

Toronto Community Housing Corporation

TENANT SERVICES COMMITTEE

PUBLIC SESSION

9:00 a.m. – 11:20 a.m.



Date: April 11, 2024

Location: Webex / Committee Room 1, City Hall, 100 Queen Street West

Time	Description	Action	Pre-read	Presenter
Public Agenda				
9:00	1. Chair's Remarks	Information	Verbal Report	Chair
	2. Approval of Public Meeting Agenda	Approval	Agenda	Chair
	3. Chair's Poll re: Conflict of Interest	Declaration	Agenda and Conflict of Interest Policy	Chair
	4. Confirmation of the Public Meeting Minutes of February 5, 2024	Information	Minutes <i>5 minutes</i>	Chair
	5. Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair
	6. CSAC Chair's Report	Information	Verbal Report <i>5 minutes</i>	CSAC Chair
	a) 2024 Public CSAC Work Plan	TSC & Board Approval	TSC:2024-11 <i>5 minutes</i>	General Counsel & Corporate Secretary
	b) Q3 & Q4 2023 Violence Reduction Program Update	Information	TSC:2024-12 <i>5 minutes</i>	Acting Senior Director, Community Safety Unit and Acting Director, Programs & Partnerships

Time	Description	Action	Pre-read	Presenter
	7. Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023	TSC & Board Information	TSC:2024-13 <i>10 minutes</i>	Interim Commissioner of Housing Equity
	8. 2023 Tenant Survey	Information	TSC:2024-14 <i>10 minutes</i>	Vice President, Strategic Planning & Communications (Acting)
	9. Chief Operating Officer’s Reports			
	a) TCHC’s Q4 2023 Operational Performance Measures	Information	TSC:2024-15 <i>15 minutes</i>	Acting Chief Operating Officer
	b) Tenant Engagement System Review	TSC & Board Approval	TSC:2024-16 <i>30 minutes</i>	Acting Chief Operating Officer
	c) Tenant Engagement Refresh Update	Information	TSC:2024-17 <i>5 minutes</i>	Acting Chief Operating Officer
	d) Update on Reinstatement of Site Staff Access to CCTV Footage	Information	TSC:2024-18 <i>10 minutes</i>	Acting Senior Director, Community Safety Unit
	e) Community Safety Unit 2023 Annual Report to Toronto Police Services Board	TSC & Board Information	TSC:2024-19 <i>10 minutes</i>	Acting Senior Director, Community Safety Unit
	f) 2023 Annual Pest Management Report	Information	TSC:2024-20 <i>10 minutes</i>	Senior Director, Operations
	g) 2023 Annual Unit Inspections Report	Information	TSC:2024-21 <i>10 minutes</i>	Senior Director, Operations
	h) Tenant Complaints Update	Information	TSC:2024-22 <i>5 minutes</i>	Acting Chief Operating Officer

TERMINATION