



# TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

**Date:** September 14, 2021  
**Time:** 9:25 am. – 11:45 p.m.  
**Location:** Virtual (NOT in person)

## Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
<b>9:25</b>	<b>1.</b> Chair's Remarks	Information	Verbal Report <i>5 minutes</i>	Chair	-
<b>9:30</b>	<b>2.</b> Consent agenda		<i>5 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 July 5, 2021	TSC Approval	Minutes	Chair	3
	d) Q2 2021 Tenants First Update	Information	TSC:2021-56	Director, Strategic Planning & Stakeholder Relations	18
	e) Community Safety Advisory Sub-Committee Charter	TSC & Board Approval	TSC:2021-63	Chief Operating Officer	64
<b>9:35</b>	<b>3.</b> Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair	70

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<b>Time</b>	<b>Description</b>	<b>Action</b>	<b>Pre-read</b>	<b>Presenter</b>	<b>Page #</b>
<b>9:40</b>	<b>4.</b> Community Safety Advisory Sub-Committee Chair's Report	Information	Verbal Report <i>5 minutes</i>	Chair, Community Safety Advisory Sub-Committee	-
<b>9:45</b>	<b>5.</b> Revitation Long-Term-Economic & Employment Benefits	Information	TSC:2021-57 <i>30 minutes</i>	Interim Chief Development Officer & Director, Program Delivery	87
<b>10:15</b>	<b>6.</b> Chief Operating Officer's Reports		<i>60 minutes</i>		
	a) TCHC's Operational Performance Measures	Information	TSC:2021-58	Chief Operating Officer	95
	b) Commercial Rent Arrears Resulting from COVID-19	Information	TSC:2021-59	Chief Operating Officer	104
	c) Tenant Complaints Update	Information	TSC:2021-60	Chief Operating Officer	108
	d) Tenant Engagement Refresh Update	Information	TSC:2021-61	Chief Operating Officer	113
<b>11:15</b>	<b>7.</b> 2021 Tenant Survey	Information	TSC:2021-64 <i>10 minutes</i>	Vice President, Strategic Planning & Communications	133
<b>11:25</b>	<b>8.</b> Harm Reduction Procedures	Information	TSC:2021-62 <i>20 minutes</i>	Director, Strategic Planning & Stakeholder Relations	151

**TERMINATION**