



# TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

**Date:** February 9, 2022  
**Time:** 9:00 am. – 11:05 p.m.  
**Location:** Virtual (NOT in person)

## Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
<b>9:00</b>	<b>1.</b> Chair's Remarks	Information	Verbal Report <i>5 minutes</i>	Chair	-
<b>9:05</b>	<b>2.</b> Consent agenda		<i>15 minutes</i>		
	a) Approval of Public Meeting Agenda	TSC Approval	Agenda	Chair	1
	b) Chair's Poll re: Conflict of Interest	Declaration	Agenda and Conflict of Interest Policy	Chair	-
	c) Confirmation of the Public Meeting Minutes of November 18, 2021	TSC Approval	Minutes	Chair	3
	d) Q4 2021 Tenants First Update	Information	TSC:2022-02	Vice President, Strategic Planning and Communications	18
	e) 2022 Public TSC Work Plan	TSC & Board Approval	TSC:2022-03	General Counsel & Corporate Secretary	23
<b>9:20</b>	<b>3.</b> Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>10 minutes</i>	Chair	27

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<b>Time</b>	<b>Description</b>	<b>Action</b>	<b>Pre-read</b>	<b>Presenter</b>	<b>Page #</b>
<b>9:30</b>	<b>4.</b> Seniors Housing Unit South East Region Tenant Experience Survey Results <i>[Deferred from November 18, 2021 TSC meeting]</i>	Information	TSC:2021-80D <i>10 minutes</i>	General Manager, Seniors Housing Unit	42
<b>9:40</b>	<b>5.</b> Community Safety Advisory Sub-Committee Chair's Report	Information	Verbal Report <i>15minutes</i>	Chair, Community Safety Advisory Sub-Committee	-
<b>9:55</b>	<b>6.</b> Board and Committee Meeting Rules of Procedures	Information	TSC:2022-04 <i>30 minutes</i>	General Counsel and Corporate Secretary	85
<b>10:25</b>	<b>7.</b> OCHE Reports a) Office of the Commissioner of Housing Equity (OCHE) Bi-Annual Update – July to December 2021	TSC & Board Information	TSC:2022-05 <i>10 minutes</i>	Commissioner of Housing Equity	143
<b>10:35</b>	b) Office of the Commissioner of Housing Equity (OCHE) 2021 Work Plan Performance Appraisal	TSC & Board Approval	TSC:2022-06 <i>10 minutes</i>	Commissioner of Housing Equity	153
	<b>8. Chief Operating Officer's Reports</b>				
<b>10:45</b>	a) Tenant Engagement Refresh Update	Information	TSC:2022-07 <i>10 minutes</i>	Chief Operating Officer	174
<b>10:55</b>	b) Update: Participatory Budget Program Review	Information	TSC:2022-08 <i>10 minutes</i>	Chief Operating Officer	193

**TERMINATION**