Update on TCHC Tenant Advisory Committee

Tenant Services Committee
October 5, 2023

Agenda

- Background

- Overview of TAC Membership

- Terms of Reference Development

- September 28 TAC Meeting

- Next Steps

Background

- In August 2022, TCHC began the recruitment process for a TCHC Tenant Advisory Committee (TAC) to support the implementation of their refreshed Tenant Engagement System

- In March 2023, City Council directed that:
    - TCHC complete an additional another round of recruitment in partnership with the City to expand and diversify the TAC membership
    - City staff support the TAC, including assisting with the Terms of Reference development
    - Deputy City Manager and TCHC CEO co-chair the TAC on a transitional basis

TCHC TAC Membership

- The TAC is made up of 21 members:
    - 15 through TCHC's initial recruitment in 2022
    - 6 through TCHC and City's recruitment in 2023

- The TAC membership is diverse and inclusive:
    - TCHC communities from East (7 members), West (6 members) and Central (8 members) regions represented
    - Range of different age groups including youth
    - Range of experiences with TCHC's formal tenant engagement system

- Tenant Directors and a representative from R-PATH have been invited as non-voting members

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Terms of Reference

- Terms of Reference (TOR) were developed with TAC members over the course of four working group meetings in August and September 2023

- Terms of Reference sections include:
    - Mandate and Objectives – To advise TCHC on the implementation of the refreshed Tenant Engagement System and other corporate initiatives
    - Values and Code of Conduct – Uphold values of TCHC Tenant Charter
    - Attendance and Quorum – 14 members for quorum, with the ability to miss up to 3 meetings per calendar year
    - Decision Making – Through voting with 60% majority
    - Conflict Resolution - Progressive system to respond to violations of the TAC's code of conduct
    - Honorarium – $40 per meeting attended with TTC fare provided for in-person participants

- Formal approval of TOR was a key agenda item at the September 28 meeting

September 28 TAC Meeting

- First official TAC business meeting with CEO of TCHC and Deputy City Manager, Development and Growth Services as co-chairs and non-voting members invited to participate

- Hybrid attendance option: 13 attended in-person, 3 attended online

- Key agenda and discussion items included:
    - Approval of TAC Terms of Reference
    - Overview of TCHC Tenant Engagement System
        - Presentation by TCHC staff with Q&A for TAC members
    - Discussion of Future Agenda Setting
        - Review of schedule of remaining 2023 meeting dates and key agenda items
    - TAC members participating in a survey as part of the CEO recruitment process

Next Steps

- Two additional TAC meetings scheduled before the end of 2023:
    - Thursday, October 26, 2023
    - Wednesday, November 22, 2023

- Key agenda items include:
    - Reviewing Tenant Services Hub consultation
    - Reviewing TCHC's draft volunteer policy
    - Reviewing the consultant's findings regarding the TCHC Tenant Engagement System