



## 2023 Public TSC Work Plan

Item 9

February 17, 2023

Tenant Services Committee

**Report: TSC:2023-02**

**To:** Tenant Services Committee (“TSC”)

**From:** General Counsel & Corporate Secretary

**Date:** January 10, 2023

### **PURPOSE:**

The purpose of this report is to establish a 2023 Public Work Plan for the Tenant Services Committee (“TSC”).

### **RECOMMENDATION:**

It is recommended that the TSC approve, and recommend that the Board of Directors approve, the 2023 Public Work Plan provided as Attachment 1 to this report.

### **REASON FOR RECOMMENDATION:**

The proposed 2023 Public TSC Work Plan reflects those matters that have been identified, at this time, as requiring TSC’s approval during the 2023 calendar year, while not restricting the TSC from identifying additional matters that it wishes to consider.

**SIGNATURE:**

*“Darragh Meagher”*

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Darragh Meagher  
General Counsel & Corporate Secretary

**ATTACHMENT:**

1. Proposed 2023 Public TSC Work Plan

**STAFF CONTACTS:**

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## 2023 Public TSC Work Plan

Q1 February 17, 2023	Q1 March 28, 2023
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
2023 Public TSC Work Plan	OCHE Bi-Annual Update – July to December 2022
OCHE 2022 Work Plan Performance Appraisal	TCHC’s Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
TCHC’s Operational Performance Measures	Tenant Complaints Update
Tenant Complaints Update	Community Safety Advisory Sub-Committee Chair’s Report
	Q4 2022 Violence Reduction Program Update <sup>1</sup>
	Annual Review of CSAC and TSC Charters
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
OCHE 2023 Work Plan – Revised	Annual Pest Control Report
	Annual Unit Inspections Report

<sup>1</sup> This report will be reviewed on the March 8, 2023 CSAC meeting before being forwarded to the TSC.

## 2023 Public TSC Work Plan

<b>Q2</b>	<b>Q3</b>
<b>June 13, 2023</b>	<b>July 13, 2023</b>
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
Management Response to OCHE Bi-Annual Report	TCHC's Operational Performance Measures
TCHC's Operational Performance Measures	Tenant Engagement Refresh Update
Tenant Engagement Refresh Update	Tenant Complaints Update
Tenant Complaints Update	Community Safety Advisory Sub-Committee Chair's Report
	Q1 2023 Violence Reduction Program Update <sup>2</sup>
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
Community Safety Unit Annual Report to Toronto Police Services Board	
Tenant Volunteer Policy	

<sup>2</sup> This report will be reviewed on the June 8, 2022 CSAC meeting before being forwarded to the TSC.

## 2023 Public TSC Work Plan

<b>Q3</b>	<b>Q4</b>
<b>October 5, 2023</b>	<b>November 27, 2023</b>
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
TCHC's Operational Performance Measures	Management Response to OCHE Bi-Annual Report
Tenant Engagement Refresh Update	TCHC's Operational Performance Measures
Tenant Complaints Update	Tenant Engagement Refresh Update
Community Safety Advisory Sub-Committee Chair's Report	Tenant Complaints Update
Q2 2023 Violence Reduction Program Update <sup>3</sup>	Community Safety Advisory Sub-Committee Chair's Report
OCHE Bi-Annual Update – January to June 2022	Q3 2023 Violence Reduction Program Update <sup>4</sup>
	OCHE 2024 Work Plan
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>

<sup>3</sup> This report will be reviewed on the September 29, 2022 CSAC meeting before being forwarded to the TSC.

<sup>4</sup> This report will be reviewed on the November 6, 2022 CSAC meeting before being forwarded to the TSC.

REVISED: January 25, 2023