



# TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

**Date:** November 18, 2021  
**Time:** 8:55 am. – 11:15 p.m.  
**Location:** Virtual (NOT in person)

## Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
<b>8:55</b>	<b>1. Chair's Remarks</b>	Information	Verbal Report <i>5 minutes</i>	Chair	-
<b>9:00</b>	<b>2. Consent agenda</b>		<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 September 14, 2021	TSC Approval	Minutes	Chair	4
	d) Q3 2021 Tenants First Update	Information	TSC:2021-67	Vice President, Strategic Planning and Communications	16
	e) Violence Reduction Program Update – Q2 & Q3, 2021	Information	TSC:2021-81	Chief Operating Officer	23
	f) Overview: Community Safety Unit	Information	TSC:2021-82	Chief Operating Officer	45

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<b>Time</b>	<b>Description</b>	<b>Action</b>	<b>Pre-read</b>	<b>Presenter</b>	<b>Page #</b>
<b>9:05</b>	<b>3.</b> Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair	72
<b>9:10</b>	<b>4.</b> Community Safety Advisory Sub-Committee Chair's Report	Information	Verbal Report <i>5 minutes</i>	Chair, Community Safety Advisory Sub-Committee	-
<b>9:15</b>	<b>5.</b> Board and Committee Meeting Rules of Procedures	Information	TSC:2021-75 <i>15 minutes</i>	General Counsel and Corporate Secretary	89
<b>9:30</b>	<b>6.</b> Chief Operating Officer's Reports		<i>60 minutes</i>		
	a) TCHC's Operational Performance Measures	Information	TSC:2021-69	Chief Operating Officer	92
	b) TCHC Provision of Internet Access to All TCHC Households	Information	TSC:2021-70	Chief Operating Officer	102
	c) Crisis Priority Transfers	TSC & Board Information	TSC:2021-71	Chief Operating Officer	109
	d) Community Impact Programs	Information	TSC:2021-72	Chief Operating Officer	115
	e) Tenant Complaints Process Update	Information	TSC:2021-73	Chief Operating Officer	123
	f) Tenant Engagement Refresh Update	Information	TSC:2021-74	Chief Operating Officer	128
<b>10:30</b>	<b>7.</b> OCHE Reports				
	a) OCHE Bi-annual Update	TSC & Board Information	TSC:2021-76 <i>10 minutes</i>	Commissioner of Housing Equity	147

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<b>Time</b>	<b>Description</b>	<b>Action</b>	<b>Pre-read</b>	<b>Presenter</b>	<b>Page #</b>
<b>10:40</b>	b) OCHE Systemic Recommendations Report – August 1, 2019, to September 30, 2021	TSC & Board Information	TSC:2021-77 <i>10 minutes</i>	Commissioner of Housing Equity	162
<b>10:50</b>	c) OCHE 2022 Work Plan	TSC & Board Approval	TSC:2021-78 <i>5 minutes</i>	Commissioner of Housing Equity	179
<b>10:55</b>	8. TCHC Response to OCHE Systemic Recommendations	Information	TSC:2021-79 <i>10 minutes</i>	Chief Operating Officer	187
<b>11:05</b>	9. Seniors Housing Unit South East Region Tenant Experience Survey Results	Information	TSC:2021-80 <i>10 minutes</i>	General Manager, Seniors Housing Unit	192

**TERMINATION**