



President and CEO's Progress Report

Item 4

April 25, 2022

Board of Directors

Report: TCHC:2022-27

To: Board of Directors (the "Board")

From: President and Chief Executive Officer

Date: April 14, 2022

PURPOSE:

To provide the Board with an update from the President and CEO on TCHC's progress in delivering its 2021-2022 strategic priorities.

RECOMMENDATION:

It is recommended that the Board receive the presentation for information.

REASONS FOR RECOMMENDATIONS:

This presentation describes how Toronto Community Housing has weathered the impacts of COVID-19 by staying focused on the health, safety and well-being tenants and employees, and delivering on priority actions. The presentation highlights the transformational changes taking place at TCHC, such as the opening of Tenant Service Hubs, the implementation of the Integrated Service Model for seniors housing, the transition of contract-managed properties to direct management and the HoMES project to replace TCHC's aging information technology and improve business processes. It also highlights the work being done to transform TCHC's culture through the creation of an Equity, Diversity and Inclusion Strategy; the implementation of the Confronting Anti-Black

Racism Strategy approved by the board in February 2021, including the launch of The Centre for Advancing the Interests of Black People; and the development of a future of work plan.

IMPLICATIONS AND RISKS:

TCHC remains on track to deliver on its strategic goals, despite pandemic impacts such as supply chain delays affecting the construction and installation of permanent Tenant Services Hubs, Through a focus on continuous improvement to drive service and business excellence, TCHC is making strong progress toward its goal of becoming an agile, data-driven, and more service-oriented and tenant-focused organization, consistent with the desired outcomes in its 2021-2022 Strategic Priorities and the vision of the City of Toronto's Tenants First Plan.

SIGNATURE:

"Jag Sharma"

Jag Sharma
President and Chief Executive Officer

ATTACHMENTS:

1. President and CEO's progress report

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