95
	f) TCHC Community Safety	Information	TSC:2021-21	Chief Operating Officer	99
10:35	5. CSU Annual Report for 2020	Information	TSC:2021-22 <i>25 minutes</i>	Senior Director, Community Safety Unit	103
11:00	6. Corporate Goals for Revitalization Initiatives	Information	TSC:2021-23R <i>25 minutes</i>	Chief Executive Officer & Chief Development Officer	128
11:25	7. Lawrence Heights: Phase 2 & 3 Tenant Benefit Agreement	Information	TSC:2021-24 <i>15 minutes</i>	Chief Development Officer	133

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Time	Description	Action	Pre-read	Presenter	Page #
11:40	8. OCHE Reports a) OCHE – 2020 Annual Report	TSC & Board Information	TSC:2021-25 <i>10 minutes</i>	Commissioner of Housing Equity	154
11:50	b) OCHE – 2020 Work Plan Performance Report	TSC & Board Approval	TSC:2021-26 <i>10 minutes</i>	Commissioner of Housing Equity	188
12:00	9. Seniors Health and Wellness Hub at 145 Strathmore Blvd/ Greenwood Towers	Information	TSC:2021-27 <i>10 minutes</i>	General Manager, Seniors Housing Unit	202

TERMINATION