



2024 Public Board and Committee Work Plans (Revised)

Item 6

April 22, 2024

Board of Directors

Report: TCHC:2024-03R

To: Board of Directors (the “Board”)

From: General Counsel & Corporate Secretary

Date: April 11, 2024

PURPOSE:

The purpose of this report is to establish the 2024 Public Board and Committee Work Plans.

RECOMMENDATION:

It is recommended that the Board of Directors (the “Board”) review and approve the 2024 Public Board and Committee Work Plans provided as Attachments 1-9 to this report.

REASON FOR RECOMMENDATION:

The proposed 2024 Public Board and Committee Work Plans reflect those matters that have been identified, at this time, as requiring the Board and Committees’ approval during the 2024 calendar year, while not restricting the Board and Committees from identifying additional matters that they wish to consider.

The proposed 2024 Public Committee Work Plans were approved by their respective Committees at their recent meetings including:

- Public Governance, Communications and Human Resources Committee (“GCHRC”) meeting of January 31, 2024;

- Public Tenant Services Committee (“TSC”) meeting of February 5, 2024, with some recommended changes that are reflected in Attachment 3 to this report;
- Public Building Investment, Finance and Audit Committee (“BIFAC”) meeting of February 9, 2024;
- Public Community Safety Advisory Sub-Committee (“CSAC”) meeting of March 25, 2024, followed by approval by the TSC at its public meeting of April 11, 2024.

At the February 15, 2024 Board meeting, the Board directed staff to amend the Board and Committee work plans to reflect their feedback; Attachments 1-8 have been updated to address the Board’s comments. Attachment 9 has been added since being approved by both the CSAC and the TSC.

SIGNATURE:

“Darragh Meagher”

Darragh Meagher
General Counsel & Corporate Secretary

ATTACHMENTS:

1. Proposed 2024 Public Board Work Plan (marked up)
2. Proposed 2024 Public Board Work Plan (clean)
3. Proposed 2024 Public GCHRC Work Plan (marked up)
4. Proposed 2024 Public GCHRC Work Plan (clean)
5. Proposed 2024 Public TSC Work Plan (marked up)
6. Proposed 2024 Public TSC Work Plan (clean)
7. Proposed 2024 Public BIFAC Work Plan (marked up)
8. Proposed 2024 Public BIFAC Work Plan (clean)
9. Proposed 2024 Public CSAC Work Plan

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2024 Public Board Work Plan

Q1 February 15, 2024	Q2 April 22, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public Board Work Plan	2023 Annual Report and Letter to the Shareholder
Office of the Commissioner of Housing Equity’s (“OCHE”) 2023 Work Plan Performance Appraisal	Annual Information Return
City Council Directions Requiring Board Attention	2023 Consolidated Audited Financial Statements & KPMG Year-End Report
	City Council Directions Requiring Board Attention
	Annual General Meeting Process <u>for TCHC and its Subsidiaries</u>
	Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023
SPECIAL ITEMS	SPECIAL ITEMS
Confronting Anti-Black Racism Update Report	Annual Pest Control Report¹
Urgently Building More Affordable Homes – TCHC Next Steps	Annual Unit Inspections Report²
Financial Sustainability Strategy Update	Update on Tenant Service Hubs³
Developing a Strategic Plan for TCHC (2025-2029)	

¹ In keeping with past years’ practices, this report will only be presented to TSC.

² In keeping with past years’ practices, this report will only be presented to TSC.

³ Deferred to June 25, 2024 meeting.

2024 Public Board Work Plan

Q2 June 25, 2024	Q3 July 30, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	Annual Review of Board and Committee Charters, and Board and Vice Chair Mandates
Bi-Annual Update on Tenants First	Annual Compliance Reporting
	Annual Update on Subsidiaries
	City Council Directions Requiring Board Attention
SPECIAL ITEMS	SPECIAL ITEMS
<u>State of Good Repair Capital Program Update</u>	<u>State of Good Repair Capital Program Update</u>
<u>Update on Tenant Service Hubs</u>	

Q4 October 18, 2024	Q4 December 12, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – January to June 2024	2025 Board and Committee Meeting Schedule
2024-25 Corporate Insurance Renewal	Office of the Commissioner of Housing Equity’s (“OCHE”) 2025 Work Plan
	Bi-Annual Update on Tenants First
SPECIAL ITEMS	SPECIAL ITEMS
<u>Draft Plan for Feedback – Developing a Strategic Plan for TCHC (2025-2029)</u>	<u>Approval – Developing a Strategic Plan for TCHC (2025-2029)</u>
<u>State of Good Repair Capital Program Update</u>	<u>State of Good Repair Capital Program Update</u>

Item 6 – 2024 Public Board and Committee Work Plans (Revised)
 Public Board of Directors Meeting – April 22, 2024
 Report #: TCHC:2024-03R
Attachment 2

2024 Public Board Work Plan

Q1	Q2
February 15, 2024	April 22, 2024
REGULAR ITEMS	
2024 Public Board Work Plan	2023 Annual Report and Letter to the Shareholder
Office of the Commissioner of Housing Equity’s (“OCHE”) 2023 Work Plan Performance Appraisal	Annual Information Return
City Council Directions Requiring Board Attention	2023 Consolidated Audited Financial Statements & KPMG Year-End Report
	City Council Directions Requiring Board Attention
	Annual General Meeting Process for TCHC and its Subsidiaries
	Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023
SPECIAL ITEMS	
Confronting Anti-Black Racism Update Report	
Urgently Building More Affordable Homes – TCHC Next Steps	
Financial Sustainability Strategy Update	
Developing a Strategic Plan for TCHC (2025-2029)	

2024 Public Board Work Plan

Q2	Q3
June 25, 2024	July 30, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	Annual Review of Board and Committee Charters, and Board and Vice Chair Mandates
Bi-Annual Update on Tenants First	Annual Compliance Reporting
	Annual Update on Subsidiaries
	City Council Directions Requiring Board Attention
SPECIAL ITEMS	SPECIAL ITEMS
State of Good Repair Capital Program Update	State of Good Repair Capital Program Update
Update on Tenant Service Hubs	

Q4	Q4
October 18, 2024	December 12, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – January to June 2024	2025 Board and Committee Meeting Schedule
2024-25 Corporate Insurance Renewal	Office of the Commissioner of Housing Equity’s (“OCHE”) 2025 Work Plan
	Bi-Annual Update on Tenants First
SPECIAL ITEMS	SPECIAL ITEMS
Draft Plan for Feedback – Developing a Strategic Plan for TCHC (2025-2029)	Approval – Developing a Strategic Plan for TCHC (2025-2029)
State of Good Repair Capital Program Update	State of Good Repair Capital Program Update

2024 Public GCHRC Work Plan

Q1 January 31, 2024	Q1 March 26, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public GCHRC Work Plan	City Council Directions Requiring Board Attention
City Council Directions Requiring Board Attention	Annual General Meeting Process <u>for TCHC and its Subsidiaries</u>
Developing a Strategic Plan for TCHC (2025-2029)	2024-2025 Strategic Communications Plan
	2024 Policy Review Schedule
	People & Culture Division Update
SPECIAL ITEMS	SPECIAL ITEMS

Q2 May 15, 2024	Q3 July 3, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
	Annual Compliance Reporting
	Annual Update on Subsidiaries
	Annual Review of Board and Committee Charters, and Board and Vice Chair Mandates
SPECIAL ITEMS	SPECIAL ITEMS
Deputation Policy¹	<u>Deputation Policy</u>

¹ Deferred to July 3, 2024 meeting.

Q3	Q4
September 4, 2024	November 12, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
	2025 Board and Committee Meeting Schedule
SPECIAL ITEMS	SPECIAL ITEMS
Employee Networks Presentation	<u>Approval – Developing a Strategic Plan for TCHC (2025-2029)</u>
<u>Draft Plan for Feedback – Developing a Strategic Plan for TCHC (2025-2029)</u>	

2024 Public GCHRC Work Plan

Q1 January 31, 2024	Q1 March 26, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public GCHRC Work Plan	City Council Directions Requiring Board Attention
City Council Directions Requiring Board Attention	Annual General Meeting Process for TCHC and its Subsidiaries
Developing a Strategic Plan for TCHC (2025-2029)	2024-2025 Strategic Communications Plan
	2024 Policy Review Schedule
	People & Culture Division Update
SPECIAL ITEMS	SPECIAL ITEMS

Q2 May 15, 2024	Q3 July 3, 2024
REGULAR ITEMS	REGULAR ITEMS
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
	Annual Compliance Reporting
	Annual Update on Subsidiaries
	Annual Review of Board and Committee Charters, and Board and Vice Chair Mandates
SPECIAL ITEMS	SPECIAL ITEMS
	Deputation Policy

Q3	Q4
September 4, 2024	November 12, 2024
REGULAR ITEMS	
City Council Directions Requiring Board Attention	City Council Directions Requiring Board Attention
	2025 Board and Committee Meeting Schedule
SPECIAL ITEMS	
Employee Networks Presentation	Approval – Developing a Strategic Plan for TCHC (2025-2029)
Draft Plan for Feedback – Developing a Strategic Plan for TCHC (2025-2029)	

2024 Public TSC Work Plan¹

Q1 February 5, 2024	Q2 April 11, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public TSC Work Plan	Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023
Office of the Commissioner of Housing Equity (“OCHE”) 2023 Work Plan Performance Appraisal	TCHC’s Q4 2023 Operational Performance Measures ²
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
	Q4 2023 Violence Reduction Program Update
	SPECIAL ITEMS
	Annual Pest Control Report
	Annual Unit Inspections Report
	Community Safety Unit Annual Report to Toronto Police Services Board
	Tenant Funds for Common Area Projects Report³
	Update on Reinstatement of Site Staff Access to CCTV Footage
	Tenant Transfer Policy⁴
	Tenant Engagement Review Report and Presentation

¹ Proposed changes to the [Residential Tenancies Act 2006, SO 2006, c 17](#), as amended, relating to the use of window and portable air conditioners, which were adopted in 2023, remain subject to proclamation and are not currently in force. A report on the impact of these changes, which are expected to be accompanied by Regulations that have not been introduced, will be provided to the Board once the Regulations have been introduced and the effective date of the change proclaimed.

² To include a Client Care Centre Year-End Wrap-Up.

³ ~~Deferred to September 27, 2024 meeting.~~

⁴ ~~Deferred to September 27, 2024 meeting.~~

2024 Public TSC Work Plan

Q2 June 10, 2024	Q3 July 23, 2024
REGULAR ITEMS	REGULAR ITEMS
TCHC's Q1 2024 Operational Performance Measures	Tenant Complaints Update
Annual Review of CSAC and TSC Charters	Tenant Engagement Refresh Update
Q1 2024 Violence Reduction Program Update	
SPECIAL ITEMS	SPECIAL ITEMS
Engagement Process for Community Economic Development related to Revitalization	
Community Safety Unit Year-End Wrap-Up	
<u>Tenant Funds for Common Area Projects – Interim Report</u>	

Q3 September 27, 2024	Q4 November 25, 2024
REGULAR ITEMS	REGULAR ITEMS
Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – January to June 2024	Office of the Commissioner of Housing Equity (“OCHE”) 2025 Work Plan
TCHC's Q2 2024 Operational Performance Measures	TCHC's Q3 2024 Operational Performance Measures
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2024 Violence Reduction Program Update	Q3 2024 Violence Reduction Program Update
SPECIAL ITEMS	SPECIAL ITEMS
Administration and Preliminary Evaluation of Tenant Advisory Committee (“TAC”) Report	
Update on Closing the Loop	
<u>Tenant Funds for Common Area Projects – Final Report</u>	
<u>Tenant Transfer Policy</u>	

2024 Public TSC Work Plan

<u>Tenant Engagement System Review Implementation Plan</u>	
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2024 Public TSC Work Plan¹

Q1 February 5, 2024	Q2 April 11, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public TSC Work Plan	Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023
Office of the Commissioner of Housing Equity (“OCHE”) 2023 Work Plan Performance Appraisal	TCHC’s Q4 2023 Operational Performance Measures ²
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
	Q4 2023 Violence Reduction Program Update
	SPECIAL ITEMS
	Annual Pest Control Report
	Annual Unit Inspections Report
	Community Safety Unit Annual Report to Toronto Police Services Board
	Update on Reinstatement of Site Staff Access to CCTV Footage
	Tenant Engagement Review Report and Presentation

¹ Proposed changes to the [Residential Tenancies Act 2006, SO 2006, c 17](#), as amended, relating to the use of window and portable air conditioners, which were adopted in 2023, remain subject to proclamation and are not currently in force. A report on the impact of these changes, which are expected to be accompanied by Regulations that have not been introduced, will be provided to the Board once the Regulations have been introduced and the effective date of the change proclaimed.

² To include a Client Care Centre Year-End Wrap-Up.

2024 Public TSC Work Plan

Q2	Q3
June 10, 2024	July 23, 2024
REGULAR ITEMS	
TCHC's Q1 2024 Operational Performance Measures	Tenant Complaints Update
Annual Review of CSAC and TSC Charters	Tenant Engagement Refresh Update
Q1 2024 Violence Reduction Program Update	
SPECIAL ITEMS	
Engagement Process for Community Economic Development related to Revitalization	
Community Safety Unit Year-End Wrap-Up	
Tenant Funds for Common Area Projects – Interim Report	

Q3	Q4
September 27, 2024	November 25, 2024
REGULAR ITEMS	
Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – January to June 2024	Office of the Commissioner of Housing Equity (“OCHE”) 2025 Work Plan
TCHC's Q2 2024 Operational Performance Measures	TCHC's Q3 2024 Operational Performance Measures
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2024 Violence Reduction Program Update	Q3 2024 Violence Reduction Program Update
SPECIAL ITEMS	
Administration and Preliminary Evaluation of Tenant Advisory Committee (“TAC”) Report	
Update on Closing the Loop	
Tenant Funds for Common Area Projects – Final Report	
Tenant Transfer Policy	

2024 Public TSC Work Plan

Tenant Engagement System Review Implementation Plan	
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2024 Public BIFAC Work Plan

Q1 January 25, 2024	Q1 March 18, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public BIFAC Work Plan	Q4 2023 Reconciliation of Preventive Maintenance and Demand Repair Programs
Q3 2023 Facilities Management Quarterly Capital Budget Update	Internal Audit Departmental Annual Report for 2023
Q3 2023 Reconciliation of Preventive Maintenance and Demand Repair Programs	Status Update on Audit Recommendations from Internal Audit Reports as of December 31, 2023
Internal Audit Work Plan for 2024	Q4 2023 Strategic Procurement Update
Q4 2023 Internal Audit Update	2023 Year-End ITS Divisional Update
	<u>Q4 2023 Delegated Real Estate Property Transactions</u>
	<u>Q4 2023 Procurement Award Committee (“PAC”) Awards and Revenue Contracts</u>
SPECIAL ITEMS	SPECIAL ITEMS

2024 Public BIFAC Work Plan

Q2 April 22, 2024 (Special BIFAC meeting)	Q2 May 31, 2024
REGULAR ITEMS	
2023 Annual Report and Letter to the Shareholder	Annual Review of BIFAC, IAC and PAC Charters
Annual Information Return	Q1 2024 Facilities Management Quarterly Capital Budget Update
	Q1 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs
	Q1 2024 Delegated Real Estate Property Transactions
	Q1 2024 Procurement Award Committee (“PAC”) Awards and Revenue Contracts
	Q1 2024 Internal Audit Update
	Q1 2024 Strategic Procurement Update
SPECIAL ITEMS	
	Annual Capital Project Management Update – 2023 Approved Contracts
	Annual Facilities Condition Index Update
	Firgrove: Update on Request for Expression of Interest (tentative)¹

¹ Deferred to September 12, 2024 meeting.

2024 Public BIFAC Work Plan

Q3	Q3
July 17, 2024	September 12, 2024
REGULAR ITEMS	REGULAR ITEMS
Annual Review of Board, President and CEO Expenses	Q2 2024 Facilities Management Quarterly Capital Budget Update
Bi-Annual ITS Divisional Update	Q2 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs
	Q2 2024 Delegated Real Estate Property Transactions
	Q2 2023 Procurement Award Committee (“PAC”) Awards and Revenue Contracts
	Q2 2024 Internal Audit Update
	Status Update on Audit Recommendations from Internal Audit Reports as of June 30, 2024
	2024-25 Corporate Insurance Renewal (tentative)
	Q2 2024 Strategic Procurement Update
SPECIAL ITEMS	SPECIAL ITEMS
	<u>Firgrove: Update on Request for Expression of Interest</u>

Q4
November 4, 2024
REGULAR ITEMS
Q3 2024 Facilities Management Quarterly Capital Budget Update
Q3 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs
Q3 2024 Delegated Real Estate Property Transactions
Q3 2023 Procurement Award Committee (“PAC”) Awards and Revenue Contracts
Q3 2024 Internal Audit Update
Q3 2024 Strategic Procurement Update
SPECIAL ITEMS

2024 Public BIFAC Work Plan

Q1 January 25, 2024	Q1 March 18, 2024
REGULAR ITEMS	REGULAR ITEMS
2024 Public BIFAC Work Plan	Q4 2023 Reconciliation of Preventive Maintenance and Demand Repair Programs
Q3 2023 Facilities Management Quarterly Capital Budget Update	Internal Audit Departmental Annual Report for 2023
Q3 2023 Reconciliation of Preventive Maintenance and Demand Repair Programs	Status Update on Audit Recommendations from Internal Audit Reports as of December 31, 2023
Internal Audit Work Plan for 2024	Q4 2023 Strategic Procurement Update
Q4 2023 Internal Audit Update	2023 Year-End ITS Divisional Update
	Q4 2023 Delegated Real Estate Property Transactions
	Q4 2023 Procurement Award Committee (“PAC”) Awards and Revenue Contracts
SPECIAL ITEMS	SPECIAL ITEMS

2024 Public BIFAC Work Plan

Q2	Q2
April 22, 2024 (Special BIFAC meeting)	May 31, 2024
REGULAR ITEMS	REGULAR ITEMS
2023 Annual Report and Letter to the Shareholder	Annual Review of BIFAC, IAC and PAC Charters
Annual Information Return	Q1 2024 Facilities Management Quarterly Capital Budget Update
	Q1 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs
	Q1 2024 Delegated Real Estate Property Transactions
	Q1 2024 Procurement Award Committee (“PAC”) Awards and Revenue Contracts
	Q1 2024 Internal Audit Update
	Q1 2024 Strategic Procurement Update
SPECIAL ITEMS	SPECIAL ITEMS
	Annual Capital Project Management Update – 2023 Approved Contracts
	Annual Facilities Condition Index Update

2024 Public BIFAC Work Plan

Q3		Q3	
July 17, 2024		September 12, 2024	
REGULAR ITEMS		REGULAR ITEMS	
Annual Review of Board, President and CEO Expenses		Q2 2024 Facilities Management Quarterly Capital Budget Update	
Bi-Annual ITS Divisional Update		Q2 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs	
		Q2 2024 Delegated Real Estate Property Transactions	
		Q2 2023 Procurement Award Committee ("PAC") Awards and Revenue Contracts	
		Q2 2024 Internal Audit Update	
		Status Update on Audit Recommendations from Internal Audit Reports as of June 30, 2024	
		2024-25 Corporate Insurance Renewal (tentative)	
		Q2 2024 Strategic Procurement Update	
SPECIAL ITEMS		SPECIAL ITEMS	
		Firgrove: Update on Request for Expression of Interest	

Q4	
November 4, 2024	
REGULAR ITEMS	
Q3 2024 Facilities Management Quarterly Capital Budget Update	
Q3 2024 Reconciliation of Preventive Maintenance and Demand Repair Programs	
Q3 2024 Delegated Real Estate Property Transactions	
Q3 2023 Procurement Award Committee ("PAC") Awards and Revenue Contracts	
Q3 2024 Internal Audit Update	
Q3 2024 Strategic Procurement Update	
SPECIAL ITEMS	

2024 Public CSAC Work Plan

Q1 March 25, 2024	Q2 June 3, 2024
REGULAR ITEMS	
2024 CSAC Public Work Plan	Annual Review of CSAC Charter
Q3 & Q4 2023 Violence Reduction Program Update	Q1 2024 Violence Reduction Program Update
SPECIAL ITEMS	

Q3 September 20, 2024	Q4 November 18, 2024
REGULAR ITEMS	
Q2 2024 Violence Reduction Program Update	Q3 2024 Violence Reduction Program Update
SPECIAL ITEMS	