



TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

Date: June 9, 2022

Time: 9:45 am. – 11:35 p.m.

Location: Virtual (NOT in person)

Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
9:45	1. Chair's Remarks	Information	Verbal Report <i>5 minutes</i>	Chair	-
9:50	2. Approval of Public Meeting Agenda	TSC Approval	Agenda <i>3 minutes</i>	Chair	1
9:53	3. Chair's Poll re: Conflict of Interest	Declaration	Agenda and Conflict of Interest Policy <i>2 minutes</i>	Chair	-
9:55	4. Confirmation of the Public Meeting Minutes of March 29, 2022	TSC Approval	Minutes <i>5 minutes</i>	Chair	3
10:00	5. Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>10 minutes</i>	Chair	15
10:10	6. Review of TSC Charter	TSC & Board Approval	TSC:2022-24 <i>5 minutes</i>	General Counsel & Corporate Secretary	29

Time	Description	Action	Pre-read	Presenter	Page #
	7. Chief Operating Officer's Reports				
10:15	a) Tenant Funds Distribution Policy and Procedures	Information & Consultation	TSC:2022-25 <i>10 minutes</i>	Acting Chief Operating Officer	35
10:25	b) Annual Pest Control Report (Updated)	Information	TSC:2022-18R <i>10 minutes</i>	Acting Chief Operating Officer	130
10:35	c) TCHC's Responses to the Office of the Commissioner of Housing Equity (OCHE) Bi-Annual Update	TSC & Board Information	TSC:2022-16 <i>10 minutes</i>	Acting Chief Operating Officer	136
10:45	d) TCHC's Operational Performance Measures	Information	TSC:2022-26 <i>10 minutes</i>	Acting Chief Operating Officer	141
10:55	e) Tenant Complaints Process Update	Information	TSC:2022-27 <i>10 minutes</i>	Acting Chief Operating Officer	153
11:05	f) Tenant Engagement Refresh Update	Information	TSC:2022-28 <i>10 minutes</i>	Acting Chief Operating Officer	158
11:15	g) Contract Management Update	TSC and Board Information (Presentation)	TSC:2022-29 <i>15 minutes</i>	Acting Chief Operating Officer	174
11:30	8. Q1 2022 Tenants First Update	Information	TSC:2022-30 <i>5 minutes</i>	Vice President, Strategic Planning and Communications	180

TERMINATION